

Improving access to health services in Rutland where treatment is needed on the same day

A public consultation on proposed improvements

What this document is about

The local NHS in Rutland is holding a public consultation about proposals to improve health services in Rutland. The proposals would improve services for people by bringing together two local services - the Minor Injuries Unit and the Urgent Care Centre, creating a Minor Illness and Injury Service which would be open 7 days a week.

Minor injuries and illnesses include sprains, strains, wounds, sore throats and ear infections, where treatment is needed on the same day.

This document explains the proposals and why they are needed and invites you to tell us your views. Your feedback will help us to make a final decision on how we provide people in Rutland with better care, in the most appropriate place, in a way that spends public money efficiently.

The document also provides information about other health services in Rutland. Although we are not changing them, we want to give you the bigger picture.

Please complete the survey included in this document by Sunday 16 March 2025.

Alternatively, you can complete the survey online at www.bit.ly/rutlandsurvey



Is this document accessible to you?

We can provide this document in easy-read format, large print, hard copy, or as a Word document for screen readers. You can also complete a survey by phone. If you would like some help to complete a questionnaire or to request one of the alternative formats, please contact us using the details opposite.

If you require the document in another language, please contact the Ujala Interpreting Service at 0116 295 2110.



llricb-llr.beinvolved@nhs.net



0116 295 7532



Freepost Plus RUEE-ZAUY-BXEG
LLR Rutland Consultation
NHS LLR ICB
Room G30, Pen Lloyd Building
County Hall, Leicester Road
Glenfield, Leicester LE3 8TB

अगर आपको इस दस्तावेज़ में शामिल जानकारी समझने में सहायता चाहिए तो कृपया 0116 295 2110 पर फ़ोन कीजिए।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਵਿਸ਼ਾ ਵਸਤੂ ਸਮਝਣ ਲਈ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ 0116 295 2110.

ਜੇ તમને આ દસ્તાવેજમાં આપેલ માહિતી સમજવા માટે મદદ જોઈતી હોય તો મહેરબાની કરીને 0116 295 2110 પર ફોન કરો.

এই ডকুমেন্ট'এর কোন বিষয় বুঝতে আপনার যদি সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে 0116 295 2110 নাম্বারে টেলিফোন করুন।

Hadii aad u baahantahay in lagaa caawiyo fahmida qoraalka ku qoran documintigaan fadlan nagala soo xiriir telefoonkaan 0116 295 2110.

Jeśli potrzebujesz pomocy w zrozumieniu treści tego dokumentu prosimy o telefon pod numer 0116 295 2110.

"اگر آپ کو اس دستاویز کے مضمولات کو سمجھنے میں مدد کی ضرورت ہو تو براہ کرم ہمیں 0116 295 2110 پر فون کریں۔"

Caso pretenda ajuda para compreender o conteúdo deste documento, por favor ligue para o 0116 295 2110.

如果您在理解本档的内容时需要任何帮助，请致电 0116 295 2110.

Jeï norëtumëte, kad kas nors padëtų suprasti šį dokumentą, skambinkite tel. 0116 295 2110.

Ja jums nepieciešama palīdzība, lai saprastu šī dokumenta saturu, lūdzam zvanīt uz 0116 295 2110.

Who is doing this public consultation?

The public consultation is being led the NHS Integrated Care Board for Leicester, Leicestershire and Rutland also known as the ICB. This is the organisation responsible for planning health services for their local population.

What is not covered in this public consultation

This public consultation is about proposals regarding the Minor Injuries Unit and the Urgent Care Centre based in Rutland Memorial Hospital.

This consultation does not include:

- Other services provided at Rutland Memorial Hospital
- Investment in Rutland Memorial Hospital on the Mobi-Hub – making it easier for people to travel around town and development of new digital innovation facility around health
- Acute hospitals
- GP practices and wider community services

The reasons we need to make changes to health services in Rutland

There are lots of reason why health services need to change and improve in Rutland:

The population of Rutland is increasing

Based on the 2021 Census (done every 10 years to get a picture of all the people and households in England and Wales), Rutland's population was 41,049. This had increased by 9.8% since 2011. By 2043, the population is expected to reach 46,510, which is a 13.3% increase from 2021, adding 5,461 people. (Source: Rutland Joint Strategic Needs Assessment 2023).

