

Questions and answers – proposed improvements to health care services in Rutland

What is it that you are proposing to do?

Answer

The NHS wishes to simplify, combine, and improve some existing services in Rutland by 1 April 2026. Rutland has a Minor Injury Service and Urgent Care Service that run separately and have different opening times. We would combine these services and provide a Minor Illness Service 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 taken a Masters 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 dislocations, cuts, grazes, bites, minor head injury, ear infections and water infections

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.

Why are you proposing improvements to health care services in Rutland?

Answer

There are a number of reasons why health services need to change and improve in Rutland.

The population of Rutland is increasing. By 2043, the population is expected to reach 46,510, which is a 13.3% increase from 2021, adding 5,461 people. The population is also changing. By 2043, it is anticipated that there will be 4,710 additional older people. This is an increase of 45% from 2021.

Also, access to some services can be difficult and 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 Outdated signs and the different names given to similar services also causes uncertainty.

In addition, Rutland currently has a Minor Injuries Unit which is a type of walk-in clinic service that treats minor injuries. There is also an Urgent Care Services which you can visit when your GP practice is closed, if it is urgent. It treats conditions like cuts and minor injuries such as sprains. Both facilities are in Rutland Memorial Hospital and need modernising to make them fit to provide 21st century care.

When will the new Minor Illness Service start?

Answer

The new service is expected to commence 1 April 2026. The current contract for the two services we propose to merge – Minor Injury Service and Urgent Care Service was due to expire on the 31 March 2025. After discussions we would extend these contract to the 31 March 2026.

Will the current services be closed or disrupted until the refurbishment is completed?

It is likely that there will be some disruption until the facility is refurbished, however this will be kept to the minimum and services will not be closed.

What about a walk-in facility? People can't always get through or have the means to GPs or NHS 111.

Answer

This service will be appointment based only, pre-bookable through either 111 or the GP surgery. Walk-in would be permitted in extreme cases.

How will we collect prescriptions and medicines if they are prescribed?

Answer

Rutland has six pharmacies. The pharmacies are all in the towns of Oakham and Uppingham.

- Ashdale Pharmacy, Ayston Road, Northgate, Uppingham, LE15 9NX
- Boots, Cold Overton Road, Oakham, LE15 6NT. Open: Monday – Friday 9am – 6pm, Saturday 9am – 1pm
- Boots, 26 High Street, Uppingham, LE5 9PZ. Open: Monday - Friday 9am – 5.30pm
- Boots, 18 High Street, Oakham, LE15 6AL. Open: Monday – Thursday 8.30am - 5.30pm, Friday 8.30am – 5pm, Saturday 9am – 5pm. Open: Monday – Friday
- Pickfords Pharmacy, 21 High Street, Oakham, LE15 6AH. Open: 9am – 1.30pm and 2pm – 5.30pm
- Rutland Late Night Pharmacy, 45C High Street, Oakham, LE15 6AJ. Open: Monday to Saturday: 8am to 9pm, Sunday: 10am to 6pm

Why can't you just provide x-ray facilities to match the opening hours of the Minor Illness Service?

Answer

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, but the responses from this consultation will support any future decision in relation to Z-ray facilities.

How will you fund these proposals?

Answer

The cost of running the service would be £315,000 per year, which is the same as it is now. This would be funded through the existing annual, local NHS budget.

Due to the availability of CIL monies (Community Infrastructure Levy) we can also deliver an improved physical environment for patients attending the service and cement our commitment to Rutland Memorial Hospital which is dear to the public's heart. CIL is a charge that local authorities can set on new developments in an area in order to raise money to help fund the infrastructure, facilities and services - such as health facilities, schools or transport improvements - needed to support new homes and businesses.

What are the dates for the public consultation?

Answer

The public consultation will run from Monday 13 January until Sunday 16 March 2025.

Depending on the number of responses we receive it can take 6 – 8 weeks to produce a report of findings. This is then considered by the LLR Integrated Care Board (ICB) (the organisation that plans and pays for local health services) and a decision made by the ICB Board at a meeting in public. Further information on the timetable will be published at the end of the public consultation.

Will staff at the Minor Illness Service, have access to my medical records?

Answer

If a patient has not opted out of sharing their medical record, staff at the Minor Illness

Service will be able to access their medical record, 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.

Will my medical records be updated if I have to visit the Minor Illness Service, so my GP practice I updated?

Answer

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.

If you decide on the improvements to health care services in Rutland, then why do you need our views?

Answer

We have a statutory duty – and a moral duty – to publicly consult on changes to services to understand views from our communities. We genuinely want to hear people's views on this proposal and its impact on patients, their family and loved ones.

The feedback from people helps to inform the final decision on gluten-free prescribing.

How have you developed the proposal to improve health care services in Rutland?

Answer

When the NHS develops plans to change services, it appraises the options for change. This allows a few different alternatives to be evaluated. It looks at how strong and weak each option is including accessibility and affordability. More information about the business case can be found by visiting www.bit.ly/rutlandsurvey The consultation then provides more information to shape our thinking.

How can I find out the outcome of the public consultation and keep updated on the proposed improvements to health care services in Rutland?

Answer

A final report of findings from the consultation will be considered by the ICB. The report along with a recommendation will be discussed by the ICB Board in a public meeting and the feedback from the public consultation will be considered and considered in any decisions they make.

All decisions will be made public after the governing board meeting including on the ICB website.

How can I have my say?

Answer

There are lots of ways to participate in the public consultation:

Complete a questionnaire online, visit: bit.ly/rutlandsurvey

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

Telephone: 0116 295 7532 and request a hard copy survey

Write to us at:

Freepost Plus RUEE–ZAUU–BXEG, Improvements to health care services in Rutland Consultation, Leicestershire and Rutland Integrated Care Board, Room G30, Pen Lloyd Building, Leicestershire County Council, Leicester Road, Glenfield, Leicester LE3 8TB

Follow our social channels:

[@NHS Leicester, Leicestershire and Rutland](#)

[@NHS_LLRL](#)

What happens after the public consultation ends?

Answer

We will analyse all the information we receive and put together a Report of Findings, which we will publish on our website.

A final report of findings from the consultation will be considered by the ICB to support a decision. A Business Case with a recommendation will then be presented to and discussed by the ICB Board in a meeting in public. The meeting will be advertised in advance should people wish to attend. All decisions will be made public after the governing board meeting including on the ICB website.

How do you know you are reaching all communities through public consultation?

Answer

All the feedback we receive from the public consultation will be analysed and evaluated. The questionnaire asks a number of equality monitoring questions which although optional to answer, we hope that people complete as they help to ensure that everyone receiving services has the opportunity of getting involved in shaping their care. The anonymised data helps us to identify if there any communities, including those with protected characteristics, who haven't participated in the public

consultation. At a review half-way through the consultation, if certain communities haven't been reached, we adjust our communications and engagement plan.