

Prepared for:



Leicester, Leicestershire  
and Rutland

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# Engagement Report:

Improvements to Same-Day  
Healthcare in Leicester City

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5<sup>th</sup> March 2026

**Produced by JW Research Limited**

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# Executive Summary

## Background to Engagement

This report presents the findings from the public engagement survey on improvements to same-day healthcare in Leicester City. It formed part of a wider engagement exploring 'Getting NHS Help Fast in Leicester, Leicestershire and Rutland', which aimed to:

- Gather feedback on Leicester, Leicestershire and Rutland's two-step approach to getting NHS help fast;
- Invite people to share their experiences of their GP practices;
- Invite people to share their experiences of the Pharmacy First service.

A separate report covers the detailed findings across Leicester City, Leicestershire and Rutland LLR and can be found at: <https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/>.

The engagement period was open to the public from Wednesday 10<sup>th</sup> September to Sunday 7<sup>th</sup> December 2025, with respondents able to complete a survey online or via a paper/hard copy. In total, there were 1,338 completed responses to the survey from Leicester City residents. In addition, a small amount of feedback was also received via email.

## Use of Healthcare Hubs in Leicester City – Key Headline Findings

**The existence of the previous Healthcare Hubs was not widely known.**

- *Although approaching two-thirds (64%) were aware of the previous Healthcare Hubs (which were offered at Belgrave, Saffron and Westcotes Health Centres), a third (33%) of those answering the survey said that they were not aware of this service.*

**Respondents were usually given Healthcare Hub appointments via their GP practice or NHS 111.**

- *More than two-fifths (43%) of Leicester City respondents answering had previously used the Healthcare Hub service, being equally likely to have been booked a Healthcare Hub appointment either through NHS 111 (20%) or through their GP surgery (19%), with only a small minority (3%) having been given an appointments after walking into a Healthcare Hub.*
- *A fifth (20%) of respondents were aware of Healthcare Hubs but had never used the service.*

## Opinions on New Same-Day Healthcare Services in Leicester City – Key Headline Findings

**The new same-day healthcare service, which includes fewer general practice appointments in the evenings and at weekends but introduces a broader variety of appointments across pharmacies, GP surgeries and health centres, appears to have been well-received by respondents in Leicester City.**

- *Agreement levels with all five statements that respondents were presented with are high, with only small minorities of respondents expressing disagreement with any of them.*

**Face to face same-day appointments are the aspect of the new same-day healthcare service most valued by Leicester City patients. This addresses some of the feedback gathered across several other LLR surveys in recent times in relation to issues**

**surrounding a perceived lack of timely GP access, particularly in the wake of the COVID-19 pandemic.**

- Overall, the highest level of agreement recorded for the five statements relating to aspects of the new same-day healthcare services in Leicester City is for the statement, 'The appointments will be face to face', with 89% saying that they agree to some extent with this statement and 51% strongly agreeing with it.

**Appointments with GP (rather than a healthcare professional) as a key component of the new same-day healthcare service has also been very well-received. Again, this helps to address previous feedback from a number of other LLR surveys relating to the perception of limited GP access in specific LLR areas.**

- The statement receiving the second highest level of agreement is, 'I am happy that all appointments will be with a GP', with 84% agreeing with this to some extent and 43% strongly agreeing with it.
- When asked if anything else needed to be considered with regard to offering all same-day healthcare appointments with a GP, those who did provide an answer are most likely to mention that GP appointments should either be 'with the patient's own regular GP who knows medical history for consistency' (5% of all respondents mentioning this as an aspect to consider) or that it can be 'with any GP/doctor' (5%). Meanwhile, small minorities feel that 'appointments need to be with a competent/qualified medical practitioner (e.g. clinician, nurse, pharmacist)' at the very least (2%), while some others express a desire to know exactly who they will be seeing for their appointment before attending – either wanting 'a choice of male or female doctor/medical practitioner to be made available' (1%) or simply 'needing to know details of who you are seeing before attending an appointment' (1%).

**Furthermore, offering same-day healthcare services at an increased number of locations across the city is also an aspect that is well-liked by Leicester City residents, as long as locations are evenly-spread across the city, are close to public transport links and have sufficient parking facilities.**

- More than three-quarters of respondents answering (76%) either strongly agree or agree with the statement, 'I am happy that there will be more locations across the city'.
- When asked if anything else needed to be considered with regard to offering more locations across the city, those who did provide an answer are most likely to mention that 'locations need to be close by (e.g. to prevent long journeys, to prevent the need to make childcare arrangements)', with 16% of all respondents mentioning this as an aspect to consider. Meanwhile, small minorities feel that the new same-day healthcare locations 'need to be close to public transport links' (3% mentioning this) and that 'adequate car parking/car parks are available' (2%).

**Leicester City respondents also provide a generally positive reaction to the new opening times for the increased number of locations that will be offering same-day healthcare facilities across the city, although a minority of respondents still show a little concern that the new opening hours may need to be extended further still.**

- More than seven-tenths of respondents answering (72%) either strongly agree or agree with the statement that, 'The new opening times are convenient'.

- *When asked if anything else needed to be considered with regard to opening times, those who did provide an answer are most likely to mention that ‘there needs to be more weekday evening opening times (e.g. for working people)’, with 5% of all respondents mentioning this as an aspect to consider. Meanwhile, small minorities feel that opening hours simply need to be ‘longer/more convenient’ generally (3% mentioning this) and that patients ‘need more weekend opening times’ (2%).*

**Leicester City respondents also appear to be reasonably happy that the new same-day healthcare services offered across the city will be offered on an appointment-only basis, with a feeling that this will provide more access to healthcare services more generally for Leicester City residents. However, attention needs to be focused on ensuring that different channels to book appointments are available to all and that the appointment system needs to be easier to navigate than is currently the case for many GP surgeries.**

- *The lowest level of agreement with the five statements is seen for, ‘I am happy that it is an appointment-only service’ – however, two-thirds (66% - 825) either strongly agree or agree with this aspect of the new same-day healthcare service, with a quarter (25%) saying they neither agree nor disagree with this statement.*
- *When asked if anything else needed to be considered with regard to offering an appointment-only service, those who did provide an answer are most likely to want to be able to book an appointment using a range of different methods, with small minorities concerned that they would need to ‘ability to book appointments on the phone’ (3% of the total sample mentioning this) and a similar proportion (3%) wanting ‘the ability to book appointments online’ and 1% wanting the ‘ability to book appointments using face to face means’.*
- *In addition, the other consideration relating to ‘how to book the appointment’ is to focus on making the process of getting appointments easier than it currently is - 3% commented about ‘making appointments needs to be made easier’, 3% feel the focus should be to ‘improve waiting times to get through to make appointments’ and a smaller minority (1%) think that ‘making appointments needs to be made easier for people e.g. the elderly (i.e. using non-digital means)’.*

## **Other Considerations for Same Day Healthcare in Leicester City – Key Headline Findings**

**Despite the positivity amongst Leicester City respondents about the new same-day healthcare service, some work will need to be done by LLR ICB to communicate how Leicester patients will need to book appointments.**

- *Four fifths (80%) of respondents to the survey did not mention anything else about same day appointments.*
- *The most common themes mentioned by respondents who did add final comments are most likely to be related to issues around ‘how to book the appointment’ - 9% of the total sample make a comment in relation to this broad aspect of same day appointments.*

# Introduction

## Background to the survey

The NHS Integrated Care Board (ICB) for Leicester, Leicestershire and Rutland (LLR) wished to undertake public engagement on access to same-day healthcare across the Leicester, Leicestershire and Rutland areas.

The overarching objectives of the 'Getting NHS Help Fast in Leicester, Leicestershire and Rutland' survey were to:

- Gather feedback on LLR's two-step approach to getting NHS help fast;
- Invite people to share their experiences of their GP practices;
- Invite people to share their experiences of the Pharmacy First service;
- Ask people for their views on improvements to some same-day GP practice appointments within Leicester City.

The ICB also wished to identify where improvements are needed and help improve patient experience.

This report covers the detailed findings specifically related to the improvements to same-day GP appointments in Leicester City. A separate report covers the detailed findings across Leicester City, Leicestershire and Rutland in relation to feedback on LLR's two-step approach to getting NHS help fast, experiences of GP practices and experiences of the Pharmacy First service.

The survey and engagement was carried out during a period of significant operational challenge for practices associated with winter pressures.

The public engagement took account of the range of legislation that relates to ICB decision making including:

- Equality Act 2010;
- Public Sector Equality Duty Section 149 of the Equality Act 2010;
- Brown and Gunning Principles;
- Human Rights Act 1998;
- NHS Act 2006;
- NHS Constitution; and
- Health and Social Care Act 2012.

## About the engagement approach

The twelve-week public engagement to understand patient experiences of Getting NHS Help Fast in Leicester, Leicestershire and Rutland commenced on 10 September 2025 and ran until 7 December 2025. The LLR ICB has a legal duty to make arrangements to secure that individuals to whom the services are being or may be provided, and their carers and representatives, are involved (whether by being consulted or provided with information or in other ways). This is set out in the Health and Care Act 2022.

The Getting NHS Help Fast in Leicester, Leicestershire and Rutland engagement could be answered by respondents online (using the QuestionPro survey tool, which collected the data from respondents), although in some cases the survey was completed by the respondent using a paper/hard copy and then returned for processing. In the Leicester City area, the vast majority of respondents to the survey completed their questions online, with only 5% (63) of surveys completed using the paper/hard copy. The majority of the questions in the survey were closed questions, although there was one 'open-ended' question where respondents were invited to write in answers in their own words.

All information received via the survey was anonymous and feedback was independently analysed. The results would be shared with PCNs to enable them to help prioritise service areas for improvement.

