



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

What do you think?



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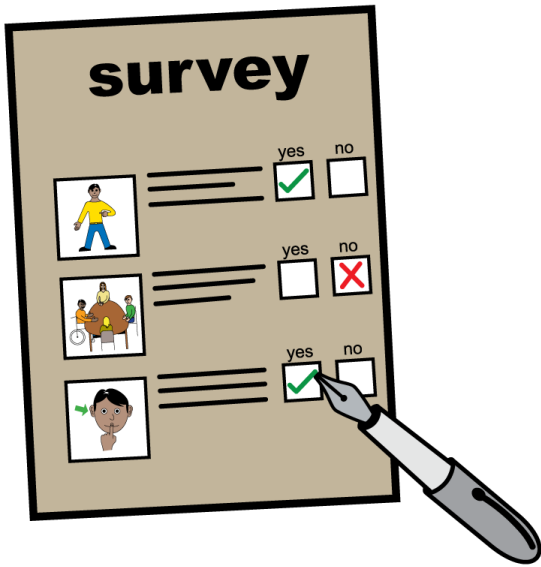
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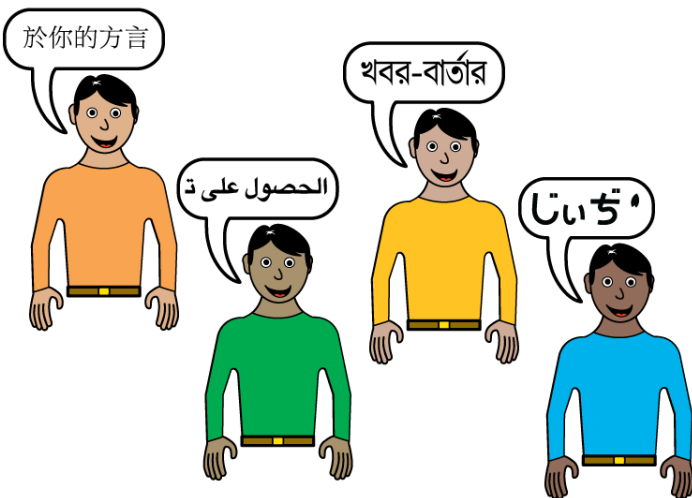
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Is this document right for you?



We can provide this document in large print or hard copy if you want. You can have it as a document for screen readers.

If you need a different format call 0116 295 7532.



If you need the document in another language call the Ujala Interpreting Service:
0116 295 2110

Glossary

These are some health and service terms that are in this document and what they mean



Minor Injuries

Harm or damage to your body that is not serious



Minor Illnesses

When you feel poorly but it is not serious



Infection

When parts of your body has harmful germs or diseases inside



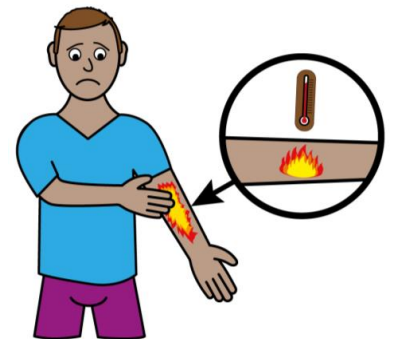
Bites

Harm caused by using a mouth



Bone fracture

When a bone is broken



Burns

Damage caused to skin by dry heat like fire

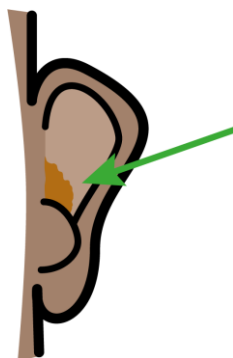
Glossary

These are some health and service terms that are in this document and what they mean



Cuts

A type of wound where something sharp has broken the skin and caused harm



Ear infections

When ears have bad germs or disease growing in them



Eye injury

When your eye has been damaged



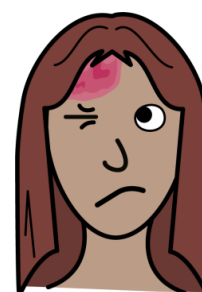
Grazes

A wound where skin is damaged by rubbing on something else, like when falling onto the ground



Minor dislocation

When a bone is moved out of the joint it was in

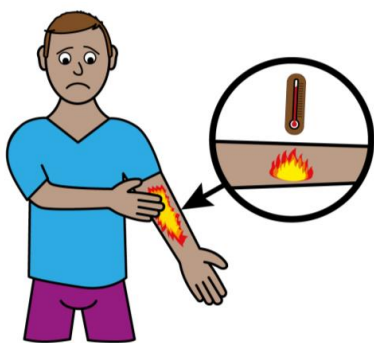


Minor head injury

When your head has been harmed or damaged, like a cut or bump

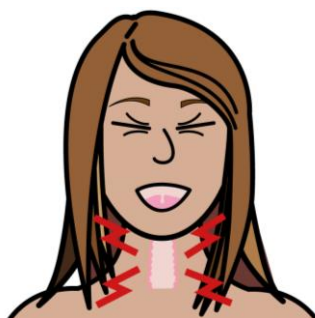
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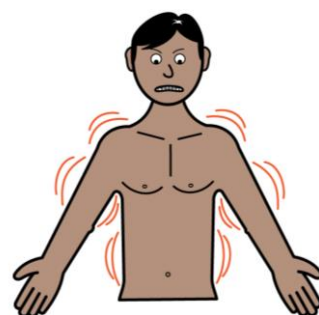
Scalds

Damage caused to skin by wet heat like boiling water



Sore throat

Where your throat hurts and feels scratchy



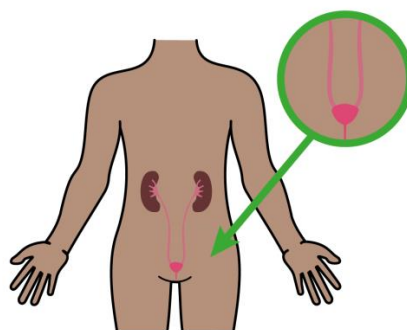
Sprains

Injuries to parts of the body that connect bones together



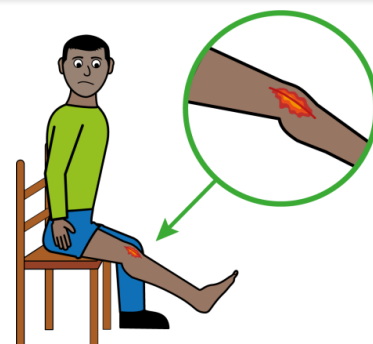
Strains

Injuries to parts of the body that connect muscles and bones



Water infections

An infection in your urinary tract



Wound infections

Where wounds have harmful germs or disease growing in them

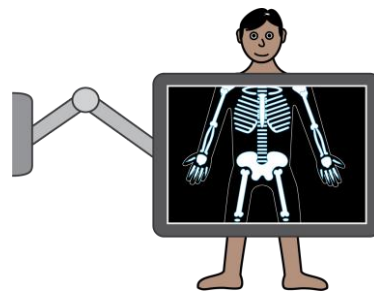
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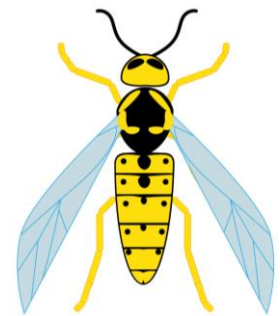
Wounds

Wounds are injuries that break through the skin



X-ray

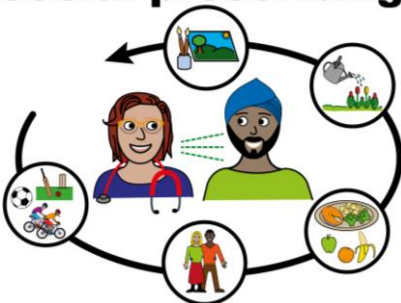
An x-ray is a picture of inside your body
This helps the doctors work out what treatment you need



Sting

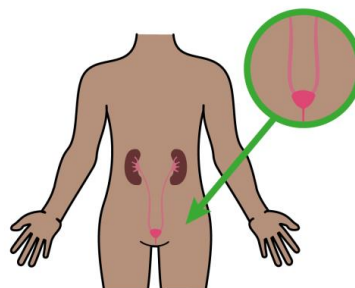
Injuries to your body made by a plant, animal or insect

social prescribing



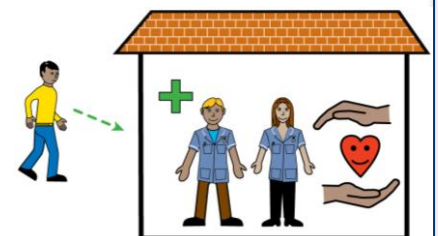
Social prescribing

Helps connect you to groups and services in the community. This can help manage your health and wellbeing.