The population of Rutland is changing

In 2021, 25.3% of Rutland's population was over the age of 65. By 2043, it is anticipated that there will be 4,710 additional older people. This is an increase of 45.4% from 2021. (Source: Rutland Joint Strategic Needs Assessment 2023).

Access to some services can be difficult

Rutland borders Lincolnshire, Cambridgeshire, Northamptonshire and Leicestershire. People use acute healthcare facilities in these areas, which can be difficult to access. Acute care services, for example, accident and emergency departments, provide treatment to people with short-term severe medical needs.

The way services are organised is confusing

People tell us that they find services confusing. Some services you can walk into without an appointment, but others require you to book in advance. Opening hours are often complicated and some websites contain inaccurate information. Outdated signs and the different names given to similar services also causes uncertainty.

Buildings need refurbishing to be fit for the future

Currently you have a Minor Injuries Unit which is a type of walk-in clinic service that treats minor injuries. They can treat things like suspected broken bones, injuries, cuts and bruises. There is also an Urgent Care Services which you can visit when you GP practice is closed if it is urgent. It treats conditions like cuts and minor injuries such as sprains.

Both the Minor Injuries Unit and Urgent Care Centre are in Rutland Memorial Hospital. Both facilities need modernising to make them fit to provide 21st century care.

Oakham Medical Practice, the largest GP practice in Rutland, leases its building. To meet future demand, additional space would be needed. This could be provided at Rutland Memorial Hospital, located next door.

Patients from other practices in Rutland and Stamford have moved to Empingham Medical Practice. These practices have no additional space to grow in their current buildings to accommodate more patients.

There is more demand for services provided at GP practices

Since the pandemic, demand for services, including those at GP practices, has increased. We need to do things differently to address this demand and join services together to make it easier for patients to access care. We also need to increase care and services that prevent people being admitted to hospital and help people leave hospital faster.

What is being proposed?

The NHS wishes to simplify, combine, and improve some existing services in Rutland by 1 April 2026.

In Rutland, the Minor Injury Service and Urgent Care Service run separately and have different opening times. We would combine these services and provide them from a refurbished facility at Rutland Memorial Hospital.

The service would operate for 8 hours every day (Monday to Sunday). Appointments would be pre-bookable via NHS 111 or your GP practice.

The proposed service would be provided by nurses, advanced nurse practitioners (nurses who have a master's degree in clinical practice) and other clinicians who have access to and guidance from a GP. If people need it, they would be receive a prescription for medication (drugs).

The types of non-life-threatening conditions that could be treated remain unchanged and include:

▶	Minor dislocation	▶	Wound infection
▶	Cuts, grazes, bites	▶	Bone fracture
▶	Minor head injury	▶	Sore throats
▶	Eye injury	▶	Ear infections
▶	Burns or scalds	▶	Water infections

A typical appointment would include:

- ✔ Immediate assessment to identify the specific needs of a person and the action to be taken.
- ✔ Reviewing the patient's medical history.
- ✔ Dressing and treating a wound, if applicable.
- ✔ Referral to an X-ray (an image of the inside of your body) if required, which may be on-site.
- ✔ Referral to another service if needed.
- ✔ Providing patients with information on managing their condition.

We would like to increase access to X-ray facilities at Rutland Memorial Hospital, but currently only have money to provide this service on Wednesdays and Thursdays (as it is provided now). Providing X-ray facilities is expensive as the machine must be operated by expertly trained staff, has high energy usage, and requires maintenance to ensure quality and safety. Over time, we would assess the demand for the X-ray service from people living both inside and outside of Rutland; however, it is unlikely that the service would be expanded in the immediate future.

The proposals: At a glance

Services we are consulting on	How it is provided now	How we propose to provide it
Urgent Treatment Centre	Provided from Rutland Memorial Hospital by appointment only through NHS 111. Open 6.30pm to 9pm from Monday to Friday, and 9am to 7pm on Saturday and Sunday.	Combine the two services to create a 'Minor Illness and Injury Service' from Rutland Memorial Hospital in refurbished facilities. Open 8 hours a day, 7 days a week. Suggested opening hours are 1pm to 9pm. Accessible by appointment through NHS 111 or GP surgery. We would explore additional access to onsite X-ray facilities in the future.
Minor Injury Service	Provided from Rutland Memorial Hospital as a walk-in service. Open 10am to 6.30pm from Monday to Friday (excluding bank holidays). X-ray facilities are available on Wednesdays and Thursdays from 8.30am to 4.30pm.	