The questionnaire used for this public engagement and other key documents are available to view on the LLR ICB website (<https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/need-help-fast-engagement>).

## Engagement activities

To maximise the reach of the public engagement and to encourage as many people as possible to participate, a multi-channel approach was used by LLR ICB.

The questionnaire could be answered by respondents online (using the QuestionPro survey tool) or offline (by completing a printed survey). Most respondents answered the questions online.

In addition, the public engagement used a variety of both online and offline tools and techniques to communicate with the people of Leicester, Leicestershire and Rutland. These included, but were not limited to, the activities detailed in the sections below.

### Toolkits:

- Information was made available both online and in hard-copy formats, including leaflets, booklets, and questionnaires. An Easy Read version of the questionnaire was produced, and a telephone translation service was made available. Contact details were provided should anyone need to request information in another format, such as large print.
- A partner toolkit (comprising articles, web content, and social media materials) was developed and distributed for partner organisations, businesses, and community groups to use on their digital channels. Offline toolkits, including questionnaires, leaflets, posters, and banners (see example), were distributed to many locations across Leicester, Leicestershire and Rutland, as detailed in the offline engagement activities section.



1 Example pull up banner

### Online Engagement Activities:

LLR ICB made use of online technology for stakeholder engagement and to disseminate information, increasing reach across local communities. Online activities included:

- Extensive use of social media, including local NHS-controlled channels and community-targeted groups on platforms such as Facebook (see example), Instagram, and X (Twitter);
- Regular email marketing to over 3000 voluntary and community sector organisations, schools, key businesses, local authorities, and partners including pharmacies;
- Various online newsletters, sent from the NHS and partner organisations
- Communication with partner organisations, including (but not limited to)
  - Leicester City Council
  - local primary care networks and member GP surgeries
  - University Hospitals of Leicester NHS Trust (UHL)
  - Leicestershire Partnership NHS Trust (LPT)
  - DHU (as providers of NHS 111)
  - Community Pharmacy Leicestershire and Rutland



2 Example Facebook post

- neighbouring NHS Trusts and ICBs
- Healthwatch Leicester and Leicestershire
- Leicestershire Police
- Leicestershire Fire and Rescue Service
- East Midlands Ambulance Service
- Internal communications to ICB staff, both as potentially affected individuals and to encourage further information dissemination.
- Promotion at various online meetings, including
- Leicester, Leicestershire and Rutland Patient Participation Group (PPG) Network
- Public and Patient Involvement Assurance Group
- Health and Wellbeing Partnership Communications and Engagement Group Meeting
- Regular attendance at webinars with primary care networks and GP practice colleagues.

### Offline Engagement Activities:

To ensure accessibility for individuals not digitally enabled or active, LLR ICB conducted face-to-face engagement across Leicester. Activities included:

- Attendance at the following events/locations to boost visibility, provide hardcopy questionnaires and to support with completion:
  - Health and Wellbeing information event at Haymarket Shopping Centre
  - Leicester Communities Together Information and Advice Festival in Leicester
  - Tesco Hamilton
  - De Montfort University freshers' events
  - University of Leicester freshers' events
  - University of Leicester health fair



3 Leicester Communities Together Information and Advice Festival



4 Asda Thurmaston

- Promotion at the following meetings/events:
  - Better Mental Health for All Network meeting
  - Leicester City Annual Public Health Conference
  - Wellbeing Day and Mental Health Workshop, Comfort Centre Leicester
  - ICB's World Patient Safety Day event
  - Men's Health Event, South Asian Health Action
  - Mental Health Day at Peepul Centre
  - Ready4Winter at Coalville Library
  - Belgrave/Spinney Hill networking meeting/coffee morning
  - Braunstone Mental Health Network
  - PPG meetings including Charnwood, Broom Leys, Burbage, Rutland, North West Leicestershire

- World Alzheimer's Event, South Asian Health Action
- Presentation to the Leicester City Public Health and Health Integration Scrutiny Committee
- Distribution of promotional materials to various venues including, but not limited to:
  - GP practices
  - Pharmacies
  - Leicester Royal Infirmary Emergency Department
  - Community Health Centres
  - Community libraries
  - Many community groups and venues, covering health, well-being and social support; hobbies and leisure; religion and belief; and identity-based community groups
  - Community infrastructures, including notice boards, bus-stops and village halls
  - Local businesses, shops and charity shops

### **Training Sessions:**

To support not only this engagement, but also the longer term aim of helping people access the right care in the right place, a series of train the trainer style sessions were delivered across Leicester, Leicestershire and Rutland. These sessions were designed to equip community leaders, frontline staff, voluntary sector partners and public facing professionals with the knowledge and tools needed to cascade information confidently to the people and communities they support.

The approach ensured that learning from the engagement had a lasting legacy, extending beyond the engagement period itself by embedding understanding of NHS services (such as GP access, Pharmacy First, NHS 111 and urgent treatment centres) into everyday interactions between staff, volunteers, carers and community groups.

Training was delivered to a broad range of partners, including:

- Leicester City Council Adult Education staff training
- Right Care, Right Place training workshops for PPGs across LLR
- Bangladeshi Youth & Cultural Shomiti workshops
- Youth groups, women's groups and ESOL tutors receiving training
- Enablement Team at Leicester City Council
- Social Prescribers briefing
- Multiple VCSE networks receiving presentations

These sessions focused on:

- Understanding the two step "Get NHS Help Fast" model
- Explaining same day access and how appointments are now arranged
- Increasing confidence in NHS 111, pharmacy services and self care
- Supporting people to understand where to go for different health needs
- Enabling staff and volunteers to signpost effectively and respond to common questions
- Providing materials and resources (posters, wallet cards, guides, digital content) that could be shared and re used with service users, community groups, families and staff teams

This 'train the trainer' model significantly amplified the reach of engagement messages. By equipping trusted professionals, volunteers and community leaders with the knowledge and confidence to disseminate key information, the programme ensured sustainable, embedded awareness throughout diverse communities and networks.

## **Protected characteristics and support from the voluntary, community and social enterprise (VCSE) sector:**

LLR ICB worked with voluntary and community sector organisations to increase participation among seldom heard and underserved groups, focusing on protected characteristics such as age, race, disability, pregnancy and maternity, and sexual orientation. Throughout the engagement period, equality demographics of respondents were monitored against 2021 Census data. This analysis was reviewed at the midway point, enabling the Engagement and Insights Team to identify underrepresented groups and adjust communications and outreach activity to ensure the engagement sample more closely reflected the local population.

To further strengthen inclusion, LLR ICB partnered with the voluntary, community and social enterprise (VCSE) sector through a targeted small grants programme. A total of 22 VCSE organisations were commissioned to deliver hyperlocal community engagement, supported by a programme budget of £45,000. These organisations played a crucial role in enabling people with protected characteristics, as well as seldom heard and marginalised communities, to participate fully in the engagement.

Activities delivered through VCSE partners focused on reaching communities that often experience barriers to engagement, including:

- Ethnic minority and racialised communities (e.g. African Heritage Alliance, Somali Development Services, ACAA)
- Disabled people and those with sensory or cognitive conditions (e.g. Neurodiversity Support CIC; work with visually impaired people through partners such as Vista)
- Older people and those with long term conditions
- Parents and families with young children, including those facing socio economic disadvantage
- People experiencing homelessness (Action Homeless, Inclusion Healthcare, Raising Health)
- Refugees and asylum seekers (After18, Leicester City of Sanctuary)

VCSE partners provided a wide range of tailored support, including:

- Culturally sensitive and language specific communication, ensuring people with limited English could meaningfully participate.
- One to one assistance for digitally excluded residents to complete the survey or understand engagement materials.
- Delivery of outreach in trusted, familiar community spaces, including food banks, temples, mosques, community cafés, youth groups, veterans' groups, learning disability forums, women's groups, and mental health cafés.
- Behaviour change conversations in communities with high avoidable A&E usage, particularly within 1 mile of the Leicester Royal Infirmary and along key arterial routes into the city.
- Targeted small group workshops and interactive sessions, which were shown through evaluation feedback to be the most effective formats for supporting understanding and generating high quality engagement.

Through this partnership model, VCSE organisations supported the engagement of 20,833 individuals, delivered 299 events, and helped many residents complete a questionnaire, including individuals who may not have taken part without personalised assistance. VCSE led outreach was especially effective in creating safe, trusted spaces for discussions, enabling participants with protected characteristics to ask questions, share lived experiences, and understand changes.

## **Children and Young People:**

Outreach to children, young people, and their families was achieved through email correspondence to local preschools, state and private schools, sixth forms, and community groups, and sports clubs. These efforts resulted in information being circulated via school and nursery newsletters, in-class promotions, youth clubs, sports activities, WhatsApp groups, and other relevant channels, ensuring broad and effective dissemination.

We were invited to attend two school assemblies to deliver an information and education session. Local authority colleagues also arrange for materials to be displayed at three school fun days.

## **Partnership Working:**

Collaboration across the local health and care system underpinned all engagement activity. Local authorities, NHS providers, primary care networks, voluntary and community organisations, parish councils, Healthwatch bodies and elected representatives all supported promotion and delivery of engagement opportunities. Their involvement ensured consistent messaging across the system and helped extend reach into diverse communities.

## **Media Coverage:**

Media coverage of the engagement included:

- A radio segment on Soar Sound Radio
- Articles from:
  - Leicester Mercury
  - Healthwatch Leicester and Leicestershire

## **Engagement response**

Overall, LLR ICB is confident that their activities during the public engagement allowed them to meet both their statutory and common law duties.

There has been a high level of interest in the Improvements to Same-Day Healthcare in Leicester City engagement and a good response. For the survey questions specifically related to the proposed improvements to same-day GP appointments in Leicester City, a total of 1,338 completed/usable responses are included in the analysis, comprising of 1,275 online responses and 63 hard copy responses.