Urinary tract

The parts of your body that make wee and remove wee



Walk in

When you do not need an appointment to receive care

Glossary

These are some health and service terms that are in this document and what they mean



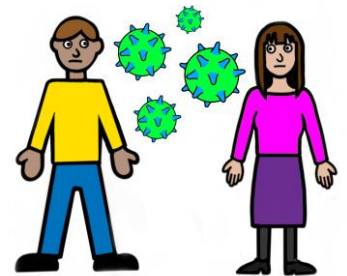
Accident and Emergency

A part of the hospital where people go for urgent medical help after an accident, injury, or illness



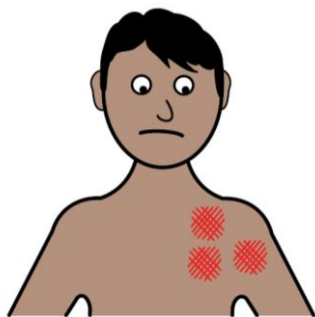
Dressed

Where injuries are treated with bandages or plasters



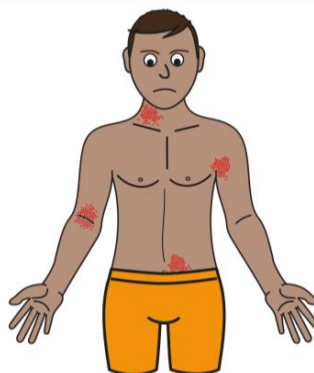
Contagious

When illnesses can spread between people by coughing, touching or being near ill people



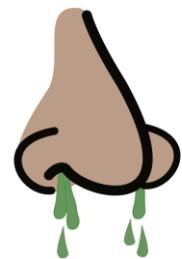
Impetigo

A very contagious infection that is not serious



Shingles

An infection that causes a painful rash



Sinusitis

Blocked up nose with pain around the nose and face

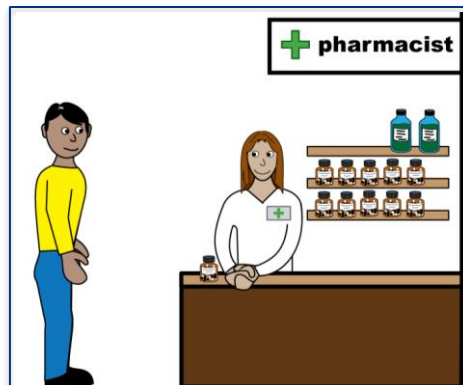
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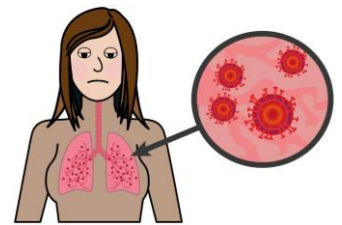
Community care

Helping people to have care in or near their homes



Community pharmacist

A person who gives you medicine and medical advice



COVID-19 Pandemic

When coronavirus spread around the world



Diagnosis

Finding out what disease, condition or illness somebody has



Diagnostic services

Where you can have different checks, scans and tests done to look inside your body



Day case services

Where you go to hospital for a procedure and go home on the same day

Glossary

These are some health and service terms that are in this document and what they mean



Inpatient

If you stay overnight in a hospital or clinic for at least one night



Inpatient ward

A place in hospital where patients stay overnight



Life threatening conditions

Where an illness or injury could cause death



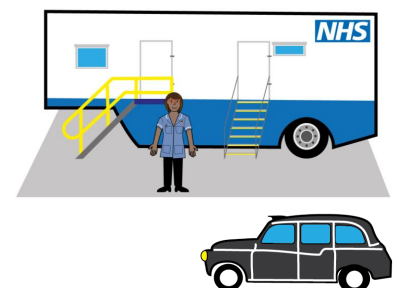
Local authorities

A service owned by the government that manage public services like schools, housing and leisure



Medical history

A record of all of your past illnesses and injuries reported to your GP

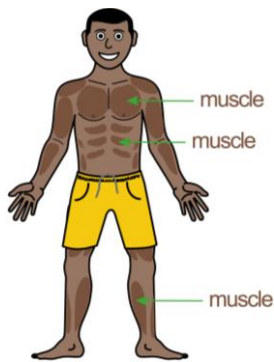


Mobi-hub

A Mobi-hub helps you to travel around Rutland and get support online.

Glossary

These are some health and service terms that are in this document and what they mean



Musculoskeletal

Joints, bones and muscles and sometimes tissues such as your nerves.



NHS 111

A telephone service you can call to get urgent health advice



Out of hours services

Services that offer urgent medical treatment when the GP practice is closed



Outpatient

If you go home the same day after treatment



Public sector organisation

Services owned by the government that provide community health and social support



Signposting

When a person tells you about a service that may help you, so you can learn about it yourself

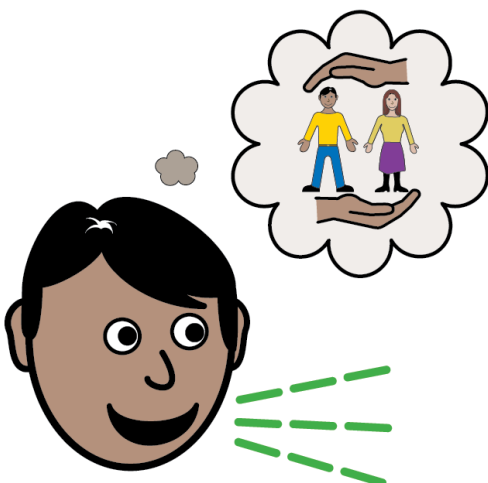
What is this document about?



We want to hear your thoughts about our ideas to make health services better in Rutland.



This document will tell you more about what we want to change. It will also tell you what will happen next.

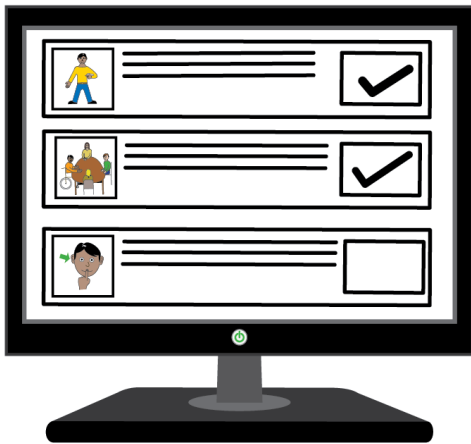


You can tell us what you think about our ideas.

What is this document about?



You can fill in the survey in this document and send it to us by Sunday 16 March 2025 to share your views.

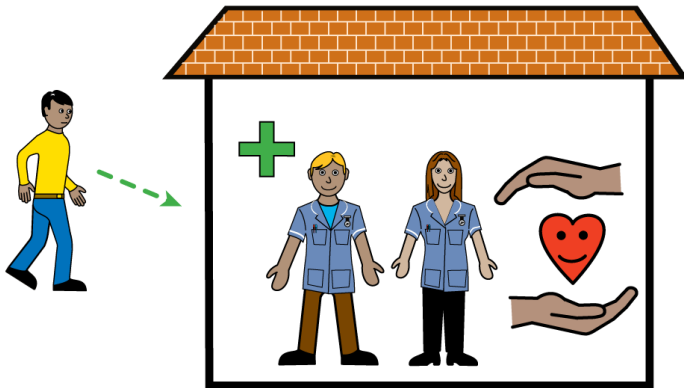


If you want to, you can complete the survey online instead at <https://bit.ly/rutlandsurvey>



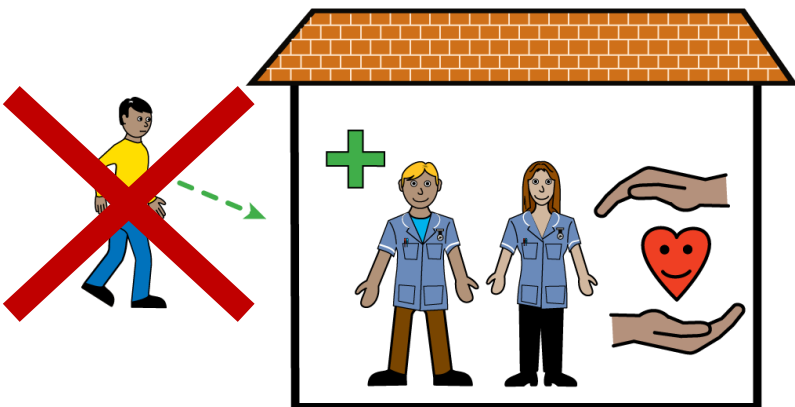
The NHS Integrated Care Board for Leicester, Leicestershire and Rutland want to hear your views. They plan health services for local people.

What is this document about?



The Minor Injury Unit in Rutland is open 10am to 6:30pm every day.

You can walk-in to this service.
You do not need an appointment.



The Urgent Care Centre in Rutland is open 6:30pm to 9pm on Monday to Friday. It is open 9am to 7pm at the weekend.

You can't walk-in to this service.
You must call 111 to have an appointment there.



What is this document about?



We would like to put these 2 places together to make 1 place to get urgent healthcare.

We want to call this service a Minor Illness and Injury Service.



We would like it to be open for 8 hours.

We would like it to be open from 1pm to 9pm every day.



We would like people to call 111 or contact their GP to book appointments there.

What is this document about?



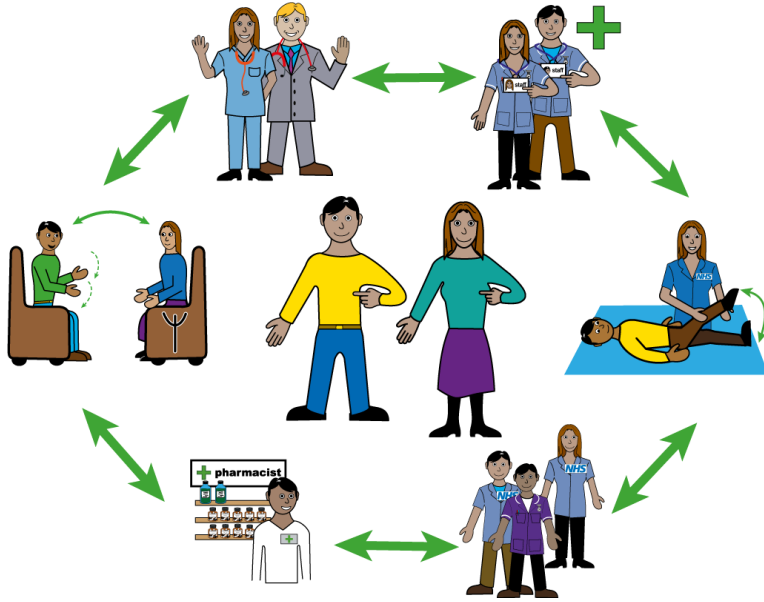
The Minor Illness and Injury Service will help patients who need help on the same day for minor injuries and illnesses.