Benefits of proposed changes

More 'on the day' appointments

Although opening hours would be slightly reduced under these proposals, we would increase the number of appointments offered from 6,785 to 7,644 per year. This would be possible due to providing one centralised service more efficiently than two.

Reduced need for people to drive out of Rutland

Less people would experience the inconvenience of travelling out of the county of Rutland to receive care. This would reduce the number of miles that people travel, reducing their carbon footprint (the amount of carbon dioxide released into the atmosphere as a result of an activity – car journey).

Less confusion when accessing services

One place of care with consistent ways of booking appointments and consistent opening times would be easy to understand and remember.

Improved facilities

Updating and modernising existing facilities would enhance the quality of service and improve the experience for both patients receiving care and staff delivering care.

Reduced duplication of services

Providing a single service from one facility would reduce duplication. This would enable staff to concentrate on delivering care more safely and efficiently from one location.

More joined up services

Patients would be asked for permission to access a part of their GP medical record, enabling healthcare professionals to look at their medical history, current medications, and any recent results. After the appointment, the patient's registered practice would be told of the visit, and any necessary actions would be followed up. Additionally, referrals to other services would be made easier.

Relieves pressure on accident and emergency departments (A&E)

Data shows that many people in Rutland travel to accident and emergency departments (a place to treat patients with life-threatening injuries and illnesses e.g. loss of consciousness) out of the area to receive care for minor illness and injuries.

How we propose to fund the improvements

The cost of running the service would be £315,00 per year, which is the same as it is now. This would be funded through the existing annual, local NHS budget. We plan to deliver the improved physical environment for patients by applying for funds from the local authority called the Community Infrastructure Levy, which is available for this type of project.

How we arrived at the proposals

Conversations with the population of Rutland regarding service changes date back some years. Key projects undertaken by the NHS and other organisations, including Healthwatch Rutland, have gathered information from patients, service users, staff, carers and the public, including those with protected characteristics (types of discrimination against anyone because of their age, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour and nationality, religion of belief, sex and sexual orientation). What they told us has influenced the proposals for change and improvement.

The local NHS coordinated two workshops with Primary Care Networks (groups of GP practices working together), clinical staff, DHU Healthcare (local provider of health care) and Healthwatch Rutland (organisation that gathers and champions the the voices of health and care service users) to discuss healthcare in Rutland and explore improvement options. Conversations have also been ongoing with other organisations, including the Rutland County Council and voluntary groups.

The NHS looked at the information we have about how people use services and when they access them. This helps us to predict how they might use them in the future. For example, we believe having the Minor Illness and Injury Service open for 8 hours aligns with how people currently use it and may use it in the future.

Various options were discussed and the preferred options described in this document were felt to offer the most significant and long-term benefits for people.

Get involved and have your say

The local NHS want to know what you think about our proposals to improve services in Rutland.

You can tell us by:



Completing the consultation questionnaire online at www.bit.ly/rutlandsurvey



Email your views to: llricb-llr.beinvolved@nhs.net



Telephone: 0116 295 7532 to receive a paper copy of the questionnaire or information in another format



Write to us at
Freepost Plus RUEE-ZAUY-BXEG,
Rutland Consultation, NHS LLR ICB,
Room G30, Pen Lloyd Building,
County Hall, Glenfield,
Leicester, LE3 8TB

Follow our social channels:



@NHS Leicester, Leicestershire and Rutland

@NHS_LLRL



Come along to one of our drop-in events:

Greetham Community Centre	Oakham Library	The Falcon Hotel	Empingham Medical Centre
Great Lane, Oakham LE15 7NG	Oakham Library, Catmose St, Oakham LE15 6HW	Falcon Hotel, 7 High St E, Uppingham, Oakham LE15 9PY	37 Main St, Empingham, Oakham LE15 8PR
Thursday 13 February 2025	Wednesday 26 February 2025	Friday 7 March 2025	Tuesday 11 March 2025
9.30am-12.30pm	9.30am-12.30pm	9.30am-12.30pm	11am-1pm

Drop-in sessions are to support people to complete the questionnaire.

