

Questionnaire

Getting NHS help fast
in Leicester City

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more inside

Right
Care,
Right
Place




Please respond
by
7 December
2025

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 questionnaire 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 below.

 llricb-llr.beinvolved@nhs.net

 0116 295 7532

 **Freepost Plus RUEE-ZAUY-BXEG**
Same Day Questionnaire, NHS LLR ICB
Room G30, Pen Lloyd Building, County Hall
Glenfield, Leicester LE3 8TB

If you need help understanding this document, please call 0116 295 2110.

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.



Jei norētumēte, kad kas nors padētų suprasti šį dokumentą, skambinkite tel. 0116 295 2110.

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

The NHS in Leicester, Leicestershire and Rutland is making it easier for you to get help quickly when you need it. As part of this work, we are inviting you to share your views and current experiences, to help improve services further.

What improvements are being made?

The NHS would like to make same-day care fair, easy to use, and make the best use of all the available services by:

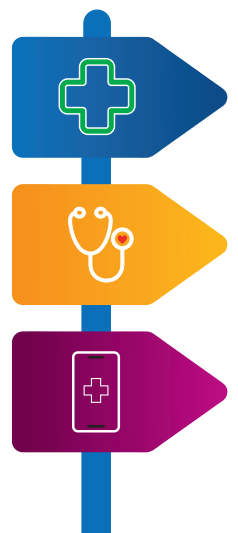
-  Matching every patient to the **right care** through their GP practice or NHS 111
-  Raising awareness of the different types of **same-day appointments** to meet local need and increasing appointments overall.

Right care

So that resources are being used in the best way for everyone in Leicester, Leicestershire and Rutland, the NHS aims to match each patient to the right level of care, from the right health professional, in the right part of the NHS, first time. **This is known as Right Care, Right Place.**

By getting information from you about your symptoms, through your GP practice or NHS 111, an appointment will be booked for you with the appropriate service. This means the mix of same-day appointment types can be improved over time to match the conditions you and other patients are experiencing. It will reduce the number of organisations people need to contact and avoid long waits or trips to walk-in services that might not be suitable.

Right
Care,
Right
Place



How it works now

Currently, if you have an urgent health need (including during evenings, weekends and bank holidays), an appointment may be booked at a healthcare hub, a pharmacy (chemist) or an urgent treatment centre instead of your own GP practice. The healthcare hubs in the city are based at three health centres and provide additional same-day appointments with a range of health professionals.

What is changing

Same-day services have developed over time and now vary across Leicester, Leicestershire and Rutland. There are different names, opening times and referral processes, making it hard for patients to understand what's available and when to use it. Sometimes appointments go unused or aren't the most appropriate for a person's needs. For example, some conditions currently seen in the hubs could be better treated by a pharmacy, urgent treatment centre, or through routine GP care. We also now have new services, like Pharmacy First, which allows patients to get treatment and some prescriptions directly from their local pharmacy, often without needing to see a GP. This can be arranged by the GP practice, NHS 111, or by walking into a pharmacy.

The new service will be different. The previous service has been based on general practice appointments in three locations across the city, supported by a range of health professionals. The new service will offer fewer general practice appointments during evenings, weekends and bank holidays, but introduces a broader variety of appointments across pharmacies, GP surgeries and health centres. This means you will be directed to help within your own area where possible, across weekdays and weekends. This gives patients additional options alongside existing urgent care services.

What we're changing is:

- ✓ Increasing the number of locations across Leicester where same-day GP appointments are available during evenings, weekends and bank holidays.
- ✓ Making these appointment times five minutes longer, so people can get the care they need in one visit
- ✓ Ensuring the appointments are with a GP, rather than a mix of different professionals
- ✓ The appointments will now be face to face
- ✓ Increasing the capacity and use of Pharmacy First appointments – the plan is to increase Pharmacy First appointments to 210,000 across Leicester, Leicestershire and Rutland.

What should I do if I need urgent health care?

For situations when your condition isn't life threatening, there are two simple steps you can take to get the right care based on your specific symptoms.



Step 1: You should try to manage the problem yourself or get help from a local pharmacy, NHS 111 online, or the NHS App.



Step 2: If that doesn't work or the problem is more serious, you should contact your GP practice or NHS 111 (when your GP practice is closed). They will help book you the right at the right place for your needs.