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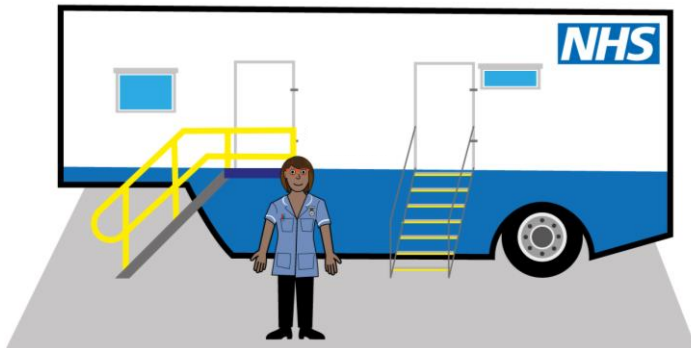


We want it to be based at Rutland Memorial Hospital.

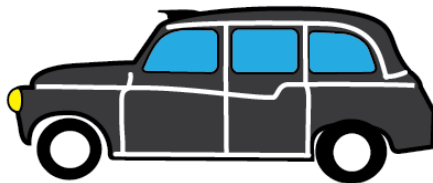
What is this document not about?



Other services at Rutland Memorial Hospital



Plans for a Mobi-Hub.
A Mobi-hub helps you to travel around Rutland and get support online



Hospitals that give short term care to life threatening illnesses

What is this document not about?



GP practices



Community care services.

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



There are many reasons we need to make changes to health services in Rutland



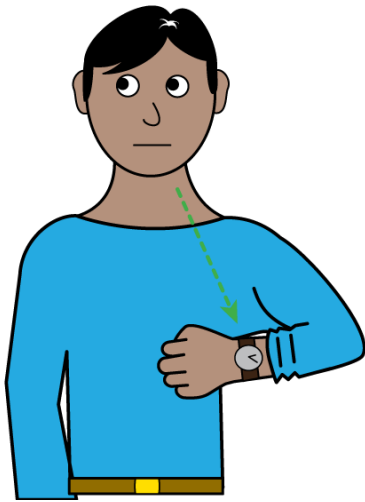
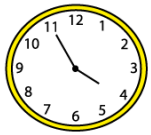
The amount of people living in Rutland is growing.

The health needs of the people in Rutland are changing. There will be lots more older people in the future.



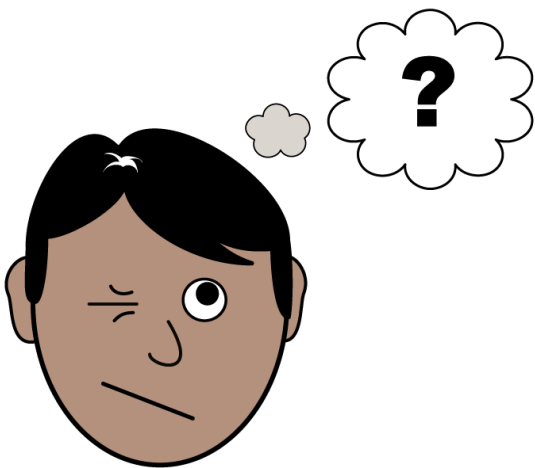
Older people have different health needs than younger people.

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



Some people think the urgent care services in Rutland are confusing.

The Minor Injury Unit and the Urgent Care Centre are open at different times. This can confuse people in Rutland.

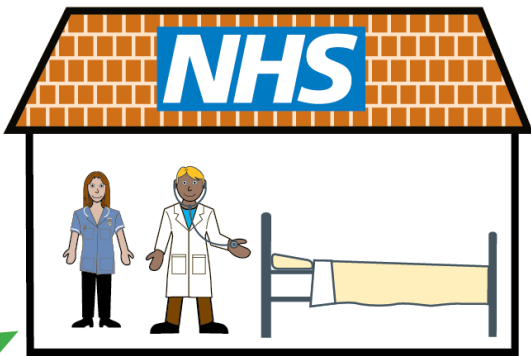


If people have urgent health needs in Rutland they are not sure which one to get help from.

They don't know if they need to book an appointment.

The names of the services confuse people.

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



People in Rutland sometimes use hospitals that are not in Rutland. They sometimes use hospitals in Lincolnshire and Leicestershire.



Sometimes it is hard to get care in these hospitals because lots of people go there for emergency needs too.



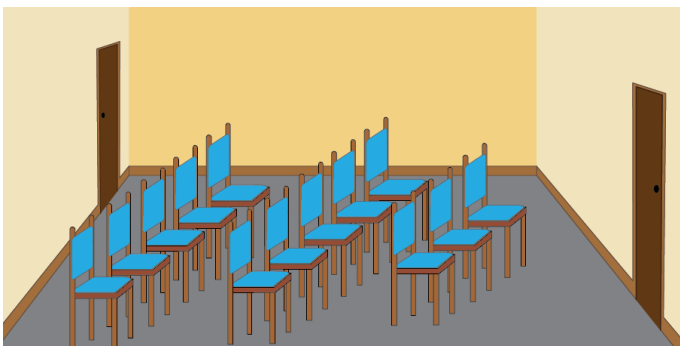
The reasons why we need to make changes to improve health services in Rutland



The Minor Injury Unit and the Urgent Care Centre are both in Rutland Memorial Hospital. It needs to be newly decorated to be better for people.



Oakham Medical Practice is the biggest GP practice in Rutland. There will be more patients using Oakham Medical Practice in the future.

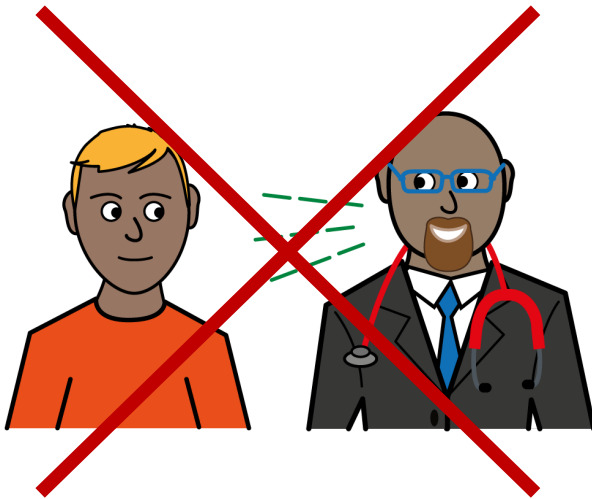


Oakham Medical Practice is not big enough to have lots more patients in the future. Rutland Memorial hospital has lots of space that can fit more patients in.

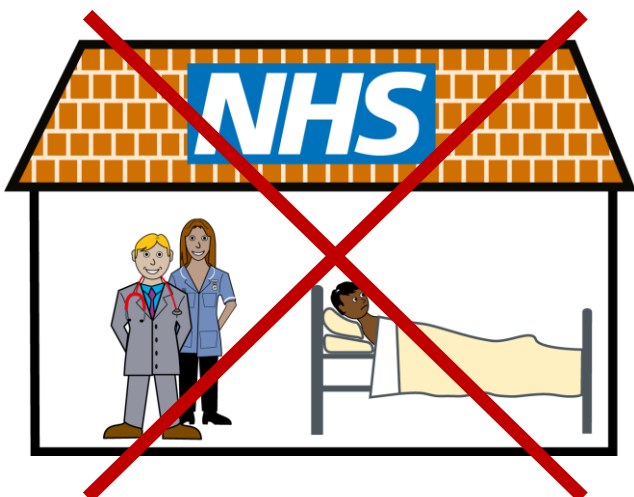
The reasons why we need to make changes to improve health services in Rutland



Rutland Memorial Hospital can help Oakham Medical Practice by letting patients have their GP appointments there.



People need more GP appointments since the COVID-19 Pandemic happened. Now GP practices are busier. It can be hard for people to get an appointment.



We need more services to offer to people for them to get help quicker and easier. This would help to stop people from staying in hospital.

Our plans to improve Rutland Health Services



We want to have only 1 place to get Urgent healthcare in Rutland. We want to put the Minor Injuries Unit and the Urgent Care Centre together.

This would make a new service called the Minor Illness and Injury Service.



We want The Minor Illness and Injury Service to be open for 8 hours every day.

We think 1pm-9pm are good opening hours.

More patients will be able to use the service.

Our plans to improve Rutland Health Services



People can book appointments at the Minor Illness and Injury Service by calling 111 or their GP practice.

We think this will be less confusing for patients.

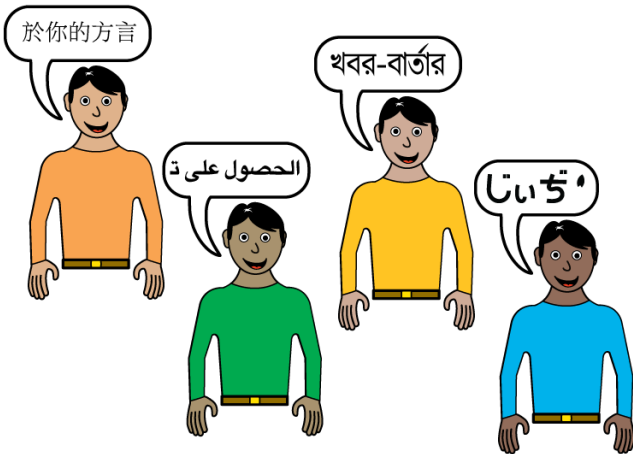


Nurses and other professionals will work at the Minor Illness and Injury Service. They can get advice from GPs.