Further information supporting the consultation is available on our website:

www.bit.ly/rutlandsurvey

Due to the number of responses we expect to receive, we will not be able to write back to every letter, but we will do our best to respond to any questions.

Please be aware that your response to this consultation will be passed to a company for independent analysis (examination) so that it can be anonymously (unnamed) included in our Report of Findings.

Benefits of proposed changes

All the feedback we receive from the consultation will be independently analysed and evaluated, and a report produced. The local NHS will then reflect on what people have said.

The report will be received by a meeting in public of the local NHS Board, and the findings from the public consultation will be considered in any decisions they make.

All decisions will be made public after the meeting of the NHS Board and further engagement work will commence with the people of Rutland.

Public Consultation Questionnaire

This questionnaire gives you the opportunity to provide your views about the proposed changes.

The questionnaire may be completed by anyone over the age of 16, including residents, patients, carers, healthcare staff and organisation representatives. There is more information online, including an online version of this questionnaire, which we encourage you to complete.

Please visit: www.bit.ly/rutlandsurvey

Completed questionnaires will be independently analysed. Your feedback will be anonymous. All questionnaires, completed online or via other means, should arrive by Sunday 16 March 2025.

Data Protection Statement

The ICB has commissioned an independent organisation to collect, handle and process the responses gathered for this consultation. Any information you provide will be handled in accordance with General Data Protection Regulations (GDPR) (rule about information privacy) and the Data Protection Act 2018.

The questionnaire asks people who reply to provide their full postcode and demographic profiling data (age, gender, ethnicity etc.). This information is used to ensure the responses are representative of the Rutland demographics (a study of the local population). You do not have to provide this information to take part in the questionnaire, but it helps the NHS to ensure that any decisions made meet the needs of a diverse community.

Any reports published using the insights from the questionnaire will not contain personally identifiable information and will only show feedback in an anonymous format. These anonymised results may be shared publicly, for example, on NHS public facing websites or printed and distributed.

Your involvement is voluntary (your choice) and you are free to stop completing the questionnaire at any time. Only submitted responses will be included in the analysis. You don't need to answer all the questions. All information collected via the questionnaire will be held for a period of five years from the date the questionnaire closes, in line with the Records Management Code of Practice for Health and Social Care 2020, which all NHS organisations work under.

Questionnaire Instructions

1. COMPLETE



Complete the relevant questions from page 9 to 15

2. DETATCH



Tear or cut along the perforation on pages 9 to 15

3. RETURN



Place in an envelope and return to our freepost address
Freepost Plus RUEE-ZAUY-BXEG,
Rutland Consultation, NHS LLR ICB, Room G30,
Pen Lloyd Building,
County Hall,
Glenfield, Leicester, LE3 8TB

Survey questions

Q1	<p>Please tick to confirm you have read and agree with the data protection act statement. (Please note that we cannot use any questionnaires that do not have this box ticked)</p>		
Q2	<p>How did you hear about this public consultation? Please tick all the boxes that apply.</p>		
	Text/letter/app notification from my GP practice		
	Social media (e.g. Facebook)		
	Email		
	Staff communication		
	Radio		
	Newspaper		
	Poster		
	Word of mouth		
Other, please tell us:			
Q3	<p>In what capacity are you completing this questionnaire? (Please tick one box only)</p> <p><i>This questionnaire is for individual responses. If you would like to submit a formal response on behalf of your organisation, please email llricb-llr.beinvolved@nhs.net</i></p>		
	As a member of the public (move onto Q5)		
	As somebody who works in a pharmacy		
	As somebody who works at a GP practice		
	As somebody who works in healthcare (but not a pharmacy or GP practice)		
	As somebody who works for another public sector organisation (e.g. local authority)		
	As a member of a patient representative organisation		
	As a member of a voluntary, community or social enterprise organisation		
Q4	<p>If you are completing this questionnaire as somebody who works/volunteers for an organisation, please tell us the name of the organisation (then move onto Q6).</p>		
Q5	<p>If you are completing this questionnaire as a member of the public, which GP practice are you registered with?</p>		
Q6	<p>Are you a member of the farming community?</p>		
	Yes	No	
	Prefer not to say		

Proposal 1

Rutland currently offers two same-day care services at Rutland Memorial Hospital: the Minor Injury Service and the Urgent Treatment Centre. These services operate separately and have different opening hours.