If you need to be seen on the same day, you might be offered an appointment at:

- ✓ Your own GP practice
- ✓ A pharmacy (through the Pharmacy First scheme)*
- ✓ An urgent treatment centre*
- ✓ An urgent care centre, or another GP practice or health centre (during evenings, weekends and bank holidays)*.

* In some cases, you might be asked to go to these locations, rather than having an appointment booked.

Other services

This information is about getting NHS help fast.

Please visit www.leicesterleicestershireandrutland.icb.nhs.uk/need-help-fast for information on our other health services.

Have your say

To help us continue improving these services so they meet the needs of local people, please share your feedback and experiences by completing our questionnaire.

It's split into five sections:

1. Getting the right NHS care in two simple steps
2. Your GP practice
3. Local pharmacies
4. Improvements to appointments in Leicester City
5. About you.

Anyone aged 16+ can take part.

You can:



Complete the questionnaire online and get more information
www.leicesterleicestershireandrutland.icb.nhs.uk/be-involved/need-help-fast-engagement/



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



Call 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, Same Day Questionnaire, NHS LLR ICB, Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB



Follow our social channels: @NHS_LLRL

Due to the amount of feedback we expect to receive, we will not be able to respond to all communication, but we will do our best to respond to any questions.

Please be aware that your response may be passed to a company for independent analysis and summarised anonymously as part of our questionnaire report.

What happens next?

The feedback we receive will be independently analysed and will be used to help the ICB decide on any changes that are needed to the appointments at the new locations in the city and to improve how you get NHS services quickly. We will also collect views from people who use the new locations from October this year to see what they think.

A report of findings will be published early next year setting out the main themes from the feedback. If changes are made, a further report will detail how we have used the information to inform our decisions.

Any other feedback we receive will help inform and influence future services.

Data protection statement

NHS Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB) has commissioned an independent organisation to collect, handle and process the responses gathered for this engagement. 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 you 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 local 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 communities.

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.

By returning this questionnaire, you agree with the data protection information provided.

Right
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Right
Place



Questionnaire

Section 1

The only compulsory questions are Q2 and Q4.

Q1	How did you hear about this questionnaire? (Select all that apply.)	
	Text/letter/app notification from my GP practice	<input type="checkbox"/>
	Social media (e.g. Facebook)	<input type="checkbox"/>
	Email	<input type="checkbox"/>
	Staff communication	<input type="checkbox"/>
	Radio	<input type="checkbox"/>
	Newspaper	<input type="checkbox"/>
	Poster or leaflet	<input type="checkbox"/>
	Friend or family member	<input type="checkbox"/>
	Event/stand. Please tell us:	<input type="checkbox"/>
Voluntary and community group. Please tell us:	<input type="checkbox"/>	
Other. Please tell us:	<input type="checkbox"/>	
Q2	In what capacity are you completing this questionnaire? (Select one.) This question is compulsory	
	In a personal capacity, as a patient/member of the public (go to Q4)	<input type="checkbox"/>
	In a professional capacity, as an interested partner or stakeholder	<input type="checkbox"/>

If you would like to submit a formal response on behalf of your organisation, please email llricb-llr.beinvolved@nhs.net or call 0116 295 7532 instead. This questionnaire is for individual responses only.

As you are responding as in a professional capacity, as an interested partner or stakeholder, not all questions will be relevant to you, so please only complete questions 3, 5, 6, 9, 10, 11, 12, 13, 19, 20 and 21. We will mark these with a ■ symbol.

Q3 ■	As an interested partner or stakeholder, where do you work or volunteer? (Please select the one that best reflects the hat you're wearing for this response.)	
	A GP practice or Primary Care Network	<input type="checkbox"/>
	Leicester, Leicestershire and Rutland Integrated Care Board	<input type="checkbox"/>
	University Hospitals of Leicester NHS Trust	<input type="checkbox"/>
	Leicestershire Partnership NHS Trust	<input type="checkbox"/>
	Local authority	<input type="checkbox"/>
	A community pharmacy	<input type="checkbox"/>
	The voluntary sector. Please specify:	<input type="checkbox"/>
Other. Please specify:	<input type="checkbox"/>	

Q4	Are you registered with a GP practice in Leicester city? (Select one.) This question is compulsory for anyone answering in a personal capacity only.	
	Yes. Please tell us which GP practice:	<input type="checkbox"/>
	No, I am not registered with a GP practice anywhere	<input type="checkbox"/>
	No, but I would still like to comment on Leicester city services	<input type="checkbox"/>
	No, I would like to complete the Leicestershire or Rutland questionnaire instead (please complete alternative questionnaire)	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	

Need help fast? Get the right NHS care in two simple steps

The NHS in Leicester, Leicestershire and Rutland is making it easier for you to get help when you need it quickly, for situations when it isn't life threatening, with two simple steps.