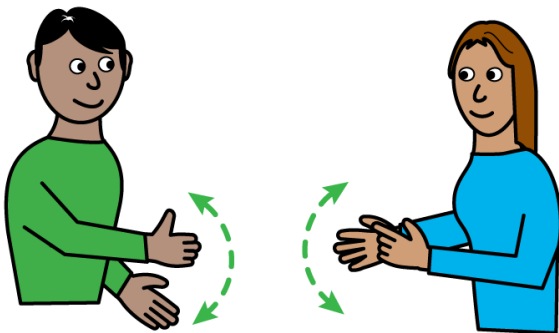


You could get medication there if you need it.

Our plans to improve Rutland Health Services

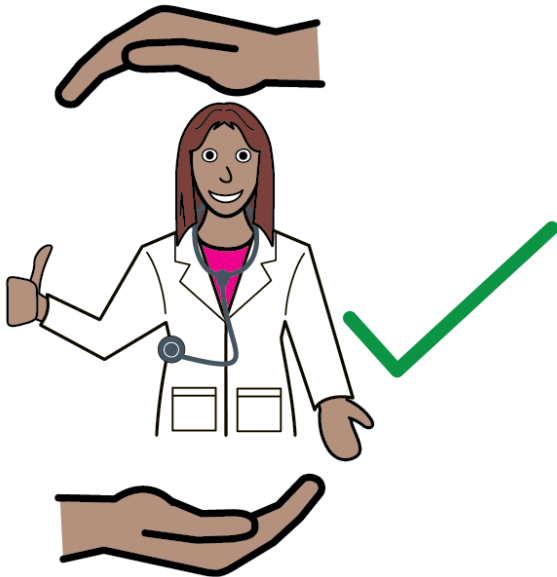


You can have appointments in different languages.



You can have appointments in British Sign Language.

What needs would be treated at the Minor Illness and Injury Service?



Urgent healthcare conditions will be treated at the Minor Illness and Injury Service.

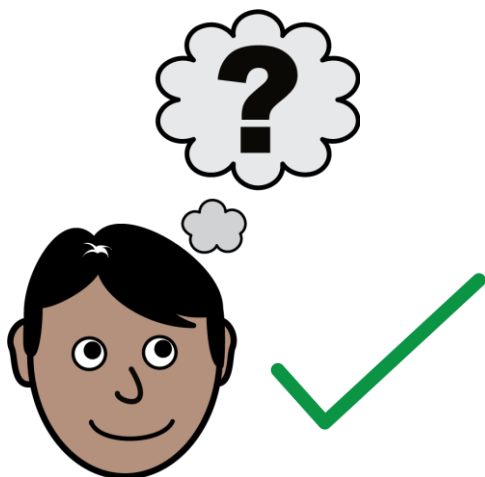


Life threatening conditions cannot be treated at the Minor Illness and Injury Service.



They need to be treated at the accident and emergency department at the Leicester Royal Infirmary.

Here is a list of the urgent healthcare conditions that can be treated at the Minor Illness and Injury Service



You can find out what these terms in the glossary on page 5.

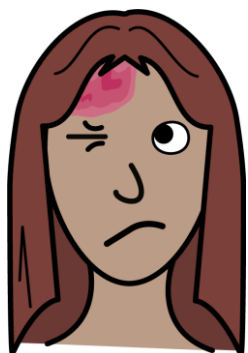


Minor dislocation



Cuts, grazes, bites

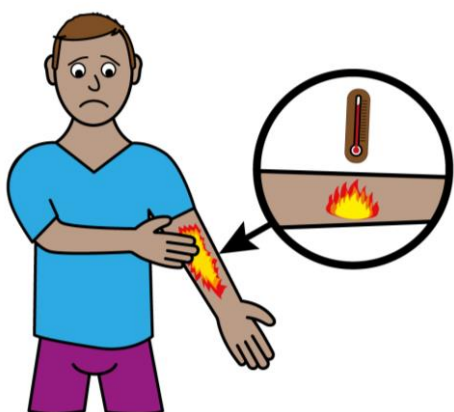
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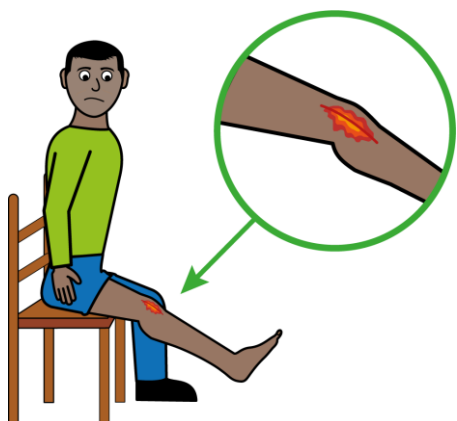
Minor head injury



Eye injury



Burns or scalds



Wound infection

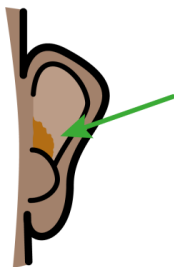
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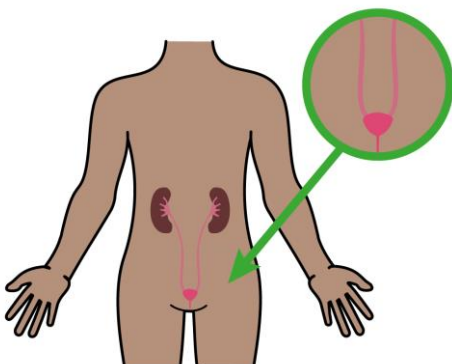
Bone fracture



Sore throats



Ear infections



Water infections

What can happen in the appointments?



If you have an appointment at the Minor Illness and Injury Service, you would be assessed to see what your needs are. This helps the staff choose the right care to give you.



The staff will check your medical history.

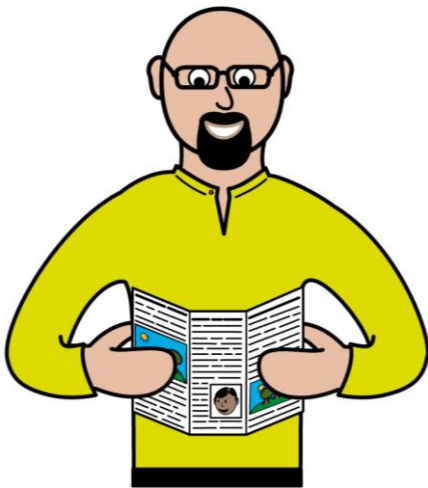


Wounds will be cleaned and dressed.

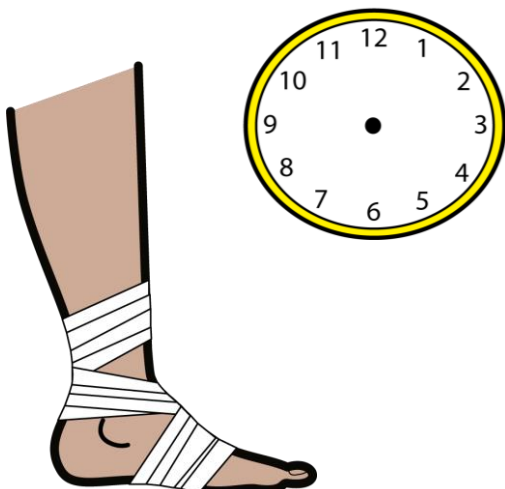
What can happen in the appointments?



You can be sent to another service if you need more help.

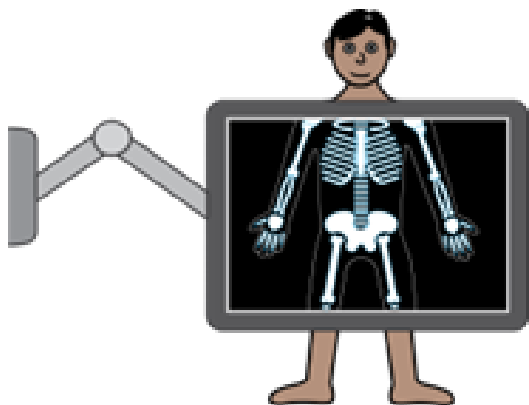


You will get information about how to manage your condition.

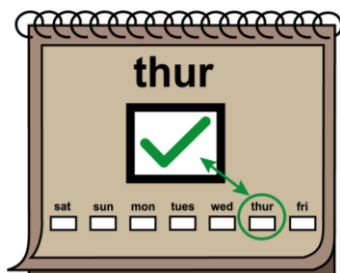
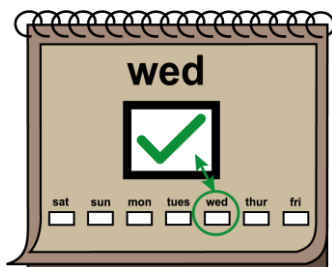


Some appointments will be longer than others. Injuries may take longer to treat than illnesses.