In addition to the responses received via the engagement questionnaire, further formal feedback was submitted through other channels, as detailed in section 4 of this report. A full profile (by respondent type and demographics) of who responded to the survey is provided in Section 1 of this report.

## **About this report**

JW Research Limited, an independent market research company, was commissioned to provide an independent analysis of the survey findings.

The survey asked respondents a series of questions, which were mostly closed ('tick-box') questions but also included one open question where respondents could type or write in comments.

In addition to analysing the closed questions, JW Research Limited carried out thematic analysis of the open comments from the survey on a question-by-question basis, coding them into themes so that these could be quantified.

This document summarises the findings from the independent analysis.

# Section 1: Respondent Profile

## Respondent profile

In total, 1,338 usable responses to the survey were received from Leicester City residents. A profile of the respondents to the survey is provided below (tables 1 to 12).

**Table 1: Q2. In what capacity are you completing this questionnaire? Q4: 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).**

**OVERALL RESULTS** (all Leicester City respondents answering: n=1,338)

Respondent type	No. responses	% responses
In a personal capacity, as a patient/member of the public	1.315	98%
In a professional capacity, as an interested partner or stakeholder	23	2%
<i>A GP practice or Primary Care Network</i>	7	-
<i>Leicester, Leicestershire and Rutland Integrated Care Board</i>	0	-
<i>University Hospitals of Leicester NHS Trust</i>	3	-
<i>Leicestershire Partnership NHS Trust</i>	1	-
<i>Local authority</i>	0	-
<i>The voluntary sector (please specify)</i>	6	-
<i>Other (please specify)</i>	5	-

**Table 2: Q24. What is your age?**

**OVERALL RESULTS** (all Leicester City respondents answering: n=1,289)

Respondent type	No. responses	% responses
16-19	32	2%
20-24	48	4%
25-34	88	7%
35-49	327	25%
50-64	399	31%
65-74	242	19%
75-84	91	7%
85+	18	1%
Prefer not to say	44	3%

Most age groups are well represented, although 13% (168 respondents) are aged under 35. It should be noted that 3% (44 respondents) selected the 'prefer not to say' option.

**Table 3: Q22. What is your sex?****OVERALL RESULTS** (all Leicester City respondents answering: n=1,246).

Respondent type	No. responses	% responses
Male	408	33%
Female	796	64%
Prefer not to say	42	3%

Approaching two thirds (64% - 796 respondents) of responses received are from females, although it should be noted that 3% (42 respondents) selected the 'prefer not to say' option.

**Table 4: Q23. Do you identify as the gender you were assigned at birth?****OVERALL RESULTS** (all Leicester City respondents answering: n=1,239).

Respondent type	No. responses	% responses
Yes	1,166	94%
No (please tell us your gender identity)	20	2%
Prefer not to say	53	4%

**Table 5: Q26. What is your ethnicity? Please tick one box only.****OVERALL GROUPEd RESULTS** (all Leicester City respondents answering: n=1,281).

Respondent type	No. responses	% responses
White (i.e. British, Irish, any other white background)	620	48%
Asian or Asian British (i.e. Indian, Pakistani, Bangladeshi, any other Asian background)	485	38%
Black or Black British (i.e. Caribbean, African, or any other Black background)	75	6%
Mixed (i.e. White & Black Caribbean, White & Black African, White & Asian and any other Mixed background)	33	3%
Other (i.e. Arab and any other ethnicity)	9	1%
Prefer not to say	59	5%

Just under half of respondents (48% – 620 individuals) are White, while 38% (485 individuals) are Asian or Asian British and 6% (75 individuals) are Black or Black British. A further 5% (59 respondents) prefer not to state their ethnic origin.

**Table 6: Q25. What is your religion or belief? Please tick one box only.**  
**OVERALL RESULTS** (all Leicester City respondents answering: n=1,274).

Respondent type	No. responses	% responses
Christian	371	29%
Muslim	247	19%
Hindu	192	15%
Sikh	27	2%
Buddhist	2	<0.5%
Jewish	1	<0.5%
Jain	1	<0.5%
Baha'i	0	0%
Any other religion	21	2%
No religion	328	26%
Prefer not to say	84	7%

Nearly three tenths of respondents (29% – 371 individuals) are Christian, while nearly a fifth (19% – 247 individuals) are Muslim. Just over a quarter (26% – 328 individuals) do not have a religion. A further 7% (84 respondents) prefer not to state their religion..

**Table 7: Q27. Are you pregnant or have you given birth in the last 26 weeks? Please tick one box only.**  
**OVERALL RESULTS** (all Leicester City respondents answering: n=1,241).

Respondent type	No. responses	% responses
Yes	30	2%
No	1,164	94%
Prefer not to say	47	4%

A small minority (2% - 30 respondents) are currently pregnant or have given birth in the last 26 weeks – although it should be noted that 4% (47 respondents) prefer not to say whether they are pregnant or have given birth in the last 26 weeks.

**Table 8: Q28. Do you consider yourself to have a disability or suffer from poor health?**  
*Please tick all that apply. Q29. If you have selected 'yes', which condition(s) do you have?*  
*Please tick all that apply.*

**OVERALL RESULTS** (all Leicester City respondents answering: n=1,287).

Respondent type	No. responses	% responses
Yes – I have a disability	298	23%
Yes – I am in poor health	245	19%
<i>Long standing illness or condition</i>	251	20%
<i>Physical</i>	221	17%
<i>Mental health condition</i>	137	11%
<i>Partial or total loss of hearing</i>	49	4%
<i>Learning disability/difficulty</i>	32	2%
<i>Partial or total loss of vision</i>	30	2%
<i>Speech impediment or impairment</i>	9	1%
<i>Other medical condition or impairment</i>	73	6%
<i>Did not specify which condition(s)</i>	80	6%
No	733	57%
Prefer not to say	98	8%

More than a third (35% - 456 respondents) say that they either have a disability or suffer from poor health. The most common disabilities mentioned are a long standing illness or condition (20% of the total sample - 251 respondents) and a physical disability (17% - 221 respondents). Approaching three-fifths (57% - 733 respondents) say they have no disability.

It should be noted that 8% (98 respondents) prefer not to say whether they have a disability or suffer from poor health.

**Table 9: Q30. Do you provide unpaid care to someone who could not manage without your support? (Please select one box only.) 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.? Please tick one box only.**

**OVERALL RESULTS** (all Leicester City respondents answering: n=1,276).

Respondent type	No. responses	% responses
Yes	262	21%
No	936	73%
Prefer not to say	78	6%

Just over a fifth (21% - 262 respondents) say that they provide care for someone. Approaching three-quarters (73% - 936 respondents) say they do not provide care for someone.

It should be noted that 6% (78 respondents) prefer not to say whether they provide care for someone.

**Table 10: Q31. What is your relationship status? Please tick one box only.**

**OVERALL RESULTS** (all Leicester City respondents answering: n=1,283).

Respondent type	No. responses	% responses
Married/civil partnership	691	54%
Single	284	22%
Partnered/living with a partner	87	7%
Separated or divorced	78	6%
Widowed/surviving civil partner	68	5%
Prefer not to say	75	6%

More than half (54% - 691 respondents) are married or in a civil partnership, with a further 7% (87 respondents) partnered or living with a partner. More than a fifth (22% - 284 respondents) are single.

It should be noted that 6% (75 respondents) prefer not to state their relationship status.

**Table 11: Q32. What is your sexual orientation (preference)?****OVERALL RESULTS** (all Leicester City respondents answering: n=1,270).

Respondent type	No. responses	% responses
Heterosexual/straight (male to female relationship)	1,038	82%
Bisexual (relationship with any gender/s)	35	3%
Gay or lesbian (male to male relationship)	25	2%
Other – please specify	10	1%
Prefer not to say	162	13%

A small minority (6%) of respondents have a sexual orientation that is not heterosexual. It should be noted that 13% (162 respondents) prefer not to state their sexual orientation.

**Table 12: Q33. Which of the following applies to you? If more than one of these applies to you, please tick the main one only.****OVERALL RESULTS** (all Leicester City respondents answering: n=1,232).

Respondent type	No. responses	% responses
I have previously served in HM Armed Forces (a veteran)	11	1%
I am regular serving personnel in HM Armed Forces	6	<0.5%
I am a reserve in HM Armed Forces	2	<0.5%
I am in an Armed Forces family (a spouse, civil partner or child of serving personnel)	1	<0.5%
I am Ministry of Defence (MoD) employed civilian personnel	1	<0.5%
I have a different connection to HM Armed Forces (please tell us)	6	<0.5%
None of the above (I have no connection to the Armed Forces community)	1,066	87%
Prefer not to say	139	11%

A small minority (2% - 27 respondents) indicate that they have ever had some form of involvement with the armed services.

It should be noted that 11% (139 respondents) prefer not to say whether they have had some form of involvement with the armed services.

In the remainder of this report, where appropriate, analysis has been conducted to determine how views differ by some of the different respondent types and demographic groups outlined above.

## Section 2: Use of Healthcare Hubs in Leicester City

Respondents to the survey were shown the following summary of how same-day healthcare provision has been offered until recently in Leicester City.