Step 1: Try Self Care First

If your problem is minor and you haven't been able to treat it yourself at home, try:

-  The NHS App or nhs.uk
-  NHS 111 online
-  Your local pharmacy.

These services are quick, easy, and often all you need.

Step 2: Need More Help?

If it's more serious or Step 1 didn't work:

-  Contact your GP practice
-  Or call NHS 111 (when your GP is closed)

They'll help book the right appointment for you.



If it's a life or limb-threatening emergency, go straight to the emergency department or call 999.

In a mental health crisis, call NHS 111 and select the mental health option. This service is open 24 hours a day, seven days a week.

We are introducing this process so that resources are being used in the best way for everyone in Leicester, Leicestershire and Rutland and so we can match every patient to the right care in the right place and help avoid long waits or trips to walk-in services that might not be suitable.

We know these steps might not be right for everyone in every situation. That's why we'd like to hear from you.

Questionnaire

Your feedback cont.

Q7	Based on your previous experiences of services, what would prevent you from using these steps in the future? (Select all that apply.)	
	There's nothing that would prevent me from using the steps	<input type="checkbox"/>
	I do not have the confidence to treat myself	<input type="checkbox"/>
	I have had a previous negative experience with a pharmacy	<input type="checkbox"/>
	I have had a previous negative experience with a GP practice	<input type="checkbox"/>
	I have had a previous negative experience with NHS 111	<input type="checkbox"/>
	I don't have access to or like speaking on a phone	<input type="checkbox"/>
	I don't have access to or feel confident using the internet	<input type="checkbox"/>
Other. Please describe:	<input type="checkbox"/>	

Q8	If you've been to the emergency department for a non-emergency in the last 12 months, why did you choose to go there? (Select all that apply.)	
	I haven't used the emergency department for a non-emergency in the last 12 months	<input type="checkbox"/>
	I was told to go there by another service	<input type="checkbox"/>
	I tried another service first but they couldn't help	<input type="checkbox"/>
	I couldn't get an appointment elsewhere	<input type="checkbox"/>
	I was too worried to wait for an appointment anywhere	<input type="checkbox"/>
	I didn't trust the advice given by another service	<input type="checkbox"/>
	I didn't know where else to go	<input type="checkbox"/>
	It's easier to get to the emergency department than other places	<input type="checkbox"/>
	I've had a good experience at the emergency department with a non-emergency before	<input type="checkbox"/>
Other. Please describe:	<input type="checkbox"/>	

We would like to find out what people already know about same-day healthcare

Q9 ■	Did you know that... You should only go to the emergency department if you think if you have a life or limb-threatening emergency or another service (like your GP practice or NHS 111) has told you to go there?	
	Yes	
	No	
Q10 ■	Did you know that... Community pharmacies (chemists), such as those on high streets, can write prescriptions for some medicines?	
	Yes	
	No	
Q11 ■	Did you know that... You can book a same-day appointment at an urgent treatment centre yourself via NHS 111 online?	
	Yes	
	No	
Q12 ■	Did you know that... Your GP practice may book you an appointment at a pharmacy, rather than at the practice?	
	Yes	
	No	
Q13 ■	Did you know that... NHS 111 can book GP appointments during evenings, weekends and bank holidays if they decide you urgently need one?	
	Yes	
	No	

In 2024, nearly 29,000 people across Leicester, Leicestershire and Rutland shared their views through our local questionnaire on GP practice experiences. To build on what we learned, we'd now like to focus on where you've seen positive changes and where further improvements may still be needed.