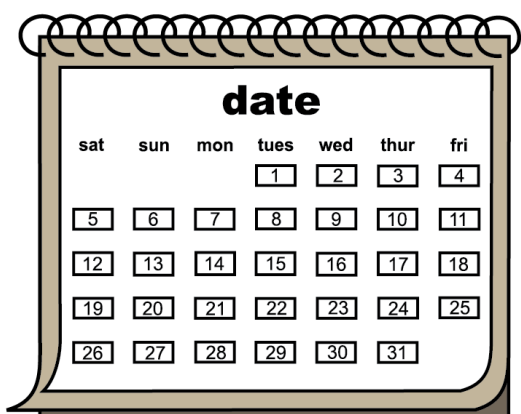
What can happen in the appointments?



You can book an x-ray appointment.



We want X-ray appointments on Wednesdays and Thursdays. This is what is available now.

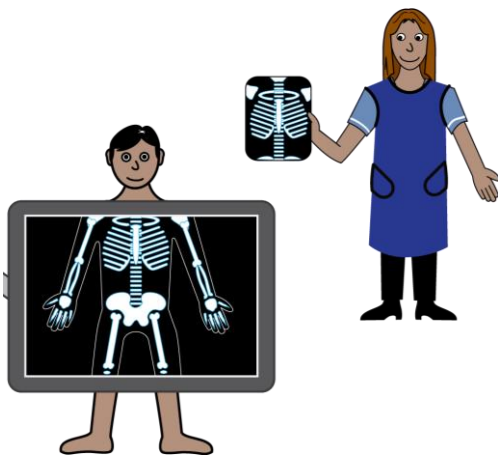


We want X-ray appointments on more days but this is difficult to do.

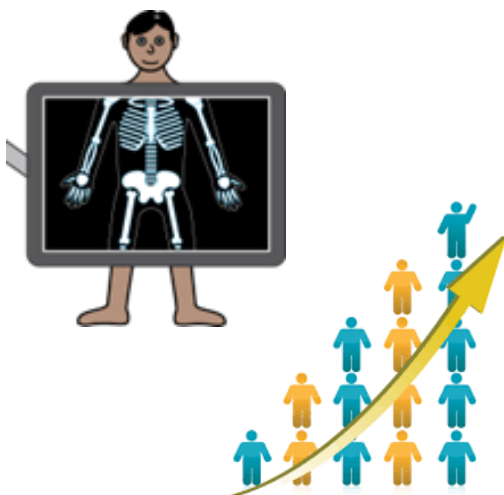
What can happen in the appointments?



X-rays are expensive.



X-rays need to be taken by specially trained staff.



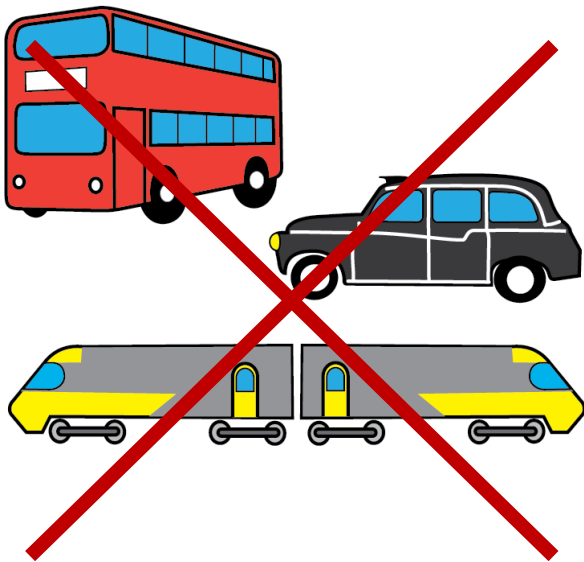
We will see how many people use the X-ray service over time.

We will think about having more x-ray appointments again in the future if lots of people use it.

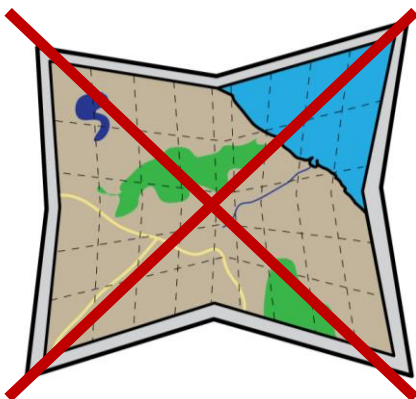
What could be better if we make these changes?



There will be more appointments available.



You won't have to leave Rutland to get urgent care.



What could be better if we make these changes?



The service will be less confusing because it is open the same time every day. It will be easier to book appointments.



There will be more appointments available.

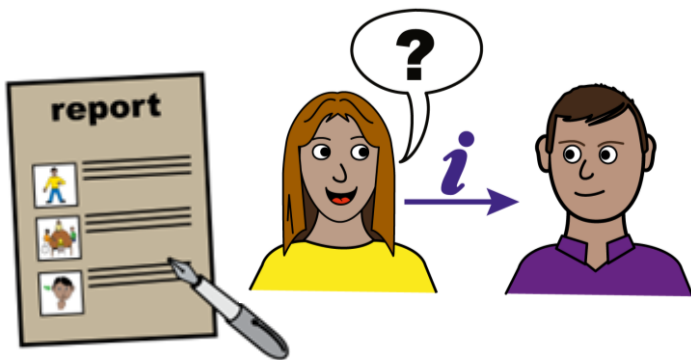


The equipment and building will be newer. This will make the work easier for staff.

What could be better if we make these changes?



Care can be given from 1 location. The staff won't have to travel to different places for work.



The staff can ask you to see your medical history. They can share what happens at your appointment with your GP practice.



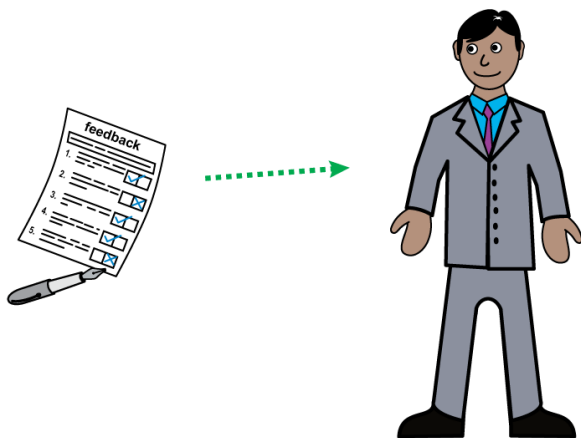
This means that your GP practice will know how your health has been. Your GP practice can then give you more help after your appointment.

What could be better if we make these changes?



There will be less people going to the accident and emergency department for Minor Illnesses. This means it will be less busy.

Why do we think this will help patients in Rutland?



We have listened to what NHS staff and patients think about the urgent health services in Rutland.



This helped us to think about what we could change to make things better for them. This should make things better for you too.



We used data to help us know when patients use the service. We want the Minor Illness and Injury Service to be open when patients need to use it .

How much will the service cost?



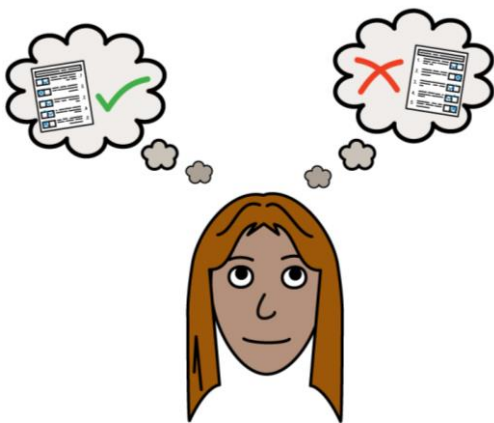
The Minor Illness and Injuries service will cost £315,000 a year.

This is what it costs now.

How you can have your say



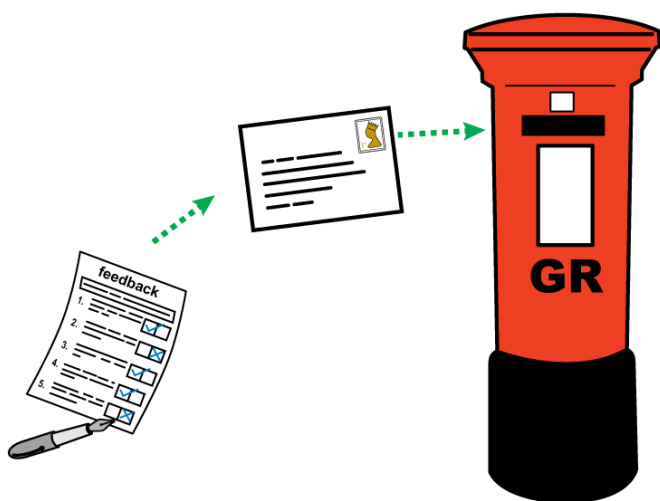
We want to know what you think about our ideas to make health services better in Rutland.



You can complete the survey in this document to tell us what you think.

The survey ends on Sunday 16 March 2025.

Put the survey in an envelope and send it to us for free.



Write the address below on the envelope

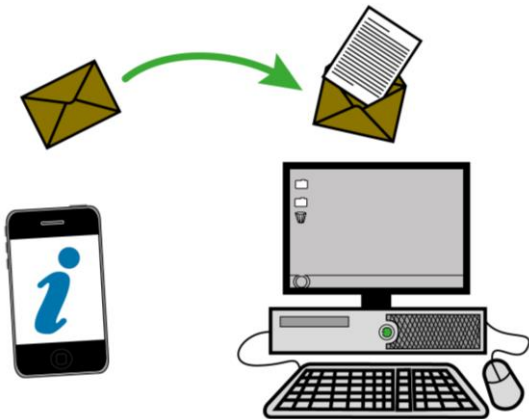
Freepost Plus
RUEE-ZAUY-BXEG
Rutland Consultation
LLR ICB, G30
Pen Lloyd Building
Leicestershire County Council
Leicester Road
Glenfield
Leicester
LE3 8TB

How you can have your say



If you want to, you can call us to help you to fill in the survey over the telephone.