We propose combining these two services to create one Minor Illness and Injury Service that treats conditions such as cuts, grazes, bites, minor head injuries, eye injuries, burns, scalds, wound infections, bone fractures, water infections, ear infections and sore throats.

Q7	To what extent do you agree or disagree with the proposal to create one combined Minor Illness Service?	
	Strongly Agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>

Q8	Please explain (in the space below) why you agree or disagree with the proposal to create one combined Minor Illness and Injury Service. Please include any impacts (either negative or positive) that you feel this proposal may have on you, your family or any groups you represent.	

Proposal 2

If adopted, the combined Minor Illness and Injury Service facility would be open seven days a week and would be open for eight hours a day, from 1pm-9pm.

Q9	To what extent do you agree or disagree that these would be the most suitable opening times for the proposed combined Minor Illness Service, based on your personal circumstances?	
	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>

Q10	Please explain (in the space below) why you agree or disagree that these would be the most suitable opening times for the proposed combined Minor Illness and Injury Service. Please include any impacts (either negative or positive) that you feel this proposal may have on you, your family or any groups you represent. If you have any suggestions for alternative opening times, please include these in your comments below.	

Proposal 3

If adopted, the combined Minor Illness and Injury Service facility would offer X-ray services every Wednesday and Thursday.

Q11	To what extent do you agree or disagree with the proposed Minor Illness Service facility offering X-ray services every Wednesday and Thursday?	
	Strongly agree	
	Agree	
	Neither agree nor disagree	
	Disagree	
	Strongly disagree	

Q12	Please explain (in the space below) why you agree or disagree with the proposed Minor Illness and Injury Service facility offering X-ray services every Wednesday and Thursday. Please include any impacts (either negative or positive) that you feel this proposal may have on you, your family or any groups you represent.	

Proposal 4

If adopted, appointments for the combined Minor Illness and Injury Service facility would be booked through your GP surgery or via NHS 111.

Q13	To what extent do you agree or disagree with appointments for the proposed Minor Illness Service facility being booked through your GP surgery or via NHS 111?	
	Strongly agree	
	Agree	
	Neither agree nor disagree	
	Disagree	
	Strongly disagree	

Q14	Please explain (in the space below) why you agree or disagree with appointments for the proposed Minor Illness and Injury Service facility being booked through your GP surgery or via NHS 111. Please include any impacts (either negative or positive) that you feel this proposal may have on you, your family or any groups you represent.	

Q15	If you have any other comments about the proposals to improve services or have any alternative proposals that you think we should consider, please use the space below to tell us what they are.

'Pharmacy First' Initiative

As demand for health services rises, exploring new ways to improve patient access to care is crucial. Community pharmacists (chemists) now treat more conditions, supporting individuals with minor illnesses or urgent medication needs. This is called Pharmacy First and it was launched in January 2024. It covers the treatment of the seven common conditions listed below, plus more:

Conditions	Ages
Acute otitis media (infection of the middle ear)	1 – 17 years
Impetigo (common and highly contagious skin infection)	1 year and above
Infected insect bites	1 year and above
Shingles (viral infection that causes a painful rash)	18 years and above
Sinusitis (swelling of the sinuses, usually caused by an infection)	12 years and above
Sore throat	5 years and above
Uncomplicated urinary tract infections in women	16 – 64 years

Q16	If you have seen a pharmacist (chemist) in 2024 for one of the conditions listed above, how would you rate the most recent experience you had?	
	Strongly agree	
	Agree	
	Neither agree nor disagree	
	Disagree	
	Strongly disagree	

Q17	Please use the space below to explain why you answered Q16 in the way that you did.