Q14	In the last 12 months, in which areas of your GP practice have you <u>noticed any improvement?</u> (Select all that apply.)	
	Access	
	Getting through on the phone	
	Getting an urgent appointment	
	Range of appointment times available	
	Getting a routine (non-urgent) appointment	
	Workforce	
	Helpfulness of the reception team	
	Range of professionals available (e.g. physiotherapist, clinical pharmacist)	
	Quality of care during appointments	
	Digital	
	NHS app (e.g. for booking appointments, ordering prescriptions)	
	Other online services	
	Ease of using the practice website	
	Environment	
	Building or facilities (e.g. waiting room, toilets, parking)	
	General experience	
	I haven't contacted my GP practice in the last 12 months	
	My GP practice was already performing well in all these areas	
	I haven't seen any improvements in the last 12 months	

Q14 cont.	Other. Please tell us:	
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Q15	Which areas of your GP practice do you feel <u>still need improvement?</u> (Select all that apply.)	
	Access	
	Getting through on the phone	
	Getting an urgent appointment	
	Getting a routine (non-urgent) appointment	
	Range of appointment times available	
	Workforce	
	Helpfulness of the reception team	
	Range of professionals available (e.g. physiotherapist, clinical pharmacist)	
	Quality of care during appointments	
	Digital	
	NHS app (e.g. for booking appointments, ordering prescriptions)	
	Other online services	
	Ease of using the practice website	
	Environment	
	Building or facilities (e.g. waiting room, toilets, parking)	
	General experience	
	I don't know because I haven't contacted my GP practice recently	
	I don't think any improvements are needed	
	Other. Please tell us:	

For a long time, pharmacists have given advice on many conditions and medicines you can buy from the pharmacy without a prescription. In addition to this, since January 2024, pharmacists have also been able to provide prescription medicine for seven conditions, without the need for a prescription from a GP practice. This is known as **Pharmacy First**. GP practices or NHS 111 might ask you to visit a pharmacy if it's the most suitable place for you to be treated. Your GP practice can book you an appointment or you can walk into a pharmacy and ask for one. The seven conditions are:

- ✔ Sinusitis (for those aged 12 years and over)
- ✔ Sore throat (for those aged 5 years and over)
- ✔ Earache (for those aged between 1 and 17 years old)
- ✔ Infected insect bite (for those aged 1 year and over)
- ✔ Impetigo (for those aged 1 year and over)
- ✔ Shingles (for those aged over 18 years old)
- ✔ Uncomplicated urinary tract infections (UTIs) (for women aged 16-64)

Q16	If you have seen a pharmacist in the last 12 months for one of the conditions listed above, how would you rate your most recent experience? (Select one)	
	Very good	
	Good	
	Neither good nor poor	
	Poor	
	Very poor	
	I can't remember (move onto Q18)	
	N/A (I have not seen a pharmacist in the last 12 months) (move onto Q18)	

Q17	Please explain why you answered Q16 in the way that you did. (Select all that apply.)	
	Positive reasons	
	I got advice/medication quickly	<input type="checkbox"/>
	Knowledgeable/helpful staff	<input type="checkbox"/>
	Easy and convenient to use	<input type="checkbox"/>
	I liked being seen outside of usual GP practice hours	<input type="checkbox"/>
	My pharmacy is easy to travel to	<input type="checkbox"/>
	I was able to speak to someone in a private room	<input type="checkbox"/>
	Negative reasons	
	My problem was not solved/I was referred back to my GP/another service	<input type="checkbox"/>
	I received incorrect advice	<input type="checkbox"/>
	It was more expensive than getting an NHS prescription	<input type="checkbox"/>
	Staff were unhelpful/not knowledgeable	<input type="checkbox"/>
	I experienced language/communication/accessibility barriers	<input type="checkbox"/>
	There was a lack of privacy when discussing my condition	<input type="checkbox"/>
Another reason. Please tell us:	<input type="checkbox"/>	

Before 1 October 2025, same-day appointments would be booked into a healthcare hub at Belgrave, Saffron or Westcotes Health Centres during evenings, weekends and bank holidays. These were sometimes known as 'extended access' appointments.

Q18	How have you or your family typically used healthcare hubs in Leicester City in the past? (Select one.)	
	I have booked a healthcare hub appointment through my GP surgery	
	I have booked a healthcare hub appointment through NHS 111	
	I was given an appointment after walking into a healthcare hub	
	I was aware of this service but have never used it	
	I was not aware of this service	
	Other. Please tell us:	

The new service will be different. The previous service has been based on general practice appointments in three locations across the city, supported by a range of health professionals. The new service will offer fewer general practice appointments in the evenings and at weekends, but introduces a broader variety of appointments across pharmacies, GP surgeries and health centres. This means you will be directed to help within your own area where possible, across weekdays and weekends. This supports more options for patients in addition to existing urgent care services.