Please call 0116 295 7532



You can email your views to:

llricb-llr.beinvolved@nhs.net



You can take part in a face to face event.

How you can have your say



You can write to us at

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



We will read all of the feedback.

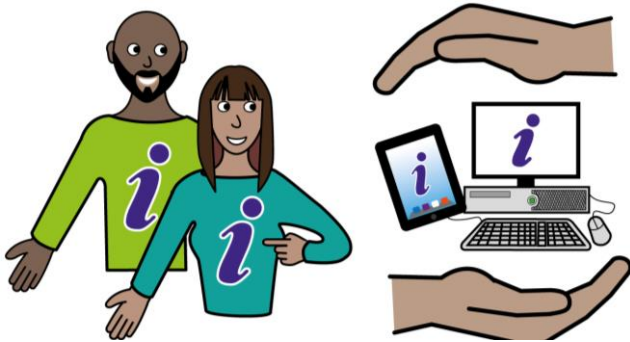


We will consider what people tell us.
We will then make a decision.

Data protection statement

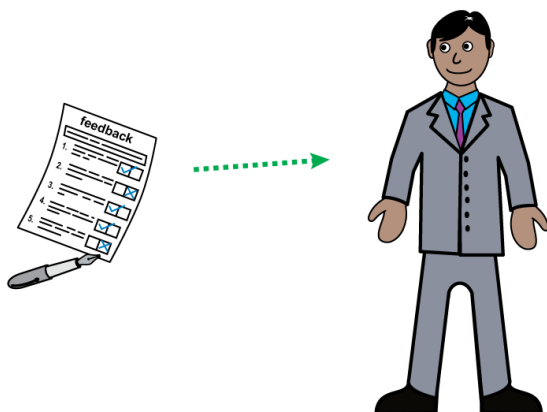


We have paid a different organisation to manage all the feedback we get.



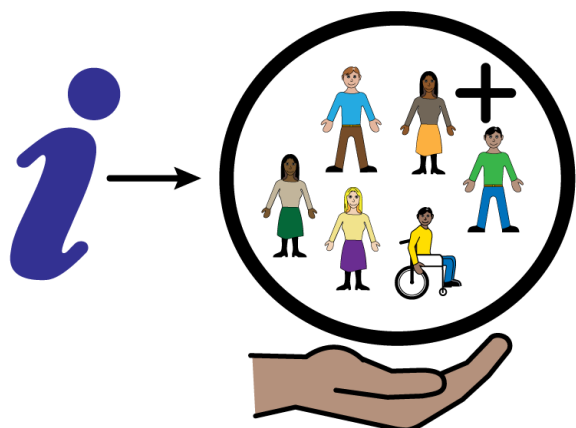
Any feedback we get will be handled safely. We are following the General Data Protection Regulations.

We are following the Data Protection Act 2018.



We will consider what people tell us. We will then make a decision.

Data protection statement



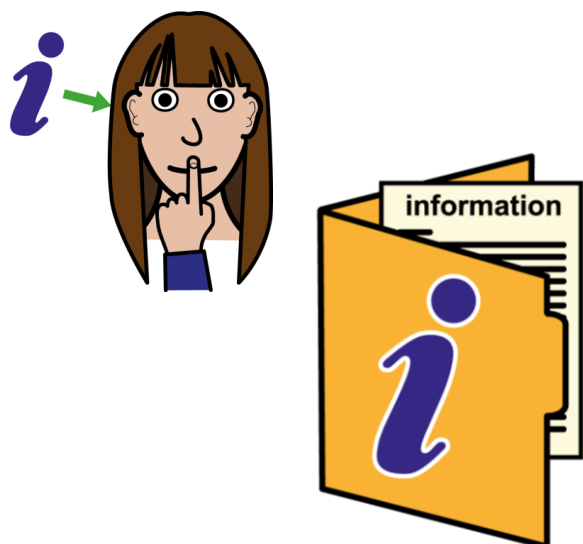
The survey asks people to share their postcode. It also asks for other information like age and gender.

You don't have to tell us if you do not want to.



We want to know this so we get feedback from lots of different people.

This helps us understand what everyone needs.



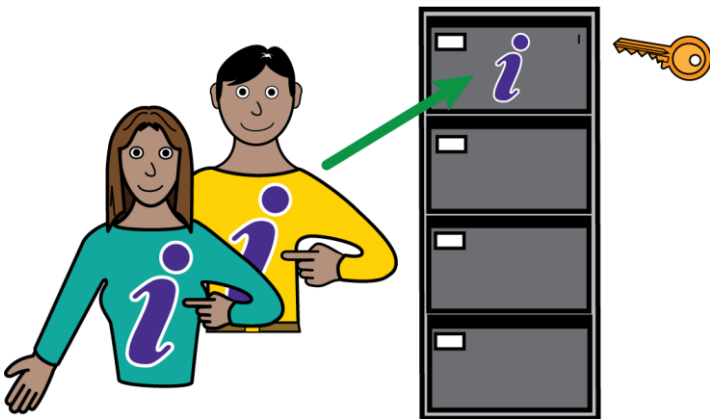
Your feedback will be kept private in any reports we make using the feedback.

We may share the feedback publicly on websites or leaflets.

Data protection statement



You can stop completing the survey at any time. You don't have to answer all of the questions.



We will keep all responses for 5 years after the survey ends.

This is because we are following the Records Management Code of Practice for Health and Social Care 2020.



Survey

Tell us a bit about you

Question 1



Please tick to confirm you have read and agree with the data protection act statement.



We cannot use your survey if the box is not ticked.

I have read and understood the data protection statement



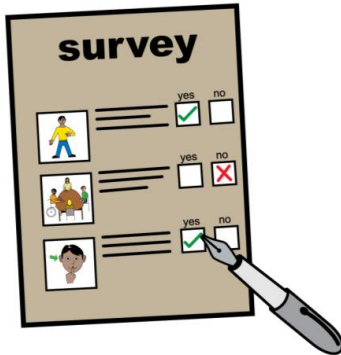
Survey

Tell us a bit about you

Question 2

How did you hear about this survey?

Please tick all the boxes that match how you heard. There are more options on the next page.



Text, letter, app notification from my GP practice



Social media, like Facebook



Email



Staff information



Radio



Newspaper



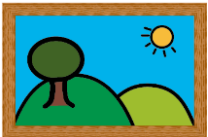
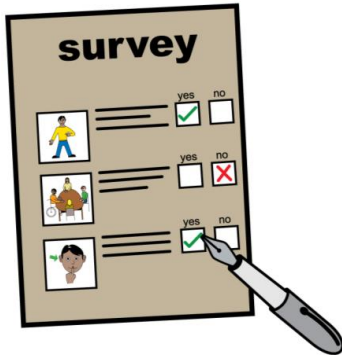
Survey

Tell us a bit about you

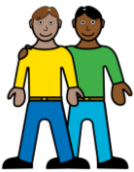
Question 2

How did you hear about this survey?

Please tick all the boxes that match how you heard.



Poster



Friend or family member

Other

Please write down how you heard about the survey below.



Survey

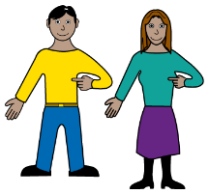
Tell us a bit about you



Question 3

In what way are you completing this survey?

Please tick 1 box only.



As a member of the public. If you tick this, go to question 5.



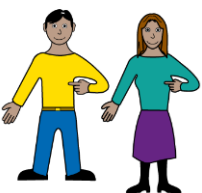
As somebody who works at a GP practice.



As somebody who works in healthcare but not a pharmacy or GP practice.



As somebody who works for a different public sector organisation, like a local authority.



As a member of an organisation that represents patients.



As a member of a voluntary, community or social enterprise organisation



Survey

Tell us a bit about you

Question 4

If you are completing this survey as somebody who works or volunteers for an organisation, write down the name of the organisation below.

If you have answered this question, go to question 6.





Survey

Tell us a bit about you



Question 5

If you are completing this survey as a member of the public, which GP practice are you registered with?

Please write it down below.



Survey

Tell us a bit about you



Question 6

Are you a member of the farming community?

Yes

No

I prefer not to say



Survey



Question 7

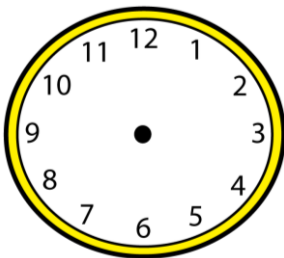
Please read the text below about proposal 1.



Now in Rutland there are 2 places where you can get urgent healthcare.



They are called the Minor Injury Unit and the Urgent Care Centre.



These places run differently and are open at different times.



We would like to put these 2 places together to make 1 place to get urgent healthcare for minor injuries and minor illnesses.

We want to call this service a Minor Illness and Injury Service.



Survey



Question 7

What do you think? Tick 1 of the boxes under the face that matches what you think.

Strongly agree

Agree

Don't agree or disagree

Disagree

Strongly disagree

*





Survey

Question 8

If you want to, you can write down what you think about these changes below.



If you want to, you can write down what you think is good or bad about our ideas.