Equality monitoring questions

Please complete as many of the following questions as you feel comfortable with, as this will help us understand who is taking part in the public consultation. The information you provide will be kept in accordance with the terms of the Data Protection Acts 1998 and 2000 and will be used for monitoring purposes and questionnaire analysis.

Your answers help us to ensure that everyone receiving services can get involved in shaping their care. They also help us make services better. For example, if we find that a certain group of people have had a worse experience, we can work with them to make improvements.

These questions are optional, but the information provided will be anonymous and play an important role in improving care.

If you are completing this survey on behalf of someone else, please complete the equality monitoring form about them.

Q18	What is your sex? Please tick one box only.	
	Male	<input type="checkbox"/>
	Female	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>

Q19	Do you identify as the gender you were assigned at birth? Please tick one box only.	
	Yes	<input type="checkbox"/>
	No, please tell us your gender identity:	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>

Q20	What is your age? Please tick one box only.	
	16 – 19 years	<input type="checkbox"/>
	20 – 24 years	<input type="checkbox"/>
	25 – 34 years	<input type="checkbox"/>
	35 – 49 years	<input type="checkbox"/>
	50 – 64 years	<input type="checkbox"/>
	65 – 74 years	<input type="checkbox"/>
	75 – 84 years	<input type="checkbox"/>
	85+ years	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	

Q21	What is your religion or belief? Please tick one box only.	
	No religion	<input type="checkbox"/>
	Bahá'i	<input type="checkbox"/>
	Buddhist	<input type="checkbox"/>
	Christian	<input type="checkbox"/>
	Hindu	<input type="checkbox"/>
	Jain	<input type="checkbox"/>
	Jewish	<input type="checkbox"/>
	Muslim	<input type="checkbox"/>
	Sikh	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>
Other, please tell us:	<input type="checkbox"/>	

Q22	What is your ethnicity? Please tick one box only.	
	Asian or Asian British:	
	Bangladeshi	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>
	Indian	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>
	Any other Asian background, please tell us:	<input type="checkbox"/>

Q22 cont.	Black or Black British:	
	African background, please tell us:	
	Caribbean	
	Somali	
	Any other Black background, please tell us:	
	Mixed:	
	Asian and White	
	Black African and White	
	Black Caribbean and White	
	Any other Mixed or multiple background, please tell us:	
	White:	
	British, English, Northern Irish, Scottish, Welsh	
	Irish	
	Gypsy/Irish Traveller	
	Polish	
	Roma	
	Any other White background, please tell us:	
	Other:	
	Arab	
Any other ethnicity, please tell us:		
Prefer not to say		

Q23	Are you pregnant or have you given birth in the last 26 weeks? Please tick one box only. <i>The Equality Act 2010 protects women who are pregnant or have given birth within a 26-week period.</i>	
	Yes	

Q23 cont.	No	
	Prefer not to say	

Q24	Do you consider yourself to have a disability or suffer from poor health? Please tick all boxes that apply. <i>The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12-month period or longer) or substantial adverse effects on their ability to carry out day to day activities.</i>	
	Yes, I have a disability	
	Yes, I am in poor health	
	No (<i>go to Q26</i>)	
	Prefer not to say (<i>go to Q26</i>)	

Q25	If you selected 'yes', which condition(s) do you have? Please tick all the boxes that apply.	
	Physical	
	Partial or total loss of vision	
	Learning disability/difficulty	
	Partial or total loss of hearing	
	Mental health condition	
	Speech impediment or impairment	
	Long standing illness or condition	
	Other medical condition or impairment, please tell us:	
	Prefer not to say	

Q26	Do you provide care for someone? Please tick all the boxes that apply.	
	Yes - Care for young persons(s) aged 24 years or younger	
	Yes - Care for adults(s) aged 25 to 49 years	
	Yes – Care for older person(s) aged 50 years or over	
	No	
Prefer not to say		

Q27	What is your relationship status? Please tick one box only.	
	Single	<input type="checkbox"/>
	Married/civil partnership	<input type="checkbox"/>
	Separated or divorced	<input type="checkbox"/>
	Partnered/living with a partner	<input type="checkbox"/>
	Widowed/surviving civil partner	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>