*“Before 1 October 2025, if you have a health problem that needs a same-day appointment, you might be booked into a healthcare hub rather than your own GP practice. Healthcare Hub appointments are offered at Belgrave, Saffron and Westcotes Health Centres. These are sometimes known as ‘extended access’ appointments.”*

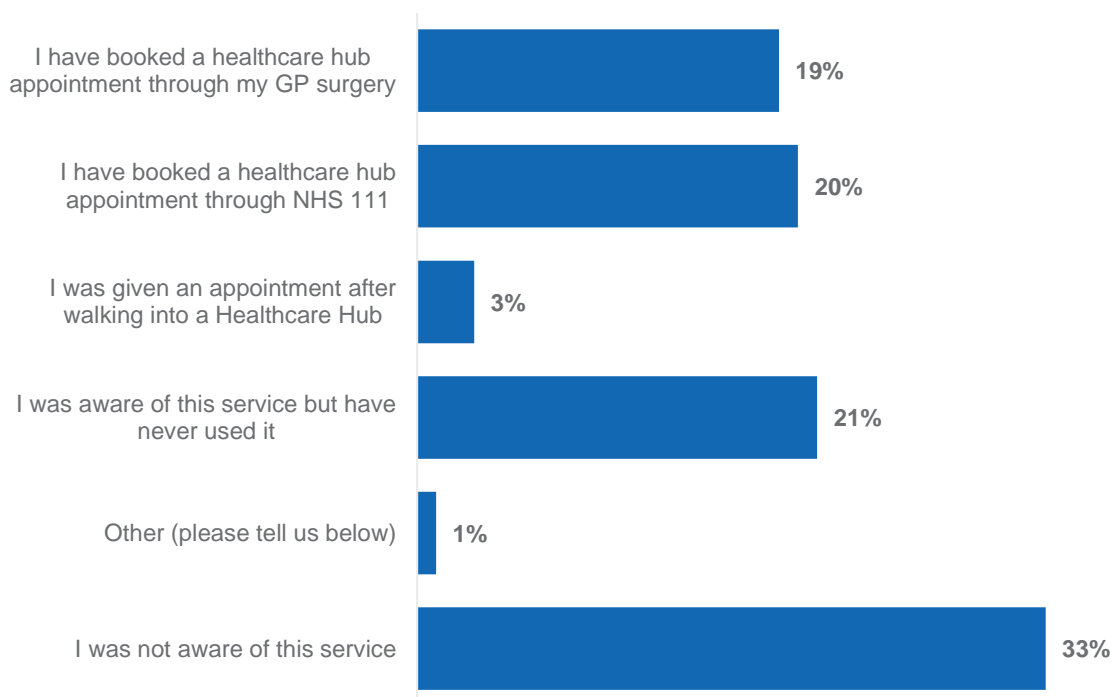
## 2.1 How Healthcare Hubs Have Been Used in Leicester City

### Headline findings

Respondents to the survey were asked how they or their family had typically used Healthcare Hubs in Leicester City in the past. The overall results for this question are summarised in Figure 1 below.

**Figure 1: Q18. How have you or your family typically used Healthcare Hubs in Leicester City in the past? (Select one)**

**OVERALL RESULTS** (all Leicester City respondents answering: n=1,250).



Overall, approaching two-thirds of respondents providing an answer (66% - 819 respondents) were aware of Healthcare Hubs. A fifth (20% - 256 respondents) say that they had been booked a Healthcare Hub appointment through NHS 111 and a similar proportion (19% - 241 respondents) had a Healthcare Hub appointment booked through their GP surgery. A small minority (3% - 41 respondents) say that they had been given an appointment after walking into a Healthcare Hub. Meanwhile, a fifth (20% - 264 respondents) were aware of Healthcare Hubs but had never used the service.

However, a third (33% - 413 respondents) say that they were not aware of the service provided by Healthcare Hubs.

### Results by respondent type

Table 13a, 13b and 13c (overleaf) show how responses to this question vary by PCN area, gender, age and ethnicity, while Table 13d shows responses by general health status, carer status and pregnancy status, Table 13e shows responses by sexual orientation, religion/belief and armed forces involvement and Table 13f shows responses by relationship status and survey participation method (online vs. paper copy).

**Table 13a: Q18. How have you or your family typically used Healthcare Hubs in Leicester City in the past? (Select one) RESULTS BY PCN (base sizes in brackets).**

Base: All answering	Total (1,250)	PCN Area:					
		Across Leicester (180)	Belgrave & Spinney Hill (281)	City Care Alliance (57)	G3 (6)	Leicester Central (61)	Leicester City & Uni (247)
I have booked a healthcare hub appointment through my GP surgery	<b>19%</b>	14%	23%	25%	67%	13%	25%
I have booked a healthcare hub appointment through NHS 111	<b>20%</b>	20%	12%	19%	17%	16%	26%
I was given an appointment after walking into a Healthcare Hub	<b>3%</b>	3%	3%	11%	0%	2%	3%
I was aware of this service but have never used it	<b>21%</b>	29%	22%	23%	17%	20%	18%
<b>Aware of Healthcare Hubs service (net)</b>	<b>66%</b>	<b>67%</b>	<b>60%</b>	<b>79%</b>	<b>100%</b>	<b>51%</b>	<b>75%</b>
I was not aware of this service	<b>33%</b>	32%	37%	21%	0%	48%	24%
Other (please tell us below)	<b>1%</b>	0%	1%	2%	0%	0%	4%

Base: All answering	Total (1,250)	PCN Area:				
		Leicester South (23)	Orion (16)	Salutem (85)	The Leicester Foxes (114)	Willows Health (179)
I have booked a healthcare hub appointment through my GP surgery	<b>19%</b>	22%	31%	12%	16%	16%
I have booked a healthcare hub appointment through NHS 111	<b>20%</b>	17%	13%	27%	18%	28%
I was given an appointment after walking into a Healthcare Hub	<b>3%</b>	9%	6%	7%	2%	1%
I was aware of this service but have never used it	<b>21%</b>	22%	6%	28%	18%	17%
<b>Aware of Healthcare Hubs service (net)</b>	<b>66%</b>	<b>70%</b>	<b>56%</b>	<b>75%</b>	<b>54%</b>	<b>63%</b>
I was not aware of this service	<b>33%</b>	30%	38%	24%	45%	37%
Other (please tell us below)	<b>1%</b>	0%	0%	1%	0%	2%

Overall awareness of the Healthcare Hubs service appeared to be higher than average in the Salutem PCN (75% - 64 respondents aware) and the Leicester City & University PCN (75% - 186 respondents aware). Healthcare Hub awareness appeared to be lower than average in the

Leicester Foxes PCN (54% - 61 respondents aware), while there is also some evidence to suggest that Healthcare Hub service awareness may have been slightly lower than average in the Willows Health PCN (63% - 112 respondents aware) and the Belgrave & Spinney Hill PCN (60% - 169 respondents aware).

The booking of a Healthcare Hub appointment via NHS 111 appeared to be slightly higher than average in the Willows Health PCN (28% - 50 respondents), the Saludem PCN (27% - 23 respondents) and the Leicester City & University PCN (26% - 64 respondents).

There are no significant differences by PCN area in relation to booking a Healthcare Hub appointment via a GP surgery. However, there may be some evidence to suggest that those in the City Care Alliance PCN may have been slightly more likely than those in other PCNs to have been given an appointment after walking into a Healthcare Hub (11% - 6 respondents).

**Table 13b: Q18. How have you or your family typically used Healthcare Hubs in Leicester City in the past? (Select one) RESULTS BY GENDER & AGE** (base sizes in brackets).

Base: All answering	Total (1,250)	Gender:		Age:					
		Male (388)	Female (765)	16-24 (76)	25-34 (84)	35-49 (316)	50-64 (382)	65-74 (224)	75+ (105)
I have booked a healthcare hub appointment through my GP surgery	19%	22%	19%	21%	27%	22%	17%	19%	15%
I have booked a healthcare hub appointment through NHS 111	20%	17%	22%	14%	19%	24%	20%	22%	14%
I was given an appointment after walking into a Healthcare Hub	3%	4%	3%	5%	2%	2%	4%	4%	4%
I was aware of this service but have never used it	21%	18%	22%	24%	14%	17%	23%	25%	24%
<b>Aware of Healthcare Hubs service (net)</b>	<b>66%</b>	<b>62%</b>	<b>68%</b>	<b>66%</b>	<b>63%</b>	<b>66%</b>	<b>66%</b>	<b>71%</b>	<b>58%</b>
I was not aware of this service	33%	36%	31%	32%	33%	33%	33%	27%	40%
Other (please tell us below)	1%	2%	1%	3%	0%	1%	2%	1%	1%

Awareness of the Healthcare Hubs service appeared to be higher amongst females than males, with 68% (518 respondents) of females aware, compared with 62% (240 respondents) of males. There is some evidence to suggest that females were slightly more likely than males to have booked a Healthcare Hub appointment through NHS 111, with 22% (172 respondents) of females using this channel, compared with 17% (66 respondents) of males.

Looking at awareness by age group, awareness of the Healthcare Hubs service appeared to be highest amongst 65-74s, with 71% (159 respondents) of 65-74s aware, compared with only 58% (61 respondents) of those aged 75 and over.

The booking of a Healthcare Hub appointment via NHS 111 appeared to be slightly lower than average amongst under 25s, with only 14% (11 respondents) using this channel, while the booking of a Healthcare Hub appointment via a GP surgery was highest amongst the 25-34 age group at 27% (23 respondents).

**Table 13c: Q18. How have you or your family typically used Healthcare Hubs in Leicester City in the past? (Select one) RESULTS BY ETHNICITY** (base sizes in brackets).