Appointments will only be booked by a GP practice or NHS 111 if:

- They decide you cannot safely wait until the next day, and
- It is the most appropriate type of appointment for your medical needs.

Appointments will take place at several locations across Leicester city during the following times:

- Monday to Friday: 6.30pm to 8pm
- Saturdays: 9am to 5pm
- Sundays and bank holidays: 10am to 2pm.

Q19 To what extent do you agree with the following statements?					
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am happy that there will be more locations across the city					
The new opening times are convenient					
I am happy that all appointments will be with a GP					
I am happy that it is an appointment-only service					
I am happy that the appointments will be face to face					

We want to make sure that if a GP practice or NHS 111 books a same day access appointment for somebody, the appointment is easy to use and meets their needs.

Q20 Please tell us if there is anything we need to consider to help meet the needs of you, your family or your community. If not, go to Q21.	
Feature that requires consideration	What we need to consider. <i>(Complete all that apply.)</i>
Locations	
Opening times	
Who the appointment is with	
How to book the appointment	
The appointment will be face to face	
Something else <i>(please tell us)</i>	

Q21 ■ If there is anything else you would like to tell us about same-day appointments, please write it in the space below. **If not, go to Q22.**

Equality monitoring questions

Please answer as many of the following questions as you feel comfortable with. Your responses will help us understand who is taking part and improve services for all communities. This data is used for monitoring and analysis and is protected under data protection laws.

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

Q22	What is your sex? (Select one)	
	Male	<input type="checkbox"/>
	Female	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>
Q23	Do you identify as the gender you were assigned at birth? (Select one)	
	Yes	<input type="checkbox"/>
	No, please tell us your gender identity:	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>
Q24	What is your age? (Select one)	
	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"/>

Q25	What is your religion or belief? (Select one)	
	No religion	<input type="checkbox"/>
	Bahá'í	<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"/>

Q26	What is your ethnicity? (Select one)	
	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"/>
		<input type="checkbox"/>

More ethnicity options on next page

Q26 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		

Q27	Are you pregnant or have you given birth in the last 26 weeks? (Select one) The Equality Act 2010 protects women who are pregnant or have given birth within a 26-week period.
	Yes
	No
	Prefer not to say

Q28	Do you consider yourself to have a disability or suffer from poor health? (Please select all boxes that apply.) 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.
	Yes, I have a disability
	Yes, I am in poor health
	No (go to Q30)
	Prefer not to say (go to Q30)

Q29	If you selected 'yes', which disability/condition(s) do you have? (Select all 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

Q30	Do you provide unpaid care to someone who could not manage without your support? (Select one) This could be a family member, partner or friend of any age who needs help because of illness, frailty, disability, mental health problems or addiction.	
	Yes	
	No	
	Prefer not to say	

Q31	What is your relationship status? (Select one)	
	Single	
	Married/civil partnership	
	Separated or divorced	
	Partnered/living with a partner	
	Widowed/surviving civil partner	
	Prefer not to say	

Q32	What is your sexual orientation (preference)? (Select one)	
	Bisexual (relationship with any gender/s)	
	Gay or lesbian (same sex relationship)	
	Heterosexual/straight (male to female relationship)	
	Other, please tell us:	
	Prefer not to say	

Q33	Which of the following applies to you? (Select one)	
	I am regular serving personnel in HM Armed Forces	
	I am a reserve in HM Armed Forces	
	I have previously served in HM Armed Forces (a veteran)	
	I am in an Armed Forces family (a spouse, civil partner or child of serving personnel)	
	I am Ministry of Defence (MOD) employed civilian personnel	
	I have a different connection to HM Armed Forces, please tell us:	
None of the above (I have no connection to the Armed Forces Community)		
Prefer not to say		

Q34	Are you a member of the farming community?	
	Yes	
	No	

Q35	What is your full postcode?	

Thank you for your time in completing this questionnaire.

Your feedback is valuable.

Please return this questionnaire to arrive by
Sunday 7 December 2025 to:

Freepost Plus RUEE-ZAUY-BXEG

Same Day Questionnaire,

NHS LLR ICB

Room G30, Pen Lloyd Building, County Hall

Glenfield, Leicester LE3 8TB

Right
Care,
Right
Place