Q28	What is your sexual orientation (preference)? Please tick one box only.	
	Bisexual (relationship with any gender/s)	<input type="checkbox"/>
	Gay or lesbian (same sex relationship)	<input type="checkbox"/>
	Heterosexual/straight (male to female relationship)	<input type="checkbox"/>
	Other, please tell us:	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>

Q29	Which of the following applies to you? Please tick all the boxes that apply.	
	I am serving personnel in the Armed Services	<input type="checkbox"/>
	I have previously served in the Armed Services	<input type="checkbox"/>
	I am a family member of someone serving in the Armed Services	<input type="checkbox"/>
	I am a reserve in the Armed Services	<input type="checkbox"/>
	I am a civilian or have another role in the Armed Services	<input type="checkbox"/>
	None of the above	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>

Q30	What is your full postcode?	

Please ensure that you have ticked the consent box at the beginning of the survey. (Please note that we cannot use any surveys that don't have this box ticked)

Thank you for your time in completing this questionnaire. Your feedback is valuable. Please return this questionnaire to arrive by **Sunday 16 March 2025** to:

**Freepost Plus RUEE-ZAUY-BXEG
Rutland Public Consultation
NHS LLR ICB
Room G30, Pen Lloyd Building
County Hall, Glenfield
Leicester LE3 8TB**

1.

COMPLETE

Complete the relevant questions from page 9 to 15



2.

DETATCH

Tear or cut along the perforation on pages 9 to 15



3.

RETURN

Place in an envelope and return to our freepost address
Freepost Plus RUEE-ZAUY-BXEG,
Rutland Consultation
NHS LLR ICB, Room G30,
Pen Lloyd Building,
County Hall, Glenfield, Leicester, LE3 8TB



To find out about other NHS surveys and involvement opportunities, please visit the Be Involved page on our website: www.bit.ly/rutlandsurvey

Other services in Rutland

Minor injury and urgent care services are just two key services provided to people in Rutland. Although we are not consulting on them, it is useful to remind you what other services are available:



Services from your GP practice

Longer opening hours

Rutland has several GP practices, including Empingham Medical Practice and Oakham Medical Practice, which has branches in Market Overton and Somerby. In addition, Uppingham Surgery has two branch surgeries – the Gretton Branch and Barrowden Branch.

The practices in Oakham, Uppingham and Empingham are all open Monday to Friday from 8am until 6.30pm. The other practices have variable opening hours Monday to Friday.

Appointments are also available Monday to Friday 6.30pm to 8pm and Saturday 9am to 5pm, on a rotational basis at the main practices in Rutland, bookable via the practice.

A wider range of health professionals to see

There is also a much wider team of health professionals that have become involved in patients' care in Rutland. These specialist roles include:

- Clinical pharmacists who assess people and treat them using their expert knowledge of medicines for specific diseases. They also review the medication people are on.
- Care coordinators support people to prepare for conversations or follow-up discussions with clinical staff.
- Occupational therapist help people to find ways to continue with everyday activities – learning new ways of doing things.
- Physician associates who work alongside GPs providing medical care.
- Mental health practitioners support people with complex mental health conditions.
- Community paramedics help to care for patients who may be deteriorating, helping them with their long-term conditions, minor injuries and illnesses. They also help people who have fallen or need wound care or have a musculoskeletal problem (joints, ligament, muscles, nerves or tendons), urinary tract (infection of the bladder, kidneys or tubes connected to them) respiratory (lungs, airways, throat, nose, mouth) infection. They can also provide a range of medicines including antibiotics.
- Social prescribing link workers look after patients day-to-day with their emotional wellbeing. They make connections for people with community groups that provide help with health and wellbeing.

Doing more online

There are so many opportunities now to access services online for people who are comfortable with this method. This includes NHS 111 online. The NHS App is also a simple and secure way for people to access a range of NHS services on their smartphone or tablet. Visit www.nhs.uk/nhs-app to find out more.

There are also more ways to book your appointment at your GP practice including online, by phone or in person.

GP practices have invested in better telephone systems. There are features such as automated bookings. Practices monitor the number of calls they receive and answer and adjust the number of staff they have available to meet demand. This reduces patient frustration and complaints.

Depending on your condition, you may also have your consultation online or over the phone, rather than always having to go into the practice, when you are feeling unwell.