<i>Base: All answering</i>	<b>Total</b> (1,250)	<b>White</b> (595)	<b>Asian/ Asian British</b> (461)	<b>Black/ Black British</b> (69)	<b>Mixed</b> (31)	<b>Other</b> (9)
I have booked a healthcare hub appointment through my GP surgery	<b>19%</b>	18%	20%	19%	23%	56%
I have booked a healthcare hub appointment through NHS 111	<b>20%</b>	24%	17%	19%	19%	11%
I was given an appointment after walking into a Healthcare Hub	<b>3%</b>	4%	2%	4%	10%	0%
I was aware of this service but have never used it	<b>21%</b>	24%	19%	13%	13%	11%
<b>Aware of Healthcare Hubs service (net)</b>	<b>66%</b>	<b>72%</b>	<b>58%</b>	<b>57%</b>	<b>68%</b>	<b>78%</b>
I was not aware of this service	<b>33%</b>	28%	40%	41%	32%	22%
Other (please tell us below)	<b>1%</b>	2%	0%	0%	3%	0%

Awareness of the Healthcare Hubs service was lower amongst respondents of non-White ethnicity than those of White respondents – for example, 58% (267 respondents) of Asian/Asian British respondents were aware, compared with 72% (427 respondents) of White respondents.

Amongst non-White respondents, the booking of a Healthcare Hub appointment via a GP surgery was the most common channel used to book an appointment (for example, 20% - 94 respondents – of Asian/Asian British respondents using this method), whereas White respondents were most likely to use NHS 111 to book a Healthcare Hub appointment (24% - 144 respondents – have used this method).

**Table 13d: Q18. How have you or your family typically used Healthcare Hubs in Leicester City in the past? (Select one) RESULTS BY 'HEALTH STATUS', 'CARER STATUS' AND 'PREGNANCY STATUS' (base sizes in brackets).**

<i>Base: All answering</i>	<b>Total</b> (1,250)	<b>Disability or Poor Health?</b>		<b>Carer Responsibility?</b>		<b>Pregnant/Given Birth?:</b>	
		<b>Yes</b> (438)	<b>No</b> (698)	<b>Yes</b> (246)	<b>No</b> (902)	<b>Yes</b> (29)	<b>No</b> (1,115)
I have booked a healthcare hub appointment through my GP surgery	<b>19%</b>	19%	19%	22%	18%	28%	19%
I have booked a healthcare hub appointment through NHS 111	<b>20%</b>	27%	17%	27%	20%	24%	21%
I was given an appointment after walking into a Healthcare Hub	<b>3%</b>	3%	4%	4%	3%	7%	3%
I was aware of this service but have never used it	<b>21%</b>	17%	24%	20%	22%	21%	21%
<b>Aware of Healthcare Hubs service (net)</b>	<b>66%</b>	<b>68%</b>	<b>64%</b>	<b>75%</b>	<b>63%</b>	<b>79%</b>	<b>66%</b>
I was not aware of this service	<b>33%</b>	31%	35%	25%	35%	21%	33%
Other (please tell us below)	<b>1%</b>	2%	1%	1%	2%	0%	1%

Awareness of the Healthcare Hubs service was slightly higher among respondents with a disability or in poor health (66%) compared with those in good health (63%). Respondents with a disability or in poor health were also more likely to have booked a Healthcare Hub appointment through NHS 111, with 27% (118 individuals) using this channel compared with 17% (118 individuals) of those in good health.

Awareness of the Healthcare Hubs service was higher amongst those with carer responsibilities, with 75% (184 respondents) of carers aware, compared with 63% (570 respondents) of those without carer responsibilities.

Respondents with carer responsibilities were also more likely to have booked a Healthcare Hub appointment through NHS 111, with 27% (67 individuals) using this route compared with 20% (176 individuals) of those without caring responsibilities..

There is some evidence to suggest that awareness of the Healthcare Hubs service may have been higher than average amongst those who are pregnant or have given birth in the last 26 weeks, with 79% (23 respondents) aware, although the low base size for this group means that this finding should be treated as indicative rather than statistically significant.

**Table 13e: Q18. How have you or your family typically used Healthcare Hubs in Leicester City in the past? (Select one) RESULTS BY SEXUAL ORIENTATION, RELIGION/BELIEF & ARMED FORCES INVOLVEMENT (base sizes in brackets).**

<i>Base: All answering</i>	<b>Total</b> (1,250)	<b>Sexual Orientation:</b>			<b>Religion/Belief:</b>			<b>Armed Forces Involvement?:</b>	
		<b>Hetero</b> (994)	<b>Gay/ Lesb/Bi</b> (58)	<b>Other (9)</b>	<b>Christian</b> (349)	<b>Non-Christian</b> (447)	<b>No religion</b> (322)	<b>Yes (26)</b>	<b>No</b> (1,026)
I have booked a healthcare hub appointment through my GP surgery	<b>19%</b>	19%	21%	0%	19%	22%	16%	35%	18%
I have booked a healthcare hub appointment through NHS 111	<b>20%</b>	20%	21%	22%	23%	17%	22%	23%	22%
I was given an appointment after walking into a Healthcare Hub	<b>3%</b>	4%	0%	0%	3%	2%	4%	4%	3%
I was aware of this service but have never used it	<b>21%</b>	21%	29%	0%	25%	17%	24%	12%	22%
<b>Aware of Healthcare Hubs service (net)</b>	<b>66%</b>	<b>65%</b>	<b>71%</b>	<b>22%</b>	<b>70%</b>	<b>59%</b>	<b>69%</b>	<b>77%</b>	<b>66%</b>
I was not aware of this service	<b>33%</b>	33%	28%	67%	28%	38%	30%	23%	33%
Other (please tell us below)	<b>1%</b>	1%	0%	0%	1%	<0.5%	2%	4%	1%

There were no statistically meaningful differences in awareness of the Healthcare Hubs service by sexual orientation, as the numbers selecting 'Other' (n=9) were too small to draw reliable conclusions.

Awareness of the Healthcare Hubs service was lower among respondents of non-Christian religions overall, with 59% (264 respondents) aware, compared with 70% (246 respondents) of Christian respondents and 69% (222 respondents) of respondents with no religion. Among those of non-Christian religions and who were aware of Healthcare Hubs, they were most likely to have booked a Healthcare Hub appointment through their GP surgery (22% - 99 respondents).

There is some evidence to suggest that awareness of the Healthcare Hubs service may have been higher than average amongst those with some form of Armed Forces involvement, with 77% (20 respondents) aware, although the low base size for this group means that this finding should be treated as indicative rather than statistically significant.

**Table 13f: Q18. How have you or your family typically used Healthcare Hubs in Leicester City in the past? (Select one) RESULTS BY RELATIONSHIP STATUS & SURVEY PARTICIPATION METHOD (base sizes in brackets).**

<i>Base: All answering</i>	<b>Total</b> (1,250)	<b>Relationship Status:</b>			<b>Survey Participation Method:</b>	
		<b>Married/ Partner</b> (744)	<b>Separated/ Divorced/ Widowed</b> (139)	<b>Single</b> (273)	<b>Online Survey</b> (1,194)	<b>Printed/ Paper Survey</b> (56)
I have booked a healthcare hub appointment through my GP surgery	<b>19%</b>	20%	17%	20%	19%	30%
I have booked a healthcare hub appointment through NHS 111	<b>20%</b>	20%	22%	22%	21%	13%
I was given an appointment after walking into a Healthcare Hub	<b>3%</b>	3%	3%	3%	3%	9%
I was aware of this service but have never used it	<b>21%</b>	21%	22%	22%	21%	32%
<b>Aware of Healthcare Hubs service (net)</b>	<b>66%</b>	<b>65%</b>	<b>64%</b>	<b>68%</b>	<b>65%</b>	<b>84%</b>
I was not aware of this service	<b>33%</b>	34%	34%	30%	34%	16%
Other (please tell us below)	<b>1%</b>	1%	1%	2%	1%	2%

There were no significant differences in awareness of the Healthcare Hubs service by relationship status.

There is some evidence to suggest that awareness of the Healthcare Hubs service may have been higher than average amongst those who completed the paper version of the survey (84% - 47 respondents) compared to those who completed the survey online (65% - 772 respondents), although the low base size for the group that completed the paper version of the survey means that this finding should be treated as indicative rather than statistically significant.

# Section 3: Opinions on New Same-Day Healthcare Services in Leicester City

Respondents to the survey were shown the following summary of how the new same-day healthcare services in Leicester City will be offered.

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.

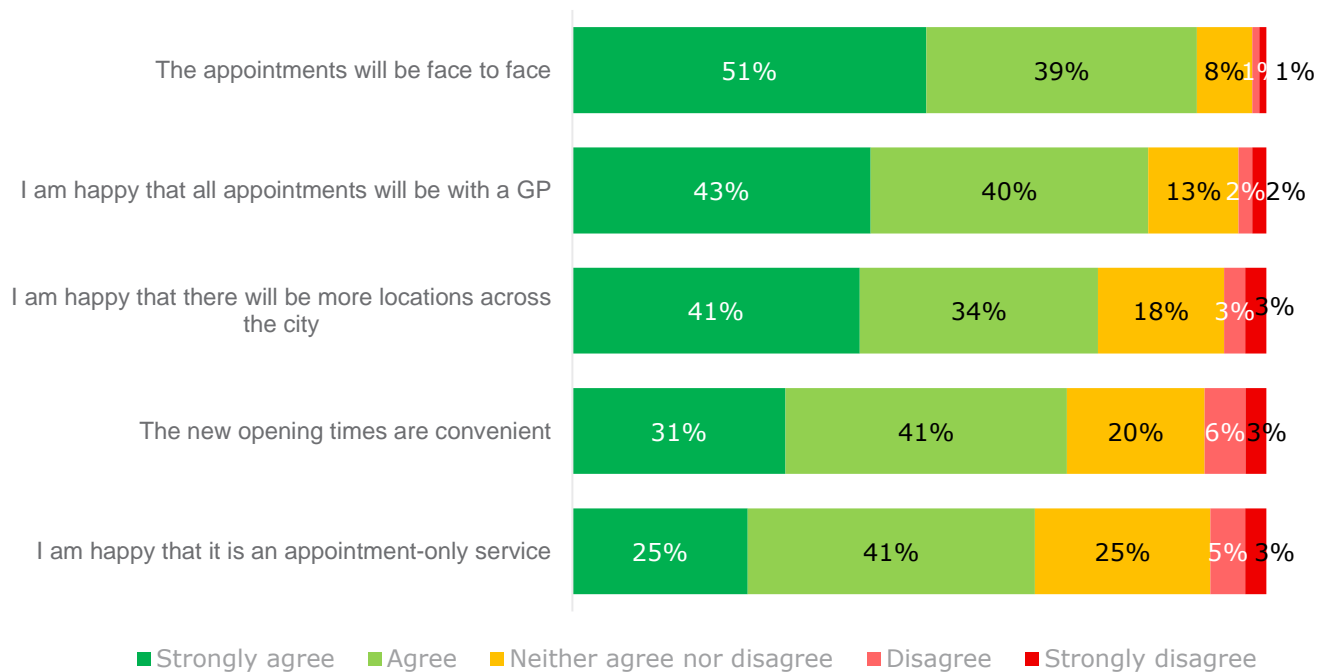
### 3.1 Levels of Agreement with Aspects of New Same-Day Healthcare Services in Leicester City – Overall Summary

#### Headline findings - summary

Respondents to the survey were presented with five statements about aspects of the new same-day healthcare services in Leicester City and asked for their level of agreement or disagreement with each one. The overall results for these questions are summarised in Figure 2 below and then shown individually for each aspect afterwards.