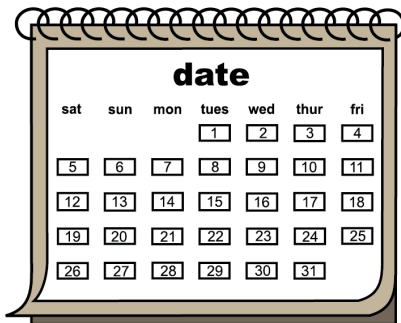


Survey



Question 9

Please read the text below about proposal 2.



We would like the Minor Illness and Injury Service to be open 7 days a week.



We would like it to be open for 8 hours a day, from 1pm to 9pm.



Survey



Question 9

What do you think? Tick 1 of the boxes under the face that matches what you think.

Strongly agree



Agree



Don't agree or disagree



Disagree



Strongly disagree





Survey

Question 10

If you want to, you can write down what you think about these changes below.



If you want to, you can write down what you think is good or bad about our ideas.

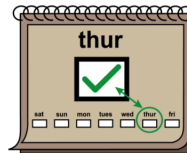
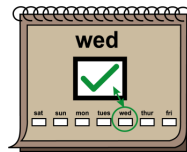
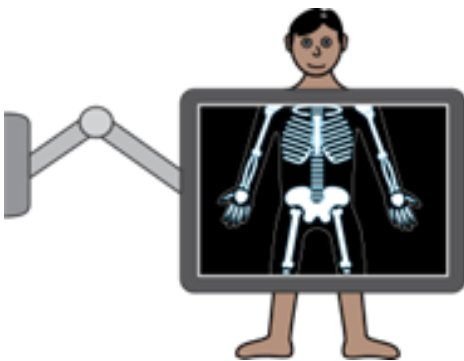


Survey



Question 11

Please read the text below about proposal 3.



We would like the Minor Illness and Injury Service to have X-ray services on every Wednesday and Thursday.



What do you think? Tick 1 of the boxes under the face that matches what you think.

Strongly agree

Agree

Don't agree or disagree

Disagree

Strongly disagree





Survey

Question 12

If you want to, you can write down what you think about these changes below.



If you want to, you can write down what you think is good or bad about our ideas.



Survey



Question 13

Please read the text below about proposal 4.



We would like you to call your GP surgery or NHS 111 to book an appointment at the Minor Illness and Injury Service.



What do you think? Tick 1 of the boxes under the face that matches what you think.

Strongly agree

Agree

Don't agree or disagree

Disagree

Strongly disagree





Survey

Question 14

If you want to, you can write down what you think about these changes below.



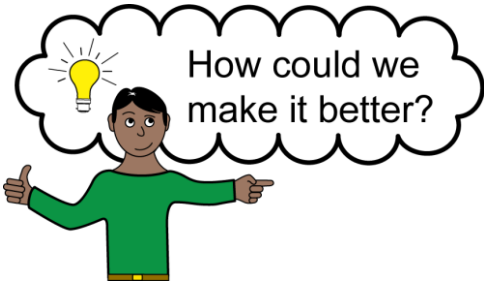
If you want to, you can write down what you think is good or bad about our ideas.



Survey

Question 15

If you want to, you can write down your ideas to improve healthcare services in Rutland below.





Survey

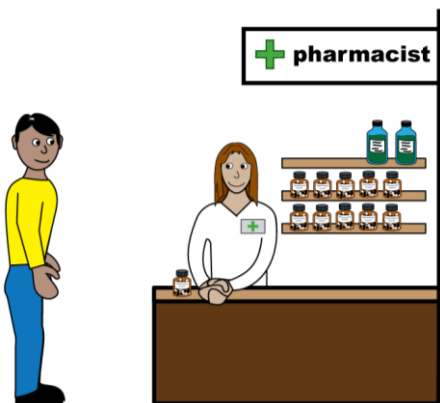
Question 16



Please read the text below about Pharmacy First.



The number of people who need health care is growing.



Now, community pharmacists can treat more illnesses than before. We call this 'Pharmacy First'.



If you go to the pharmacy for minor illnesses, you may not need to go to your GP.



Survey

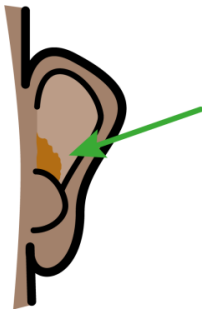
Tell us a bit about you



Question 16

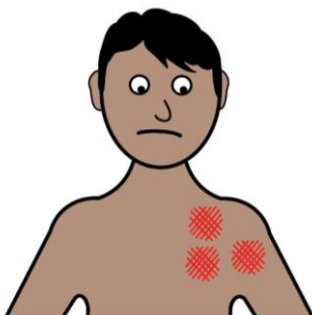
Please read the text below about Pharmacy First.

Pharmacists can treat the below minor illnesses.



Ear infection for people between 1 and 17 years old.

This is when ears have bad germs or disease growing in them



Impetigo for people 1 year old and over.

An infection that spreads quickly.
It is not serious



Infected insect bites for people 1 year old and over



Survey

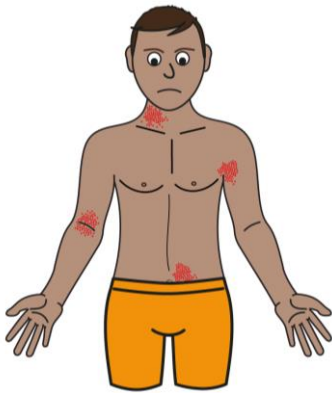
Tell us a bit about you



Question 16

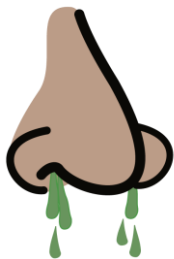
Please read the text below about Pharmacy First.

Pharmacists can treat the below minor illnesses.



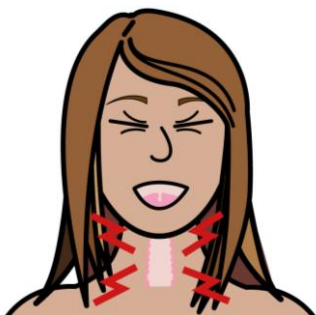
Shingles in people 18 years old and over.

Shingles is an infection that causes a painful rash



Sinusitis for people 12 years old and over.

Sinusitis is a blocked up nose with pain around the nose and face



Sore throat for people 5 years old and over.

A sore throat is when your throat hurts and feels scratchy.



Survey

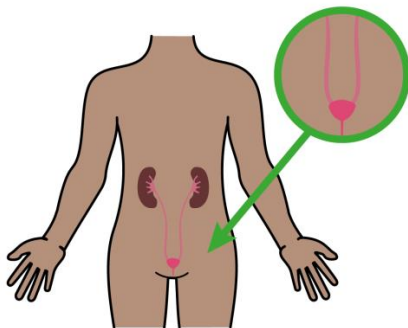
Tell us a bit about you



Question 16

Please read the text below about Pharmacy First.

Pharmacists can treat the below minor illness.



Urinary tract infections for women between 16 and 64 years old.

A urinary tract is the parts of your body that make wee and remove wee.



A urinary tract infection happens when it has harmful germs growing inside it.



Survey

Question 16



If you saw a pharmacist in 2024, how would you describe your experience?

Tick 1 of the boxes under the face that matches what you think.

Very good



Good



Neither good or poor



Poor



Very poor





Survey

Question 17

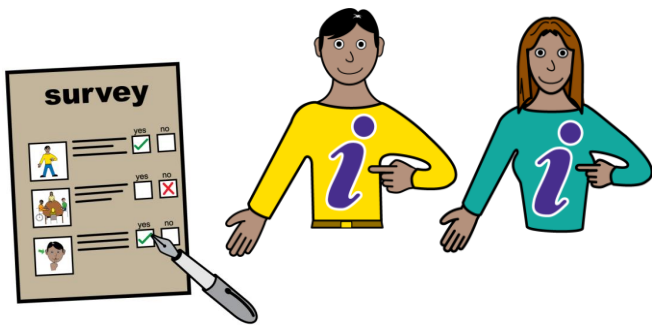


If you want to, you can write down what you thought about seeing a pharmacist.

If you want to, you can write down what was good or bad about it.

Survey

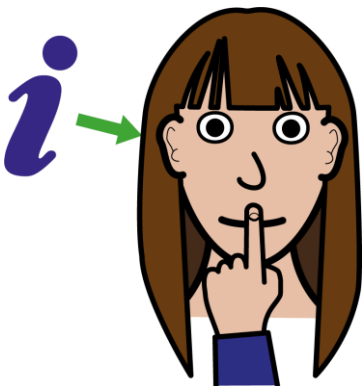
The next questions are about you



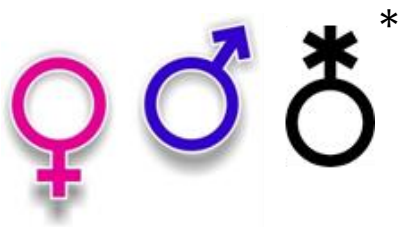
Please complete as much of the information about yourself as you feel comfortable with.



We are asking these questions as it helps us to understand who has completed this Survey.



If you answer these questions we won't be able to tell who you are.



Question 18

Please tell us your sex

Please tick 1 option.



*

I am male.



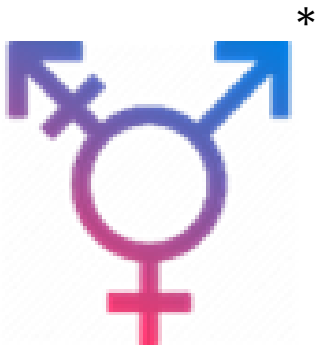
*

I am female.



*

I prefer not to say.