Get help from your local pharmacist or chemist

There are six community pharmacies in Rutland. Pharmacies can offer advice on a range of illnesses, that you do not need a prescription for such as coughs, colds, sore throats, ear infections and aches and pains.

They can also give advice about medicines. This includes how to use your medicine, worries about side effects and any other questions you have.

Most pharmacies also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First.



NHS111

- NHS 111 is available online (111.nhs.uk) or over the phone, 24 hours a day, seven days a week.
- NHS 111 is the easiest way to get the right care for medical problem, as quickly as possible.



Mental Health Support

- Non urgent mental health support is available through VitaMinds (talking therapy services) on 0330 094 5595.
- Urgent mental health support is available by calling NHS111 and selecting option 2, 24 hours a day, seven days a week.
- There are also two Mental Health Neighbourhood Cafes in Rutland. One is in Oakham and the other is in Uppingham. Both are provided by Pepper's and can be booked online: www.leicspart.nhs.uk/service/neighbourhood-mh-cafes/ or texting or telephoning 07955 344126.



Rutland Memorial Hospital

Rutland Memorial Hospital is in Oakham. It has one adult inpatient ward with beds for people who need to stay in hospital overnight to receive their treatment. It provides care for people who are not severely ill but need support to regain their ability to carry out activities in daily life after an episode of illness. It also provides care and support for people who are at the end of their lives.



Services accessible to Rutland residents but based outside of Rutland

Depending on where people live in Rutland it may be easier and more convenient to access services that are not in Rutland.

Stamford has a Minor Injuries Unit. It is a walk-in service for people who have had a minor injury such as a fracture, graze, minor burn and sting. It is open from 9am to 5pm Monday to Friday, except bank holidays.

Corby Urgent Care Centre is open from 8am to 8pm every day including bank holidays and weekends.

Melton Mowbray has a Minor Injury Unit which is open from 8am to 6.30pm and is based at Latham House Medical Practice. It is for patients who have had a minor accident that they cannot treat themselves. If required, X-ray facilities are available at Melton Community Hospital.



NHS Dentist

You can find a dental surgery that's convenient to you and phone them to see if there are any NHS appointments available. www.nhs.uk/service-search/find-a-dentist

Dental surgeries will not always have the capacity to take on new NHS patients. You may have to join a waiting list, look for a different dentist who is taking on new NHS patients, or be seen privately.



Find an activity, group or support near you

Joy (www.services.thejoyapp.com) helps you to find activities, groups and support offers near you. From counselling and volunteering, through to carer support and community hubs, it's about what matters to you. The right support is just a few clicks away.



Support and services provided by Rutland County Council

A range of support and services are available from Rutland County Council:

Adult social care | Rutland County Council
(www.rutland.gov.uk/adult-social-care)

Children, young people and families | Rutland County Council
(www.rutland.gov.uk/children-young-people-families)

If you would prefer to speak with someone, you can call the Customer Service Team on 01572 722577



Health and wellbeing

Rutland has a Health and Wellbeing Board, which a local council is required to have. It is chaired by a councillor who leads on Health, Wellbeing and Adult Care.

The Board members are a mixture of people from Rutland County Council, NHS, public health (branch of medicine that deals with public health), police and voluntary sector.

The role of this Board is to work together to improve the health and wellbeing of the population of Rutland and reduce health inequalities (unfair and avoidable differences across the population).

Working with local people, they produced a document called the Health and Wellbeing Strategy. It shows a vision and makes a commitment to keeping people safe, health and living well through their life.

Within the Strategy, there are seven priorities areas explained for action:

- Give people the best start in life.
- Keep people staying healthy and independent, preventing them from becoming ill.
- Keep people with long term conditions living and aging well.
- Make access to health services fair for all Rutland residents.
- Prepare for the population growing and changing.
- Make sure that people are well support in the last phase of their lives.
- Support good mental health and reduce health inequalities (unfair and avoidable differences in health). Also recover from Covid-19 and prepare for similar situation.

You can learn more about the Health and Wellbeing Strategy by visiting:

www.rutland.gov.uk/health-wellbeing/health-plans-policies-reports/health-wellbeing-strategy