**Figure 2: Q19a-Q19e. To what extent do you agree with the following statements...?**

**OVERALL RESULTS** (all respondents answering: n=1,245-1,289).



Agreement levels with all five statements are high, with only small minorities of respondents expressing disagreement with any of them. Overall, the highest level of agreement recorded for the five statements relating to aspects of the new same-day healthcare services in Leicester City is for the statement, *'The appointments will be face to face'*, with 89% (1,124 respondents) saying that they agree to some degree with this statement, with 51% (638 respondents) strongly agreeing. The statement receiving the next highest level of agreement is, *'I am happy that all appointments will be with a GP'*, with 84% (1,056 respondents) agreeing with this to some extent and 43% (549 respondents) strongly agreeing.

At a slightly lower level, more than three-quarters of respondents answering (76% - 975 respondents) either strongly agree or agree with the statement, *'I am happy that there will be more locations across the city'*, while 72% (909 respondents) either strongly agree or agree with the statement that, *'The new opening times are convenient'*.

The lowest level of agreement with the five statements is seen for, *'I am happy that it is an appointment-only service'* – however, two-thirds (66% - 825 respondents) either strongly agreeing or agreeing with this, with a quarter (25% - 310 respondents) saying they neither agree nor disagree with this statement.

The following sections show how responses to each of the above statements vary by PCN area, gender, age, ethnicity, general health status, carer status, pregnancy status, sexual orientation, religion/belief, armed forces involvement, relationship status, survey participation method (online vs. paper copy) and capacity in which respondents are completing the survey. In addition, each section also summarises any other issues that respondents feel need to be considered in each statement area to help meet their needs or the needs of their family or their community.

\*Please note that the results for each statement shown to respondents are shown in the order in which they appeared on the questionnaire.

## 3.2 Levels of Agreement with Specific Aspects of New Same-Day Healthcare Services in Leicester City - 'I am happy that there will be more locations across the city'

### 3.2.1 Ratings by key sub-groups of interest

**Table 14a: Q19a. To what extent do you agree with the following statements... 'I am happy that there will be more locations across the city'? (Select one) RESULTS BY PCN (base sizes in brackets).**

Base: All answering	Total (1,289)	PCN Area:					
		Across Leicester (186)	Belgrave & Spinney Hill (285)	City Care Alliance (58)	G3 (6)	Leicester Central (61)	Leicester City & Uni (247)
Strongly agree	41%	47%	39%	43%	33%	59%	38%
Agree	34%	34%	42%	33%	33%	33%	32%
<b>Net 'agree'</b>	<b>76%</b>	<b>82%</b>	<b>80%</b>	<b>76%</b>	<b>67%</b>	<b>92%</b>	<b>70%</b>
Neither agree nor disagree	18%	15%	16%	16%	17%	3%	23%
Disagree	3%	2%	1%	7%	0%	3%	4%
Strongly disagree	3%	2%	3%	2%	17%	2%	3%
<b>Net 'disagree'</b>	<b>6%</b>	<b>3%</b>	<b>4%</b>	<b>9%</b>	<b>17%</b>	<b>5%</b>	<b>7%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.1</b>	<b>4.2</b>	<b>4.1</b>	<b>4.1</b>	<b>3.7</b>	<b>4.4</b>	<b>4.0</b>

Base: All answering	Total (1,289)	PCN Area:				
		Leicester South (23)	Orion (15)	Salutem (86)	The Leicester Foxes (114)	Willows Health (184)
Strongly agree	41%	52%	40%	47%	35%	40%
Agree	34%	17%	40%	27%	38%	27%
<b>Net 'agree'</b>	<b>76%</b>	<b>70%</b>	<b>80%</b>	<b>73%</b>	<b>73%</b>	<b>66%</b>
Neither agree nor disagree	18%	22%	13%	21%	23%	23%
Disagree	3%	9%	7%	3%	2%	4%
Strongly disagree	3%	0%	0%	2%	3%	7%
<b>Net 'disagree'</b>	<b>6%</b>	<b>9%</b>	<b>7%</b>	<b>6%</b>	<b>4%</b>	<b>11%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.1</b>	<b>4.1</b>	<b>4.1</b>	<b>4.1</b>	<b>4.0</b>	<b>3.9</b>

Agreement levels with the statement, 'I am happy that there will be more locations across the city' appear to be higher than average amongst respondents in the Across Leicester PCN (82%)

- 152 respondents – either strongly agreeing or agreeing with the statement) and the Belgrave & Spinney Hill PCN (80% - 229 respondents – either strongly agreeing or agreeing). There is also some evidence to suggest that those in the Leicester Central PCN may also be more likely than average to agree with this statement (with 92% - 56 respondents – either strongly agreeing or agreeing), although the low base size for this PCN means that this finding should be treated as indicative rather than statistically significant.

PCN areas where the lowest levels of agreement with the statement *'I am happy that there will be more locations across the city'* are recorded are Willows Health PCN (66% -122 respondents – either strongly agreeing or agreeing with the statement) and Leicester City & University PCN (70% -172 respondents – either strongly agreeing or agreeing).

**Table 14b: Q19a. To what extent do you agree with the following statements... *'I am happy that there will be more locations across the city'*? (Select one) RESULTS BY GENDER & AGE** (base sizes in brackets).

<i>Base: All answering</i>	<b>Total</b> (1,289)	<b>Gender:</b>		<b>Age:</b>					
		<b>Male</b> (391)	<b>Female</b> (776)	<b>16-24</b> (77)	<b>25-34</b> (86)	<b>35-49</b> (321)	<b>50-64</b> (384)	<b>65-74</b> (233)	<b>75+</b> (102)
Strongly agree	<b>41%</b>	44%	41%	34%	47%	45%	45%	39%	38%
Agree	<b>34%</b>	32%	35%	43%	31%	34%	29%	37%	39%
<b>Net 'agree'</b>	<b>76%</b>	<b>76%</b>	<b>76%</b>	<b>77%</b>	<b>78%</b>	<b>79%</b>	<b>73%</b>	<b>76%</b>	<b>77%</b>
Neither agree nor disagree	<b>18%</b>	17%	19%	16%	20%	18%	19%	18%	16%
Disagree	<b>3%</b>	3%	3%	5%	1%	3%	4%	1%	3%
Strongly disagree	<b>3%</b>	5%	2%	3%	1%	1%	4%	5%	4%
<b>Net 'disagree'</b>	<b>6%</b>	<b>7%</b>	<b>5%</b>	<b>8%</b>	<b>2%</b>	<b>4%</b>	<b>8%</b>	<b>6%</b>	<b>7%</b>
<b>Mean score</b> (5='strongly agree', 1='strongly disagree')	<b>4.1</b>	<b>4.1</b>	<b>4.1</b>	<b>4.0</b>	<b>4.2</b>	<b>4.2</b>	<b>4.1</b>	<b>4.0</b>	<b>4.0</b>

There are no significant differences in agreement levels with the statement, *'I am happy that there will be more locations across the city'* by gender or age.

**Table 14c: Q19a. To what extent do you agree with the following statements... 'I am happy that there will be more locations across the city'? (Select one) RESULTS BY ETHNICITY**  
(base sizes in brackets).

<i>Base: All answering</i>	<b>Total</b> (1,289)	<b>White</b> (602)	<b>Asian/ Asian British</b> (469)	<b>Black/ Black British</b> (69)	<b>Mixed</b> (31)	<b>Other</b> (9)
Strongly agree	<b>41%</b>	40%	43%	54%	35%	78%
Agree	<b>34%</b>	33%	36%	28%	39%	22%
<b>Net 'agree'</b>	<b>76%</b>	<b>73%</b>	<b>79%</b>	<b>81%</b>	<b>74%</b>	<b>100%</b>
Neither agree nor disagree	<b>18%</b>	20%	17%	9%	23%	0%
Disagree	<b>3%</b>	4%	2%	6%	3%	0%
Strongly disagree	<b>3%</b>	3%	3%	4%	0%	0%
<b>Net 'disagree'</b>	<b>6%</b>	<b>7%</b>	<b>4%</b>	<b>10%</b>	<b>3%</b>	<b>0%</b>
<b>Mean score</b> (5='strongly agree', 1='strongly disagree')	<b>4.1</b>	<b>4.0</b>	<b>4.1</b>	<b>4.2</b>	<b>4.1</b>	<b>4.8</b>

Agreement levels with the statement, 'I am happy that there will be more locations across the city' are higher amongst non-White respondents compared with White respondents – for example, 79% (370 respondents) of Asian/Asian British respondents either strongly agree or agree with the statement, compared with 73% (440 respondents) of White respondents.