Question 19

Are you the same gender as what you were given at birth?

Please tick one option



Yes.

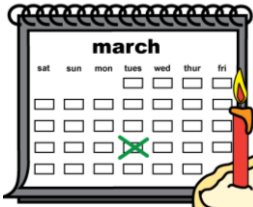


No.

Please tell us your identity



Prefer not to say.



Question 20

Please tell us your age.
Please tick one option.

16 – 19

20 – 24

25 – 34

35 – 49

50 – 64

65 – 74

75 – 84

85+

Prefer not to say



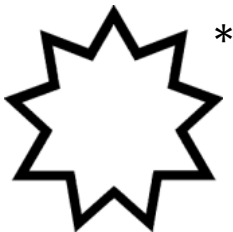
Question 21

What is your religion or belief?
There are more on the next page

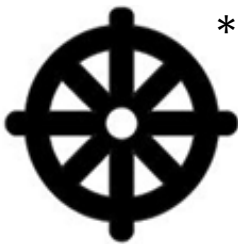
Please tick 1 box only.



No religion



Bahá'i



Buddhist



Christian



Hindu



Question 21

What is your religion or belief?

Please tick 1 box only.



Jain



Jewish



Muslim



Sikh



Prefer not to say.



* Something else, please tell us here:

*

Question 22



What is your ethnicity?

You don't have to tell us if you don't want to. Please tick 1 box only. There are more on the next page.

Asian or Asian British

Bangladeshi

Chinese

Indian

Pakistani

Any other Asian background

If you want to, you can tell us here:

Question 22



What is your ethnicity?

You don't have to tell us if you don't want to. Please tick 1 box only. There are more on the next page.

Black or Black British

African background

If you want to, you can tell us:

Caribbean

Somali

Any other black background

If you want to, you can tell us:



Question 22

What is your ethnicity?

You don't have to tell us if you don't want to. Please tick 1 box only. There are more on the next page.

Mixed

Asian and White

Black African and White

Black Caribbean and White

Any other mixed or multiple background

If you want to, you can tell us here:

Question 22



What is your ethnicity?

You don't have to tell us if you don't want to. Please tick 1 box only. There are more on the next page.

White

British, English, Northern Irish,
Scottish, Welsh

Irish

Gypsy/Irish Traveller

Polish

Roma

Any other White background

If you want to, you can tell us here:



Question 22

What is your ethnicity?

You don't have to tell us if you don't want to.
Please tick 1 box only.

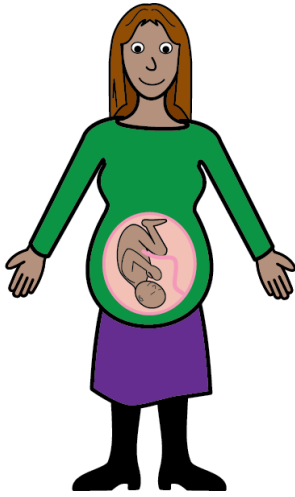
Other ethnic group

Arab

Any other ethnicity

If you want to, you can tell us which here:

Prefer not to say



Question 23

Are you pregnant or have you given birth in the last 26 weeks?

Please tick one option



Yes



No



I prefer not to say



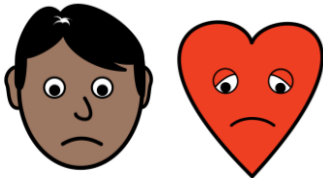
Question 24

Do you have a disability or do you suffer from poor health?

Please tick all boxes that apply option.



Yes, I have a disability



Yes, I am in poor health



No



I prefer not to say



Question 25

If you have ticked yes, please tick which one.

You can tick more than 1.

You do not have to answer if you don't want to.

There are more on the next page.



I have a physical condition



I have partial or total loss of vision



I have a learning disability or difficulty



I have a partial or total loss of hearing



I have a mental health condition



Question 25

If you have ticked yes, please tick which one.

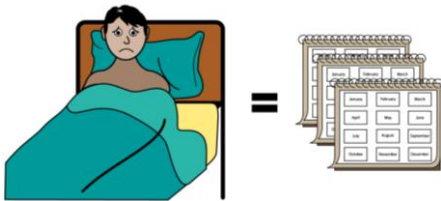
You can tick more than 1.

You do not have to answer if you don't want to.

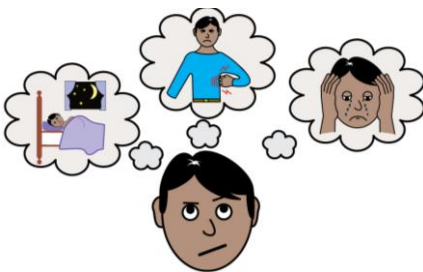
There are more on the next page.



I have a speech impediment or impairment



I have a long standing illness or disease

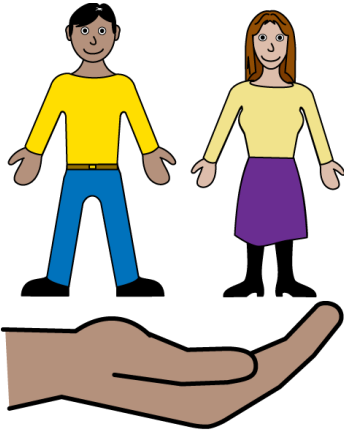


I have something else.

If you want to, you can tell us here:



Prefer not to say



Question 26

Do you provide care for someone?

You can tick more than 1.



Yes

I care for a young person(s)
who is 24 years old or younger



Yes

I care for an adult(s) 25 to 49
years old



Yes

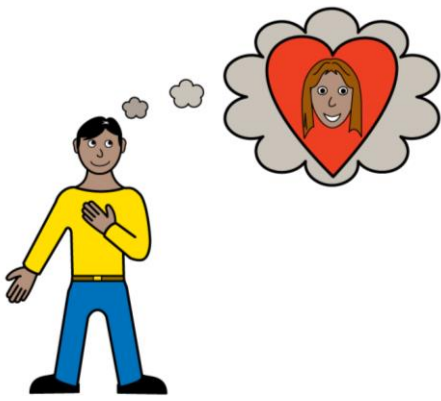
I care for an older person(s) who
is 50 years old or over 50 years
old



No



Prefer not to say



Question 27

What is your relationship status?

Please tick 1 box.



*

Single



*

Married or in a civil partnership



*

Separated or divorced



*

Living with a partner



*

Widowed/surviving civil partner



Prefer not to say



*

Question 29

What is your sexual preference?

Please tick 1 box.

*



Bisexual

This could be a relationship between a man or a woman. There is no preference.



Gay or lesbian

This is a relationship between 2 men or 2 women



Heterosexual or straight

This is a relationship between a man and a woman



Something else

If you want to, you can tell us here:



Prefer not to say

Question 30

*



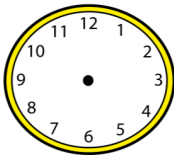
Please tick the boxes that apply to you about the armed services.

These are things like the army, the navy and the royal air force.

There are more options on the next page.



I am serving in the Armed Services



I have previously served in the Armed Services



I am a family member of someone serving in the Armed Services

Question 30



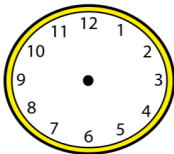
Please tick the boxes that apply to you about the armed services.

These are things like the army, the navy and the royal air force.

There are more options on the next page.



I am a reserve in the Armed Services



I am a civilian or have another role in the Armed Services



None of the options apply to me



I prefer not to say

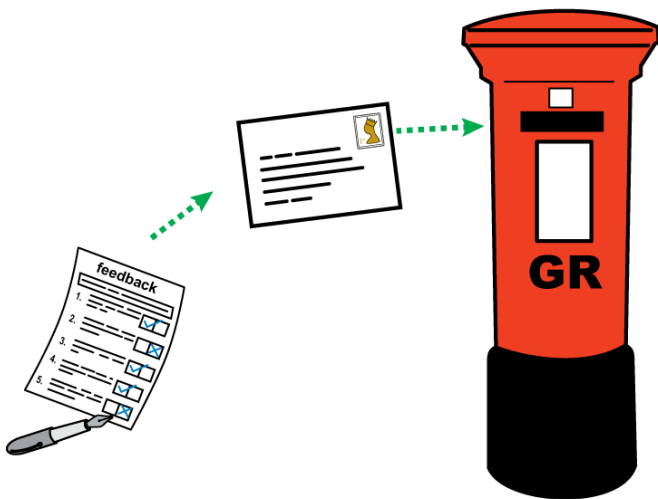
Thank you for completing our survey



Thank you for completing our survey

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Write our address on the envelope



Freepost Plus
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Glenfield
Leicester
LE3 8TB

Thank you for completing our survey



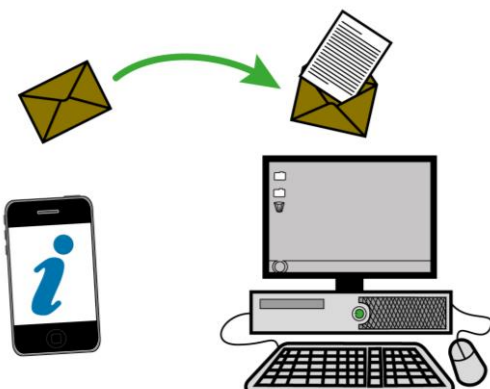
If you want to read more about other health services in Rutland, visit our website
www.bit.ly/rutlandsurvey



The document online is called “Other services in Rutland Easy Read”



Or you can call us to ask for the document on 0116 295 7532



Or you can email us to ask for the document:
llricb-llr.beinvolved@nhs.net