**Table 14d: Q19a. To what extent do you agree with the following statements... 'I am happy that there will be more locations across the city'? (Select one) RESULTS BY 'HEALTH STATUS', 'CARER STATUS' AND 'PREGNANCY STATUS' (base sizes in brackets).**

	Total	Disability or Poor Health?		Carer Responsibility?		Pregnant/Given Birth?:	
		Yes (447)	No (705)	Yes (251)	No (914)	Yes (30)	No (1,130)
<i>Base: All answering</i>	(1,289)						
Strongly agree	<b>41%</b>	38%	45%	31%	45%	57%	42%
Agree	<b>34%</b>	32%	33%	39%	32%	23%	34%
<b>Net 'agree'</b>	<b>76%</b>	<b>70%</b>	<b>78%</b>	<b>71%</b>	<b>77%</b>	<b>80%</b>	<b>76%</b>
Neither agree nor disagree	<b>18%</b>	23%	17%	23%	18%	13%	19%
Disagree	<b>3%</b>	4%	2%	3%	3%	3%	3%
Strongly disagree	<b>3%</b>	4%	3%	4%	3%	3%	3%
<b>Net 'disagree'</b>	<b>6%</b>	<b>7%</b>	<b>5%</b>	<b>7%</b>	<b>6%</b>	<b>7%</b>	<b>6%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.1</b>	<b>4.0</b>	<b>4.2</b>	<b>3.9</b>	<b>4.1</b>	<b>4.3</b>	<b>4.1</b>

Agreement levels with the statement, 'I am happy that there will be more locations across the city' are higher than average amongst respondents without a disability or health issue than amongst those who have a disability or health issue. Nearly four-fifths of those who are in good health (78% - 553 respondents) either strongly agree or agree with the statement, compared with 70% (313 respondents) who have a disability or health issue.

Those with carer responsibilities are slightly less likely than non-carers to express agreement with this statement – 71% (177 respondents) of carers either strongly agree or agree with the statement, compared with 77% (703 respondents) of non-carers.

There are no significant differences in agreement levels with this statement by pregnancy status.

**Table 14e:** Q19a. To what extent do you agree with the following statements... *'I am happy that there will be more locations across the city'*? (Select one) RESULTS BY SEXUAL ORIENTATION, RELIGION/BELIEF & ARMED FORCES INVOLVEMENT (base sizes in brackets).

Base: All answering	Total (1,289)	Sexual Orientation:			Religion/Belief:			Armed Forces Involvement?:	
		Hetero (1,008)	Gay/ Lesb/Bi (57)	Other (9)	Christian (358)	Non- Christian (453)	No religion (320)	Yes (26)	No (1,036)
Strongly agree	41%	42%	58%	44%	41%	46%	39%	54%	43%
Agree	34%	34%	23%	33%	35%	33%	34%	35%	32%
<b>Net 'agree'</b>	<b>76%</b>	<b>76%</b>	<b>81%</b>	<b>78%</b>	<b>76%</b>	<b>79%</b>	<b>73%</b>	<b>88%</b>	<b>75%</b>
Neither agree nor disagree	18%	18%	16%	22%	18%	17%	19%	8%	20%
Disagree	3%	3%	2%	0%	3%	2%	4%	4%	3%
Strongly disagree	3%	3%	2%	0%	3%	2%	4%	0%	3%
<b>Net 'disagree'</b>	<b>6%</b>	<b>6%</b>	<b>4%</b>	<b>0%</b>	<b>6%</b>	<b>4%</b>	<b>8%</b>	<b>4%</b>	<b>5%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.1</b>	<b>4.1</b>	<b>4.3</b>	<b>4.2</b>	<b>4.1</b>	<b>4.2</b>	<b>4.0</b>	<b>4.4</b>	<b>4.1</b>

There is some evidence to suggest that those of a gay/lesbian/bisexual orientation may be slightly more likely than average to agree with the statement, *'I am happy that there will be more locations across the city'*, with 81% (46 respondents) in this group either strongly agreeing or agreeing with the statement, although the low base size for this group means that this finding should be treated as indicative rather than statistically significant.

There are no significant differences in agreement levels with this statement by religion/belief.

There is also some evidence to suggest that those with some type of Armed Forces involvement may be slightly more likely than average to agree with this statement, with 88% (23 respondents) in this group either strongly agreeing or agreeing with the statement – however, the low base size for this group means that this finding should be treated as indicative rather than statistically significant.

**Table 14f: Q19a. To what extent do you agree with the following statements... 'I am happy that there will be more locations across the city'? (Select one) RESULTS BY RELATIONSHIP STATUS, SURVEY PARTICIPATION METHOD & CAPACITY ANSWERING IN (base sizes in brackets).**

<i>Base: All answering</i>	<b>Total</b> (1,289)	<b>Relationship Status:</b>			<b>Survey Participation Method:</b>		<b>Capacity Answering In:</b>	
		<b>Married/ Partner</b> (756)	<b>Separated/ Divorced/ Widowed</b> (142)	<b>Single</b> (275)	<b>Online Survey</b> (1,234)	<b>Printed/ Paper Survey</b> (55)	<b>Personal</b> (1,265)	<b>Professional</b> (24)
Strongly agree	<b>41%</b>	43%	39%	40%	42%	33%	42%	38%
Agree	<b>34%</b>	34%	34%	35%	34%	45%	34%	54%
<b>Net 'agree'</b>	<b>76%</b>	<b>77%</b>	<b>73%</b>	<b>76%</b>	<b>76%</b>	<b>78%</b>	<b>75%</b>	<b>92%</b>
Neither agree nor disagree	<b>18%</b>	18%	15%	19%	19%	11%	19%	4%
Disagree	<b>3%</b>	2%	5%	4%	3%	5%	3%	4%
Strongly disagree	<b>3%</b>	3%	7%	1%	3%	5%	3%	0%
<b>Net 'disagree'</b>	<b>6%</b>	<b>5%</b>	<b>12%</b>	<b>5%</b>	<b>6%</b>	<b>11%</b>	<b>6%</b>	<b>4%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.1</b>	<b>4.1</b>	<b>3.9</b>	<b>4.1</b>	<b>4.1</b>	<b>3.9</b>	<b>4.1</b>	<b>4.3</b>

There are no significant differences in agreement levels with the statement, 'I am happy that there will be more locations across the city' relationship status or by survey participation method.

There is some evidence to suggest that those answering the survey in a professional capacity rather than in a personal capacity may be more likely to agree with this statement, with 92% (22 respondents) answering in a professional capacity either strongly agreeing or agreeing with the statement. However, the very low base size for this group means that this finding should be treated as indicative rather than statistically significant.

### 3.2.2 Other Aspects to Consider Regarding 'Locations'

After providing their agreement levels with the five statements about aspects of the new same-day healthcare services in Leicester City, respondents were asked if there is anything else that should be considered in relation to 'locations' to help meet the needs of them, their family or their community. A summary of the key themes mentioned in relation to 'locations' is shown in Table 15 below.

**Table 15: Q20a. Please tell us if there is anything we need to consider to help meet the needs of you, your family or your community – 'Locations'.**

**RESULTS** (all Leicester City respondents: n=1,338).

*NB: Themes mentioned by 3+ respondents.*

Theme of comment	No. responses	% responses
Locations need to be close by (e.g. to prevent long journeys/prevent the need to make childcare arrangements)	218	16%
Locations need to be close to public transport links	35	3%
Ensure adequate parking/car park is available	31	2%
Increase number of locations available generally	26	2%
Make it easier to get an appointment at/near my nearest GP surgery	22	2%
Locations need to be close by (specific location mentioned e.g. Evington, Aylestone, Belgrave)	19	1%
Offer support for people to travel to nearest location (e.g. elderly people, companions)	7	1%
Provision of adequate disabled parking/access at locations	7	1%
Need to advertise locations more effectively	5	<0.5%
Ensure good disabled access at locations	3	<0.5%
Locations need to be accessible on evenings and weekends	3	<0.5%
More appointments to be made available generally	3	<0.5%
Happy with current location	3	<0.5%
<i>Other comments</i>	10	1%
No comment made	997	75%

Three quarters (75%) of respondents to the survey did not mention anything else that they feel should be considered in relation to 'locations' to help meet the needs of themselves, their families or their communities. However, of those that did mention anything relating to 'locations', by far the most commonly mentioned theme is that '*locations need to be close by (e.g. to prevent long journeys, to prevent the need to make childcare arrangements)*', with 16% of the total sample (218 respondents) mentioning this aspect as something to consider. At a much lower level, the other key theme relates to transport logistics, with 3% (35 respondents) saying that '*locations need to be close to public transport links*' needs to be considered and 2% (31

respondents) indicating that ‘ensuring adequate parking/car park is available’ needs to be borne in mind.

In total, 25% (341 respondents) to the survey provided a comment of some kind for this question relating to ‘locations’.

A few **example comments** illustrating the main key themes of the comments made in relation to ‘locations’ which could help meet the needs of themselves, their families or their communities are shown below.

**Example comments** (relating to ‘anything that needs to be considered for same day healthcare in Leicester city to help meet the needs of you, your family or your community with regard to ‘locations’).

#### Comment

**KEY THEME: ‘Locations need to be close by (e.g. to prevent long journeys/prevent the need to make childcare arrangements)’**

*“Needs to be close-by access in areas of the city, especially for people that don’t drive, the financial implications of having to get a taxi put on extra pressure.”*

*“Closest as possible to us as we have young children and if I needed to travel further away it would cause issues with childcare, or bringing young ones with us.”*

*“It should be closer or nearer to our home address because it can be helpful to an elderly person or disabled person.”*

**KEY THEME: ‘Locations need to be close to public transport links’**

*“Transport to GP locations outside your local area will be difficult. It will possibly require 2 buses.”*

*“I can’t drive if feeling unwell and my husband can’t drive in the dark. It’s not always possible to get a taxi at short notice, or during certain busy times of day, so I would be reliant on a bus service (which doesn’t always exist, other than on specific routes).”*

*“Currently if Westcote is full I have to get 2 buses to Oadby!!!!!! You REALLY need to consider those who cannot drive.”*

**KEY THEME: ‘Ensure adequate parking/car park is available’**

*“If the surgery is some distance away, parking can be an issue as in the city a lot of areas are residential permit parking only.- parking facilities would make access easier.”*

*“I have this view having used the service on a previous occasion and was issued with a parking fine when I parked in what I inadvertently thought was a surgery car park. Very poor signage!!”*

**KEY THEME: ‘Increase number of locations available generally’**

*“More locations will hopefully mean easier access for those without transport.”*

*“All appointments seem to be available only on the East of the city. More appointments in the west would be helpful.”*

**KEY THEME: ‘Make it easier to get an appointment at/near my nearest GP surgery’**

*“I want to go to an appointment at MY doctor’s not one a few miles away.”*

*“I am part of a group and I never get appointments at my own practice to have bloods etc.”*

### 3.3 Levels of Agreement with Specific Aspects of New Same-Day Healthcare Services in Leicester City – 'The new opening times are convenient'

#### 3.3.1 Ratings by key sub-groups of interest

**Table 16a: Q19b. To what extent do you agree with the following statements... 'The new opening times are convenient'? (Select one) RESULTS BY PCN (base sizes in brackets).**

Base: All answering	Total (1,265)	PCN Area:					
		Across Leicester (184)	Belgrave & Spinney Hill (274)	City Care Alliance (57)	G3 (6)	Leicester Central (60)	Leicester City & Uni (245)
Strongly agree	<b>31%</b>	34%	32%	26%	17%	37%	29%
Agree	<b>41%</b>	42%	50%	39%	50%	43%	38%
<b>Net 'agree'</b>	<b>72%</b>	<b>76%</b>	<b>82%</b>	<b>65%</b>	<b>67%</b>	<b>80%</b>	<b>67%</b>
Neither agree nor disagree	<b>20%</b>	20%	14%	23%	33%	7%	26%
Disagree	<b>6%</b>	3%	1%	11%	0%	12%	4%
Strongly disagree	<b>3%</b>	2%	3%	2%	0%	2%	3%
<b>Net 'disagree'</b>	<b>9%</b>	<b>5%</b>	<b>4%</b>	<b>12%</b>	<b>0%</b>	<b>13%</b>	<b>17%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.9</b>	<b>4.0</b>	<b>4.1</b>	<b>3.8</b>	<b>3.8</b>	<b>4.0</b>	<b>3.9</b>

Base: All answering	Total (1,265)	PCN Area:				
		Leicester South (21)	Orion (14)	Salutem (85)	The Leicester Foxes (112)	Willows Health (184)
Strongly agree	<b>31%</b>	48%	21%	36%	29%	24%
Agree	<b>41%</b>	33%	50%	46%	43%	29%
<b>Net 'agree'</b>	<b>72%</b>	<b>81%</b>	<b>71%</b>	<b>82%</b>	<b>72%</b>	<b>53%</b>
Neither agree nor disagree	<b>20%</b>	14%	21%	13%	19%	27%
Disagree	<b>6%</b>	5%	0%	2%	6%	15%
Strongly disagree	<b>3%</b>	0%	7%	2%	3%	5%
<b>Net 'disagree'</b>	<b>9%</b>	<b>5%</b>	<b>7%</b>	<b>5%</b>	<b>9%</b>	<b>20%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.9</b>	<b>4.2</b>	<b>3.8</b>	<b>4.1</b>	<b>3.9</b>	<b>3.5</b>

Agreement levels with the statement, 'The new opening times are convenient' appear to be higher than average amongst respondents in the Belgrave & Spinney Hill PCN (82% - 226 respondents – either strongly agreeing or agreeing with the statement) and the Salutem PCN

(82% - 70 respondents – either strongly agreeing or agreeing). There is also some evidence to suggest that those in the Leicester Central PCN may also be slightly more likely than average to agree with this statement (with 80% - 48 respondents – either strongly agreeing or agreeing), although the low base size for this PCN means that this finding should be treated as indicative rather than statistically significant.

PCN areas where the lowest levels of agreement with the statement *'The new opening times are convenient'* are seen are in the Willows Health PCN (53% - 98 respondents – either strongly agreeing or agreeing with the statement) and Leicester City & University PCN (67% - 163 respondents – either strongly agreeing or agreeing). There is also some evidence to suggest that those in the City Care Alliance PCN may also be slightly more likely than average to agree with this statement (with 65% - 37 respondents – either strongly agreeing or agreeing), although the low base size for this PCN means that this finding should be treated as indicative rather than statistically significant.

**Table 16b: Q19b. To what extent do you agree with the following statements... *'The new opening times are convenient'*? (Select one) RESULTS BY GENDER & AGE** (base sizes in brackets).

<i>Base: All answering</i>	<b>Total</b> (1,265)	<b>Gender:</b>		<b>Age:</b>					
		<b>Male</b> (387)	<b>Female</b> (761)	<b>16-24</b> (78)	<b>25-34</b> (84)	<b>35-49</b> (316)	<b>50-64</b> (375)	<b>65-74</b> (227)	<b>75+</b> (102)
Strongly agree	<b>31%</b>	34%	30%	23%	40%	35%	31%	27%	25%
Agree	<b>41%</b>	37%	42%	54%	38%	41%	39%	41%	44%
<i>Net 'agree'</i>	<b>72%</b>	<b>71%</b>	<b>72%</b>	<b>77%</b>	<b>79%</b>	<b>76%</b>	<b>70%</b>	<b>69%</b>	<b>69%</b>
Neither agree nor disagree	<b>20%</b>	20%	20%	12%	13%	18%	21%	22%	24%
Disagree	<b>6%</b>	5%	6%	10%	8%	4%	5%	6%	3%
Strongly disagree	<b>3%</b>	4%	2%	1%	0%	1%	4%	3%	5%
<i>Net 'disagree'</i>	<b>9%</b>	<b>9%</b>	<b>8%</b>	<b>12%</b>	<b>8%</b>	<b>6%</b>	<b>9%</b>	<b>9%</b>	<b>8%</b>
<b>Mean score</b> <b>(5='strongly agree',</b> <b>1='strongly disagree')</b>	<b>3.9</b>	<b>3.9</b>	<b>3.9</b>	<b>3.9</b>	<b>4.1</b>	<b>4.0</b>	<b>3.9</b>	<b>3.8</b>	<b>3.8</b>

There are no significant differences in agreement levels with the statement, *'The new opening times are convenient'* by gender.

Looking at agreement levels by age group, agreement levels with the statement, *'The new opening times are convenient'* generally decrease with age. Approaching four-fifths of under 35s (77% - 60 respondents) of 16-24s and 79% (66 respondents) of 25-34s - either strongly agree or agree with this statement. However, this decreases to 69% (156 respondents) of those aged 65-74 and 69% (70 respondents) of the 75+ age group.

**Table 16c: Q19b. To what extent do you agree with the following statements... 'The new opening times are convenient'? (Select one) RESULTS BY ETHNICITY (base sizes in brackets).**

<i>Base: All answering</i>	Total (1,265)	White (600)	Asian/ Asian British (457)	Black/ Black British (66)	Mixed (29)	Other (9)
Strongly agree	<b>31%</b>	28%	33%	41%	34%	67%
Agree	<b>41%</b>	40%	46%	35%	34%	33%
<i>Net 'agree'</i>	<b>72%</b>	<b>67%</b>	<b>79%</b>	<b>76%</b>	<b>69%</b>	<b>100%</b>
Neither agree nor disagree	<b>20%</b>	23%	15%	12%	17%	0%
Disagree	<b>6%</b>	7%	4%	8%	14%	0%
Strongly disagree	<b>3%</b>	3%	2%	5%	0%	0%
<i>Net 'disagree'</i>	<b>9%</b>	<b>9%</b>	<b>6%</b>	<b>12%</b>	<b>14%</b>	<b>0%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.9</b>	<b>3.8</b>	<b>4.0</b>	<b>4.0</b>	<b>3.9</b>	<b>4.7</b>

Agreement levels with the statement, 'The new opening times are convenient' are higher amongst non-White respondents compared with White respondents – for example, 79% (362 respondents) of Asian/Asian British respondents either strongly agree or agree with the statement, compared with 67% (404 respondents) of White respondents.

**Table 16d: Q19b. To what extent do you agree with the following statements... 'The new opening times are convenient'? (Select one) RESULTS BY 'HEALTH STATUS', 'CARER STATUS' AND 'PREGNANCY STATUS' (base sizes in brackets).**

Base: All answering	Total (1,265)	Disability or Poor Health?		Carer Responsibility?		Pregnant/Given Birth?:	
		Yes (435)	No (699)	Yes (248)	No (900)	Yes (29)	No (1,111)
Strongly agree	<b>31%</b>	29%	32%	25%	33%	38%	31%
Agree	<b>41%</b>	39%	42%	45%	40%	38%	41%
<b>Net 'agree'</b>	<b>72%</b>	<b>68%</b>	<b>75%</b>	<b>70%</b>	<b>73%</b>	<b>76%</b>	<b>72%</b>
Neither agree nor disagree	<b>20%</b>	22%	18%	19%	20%	10%	20%
Disagree	<b>6%</b>	7%	5%	7%	5%	10%	6%
Strongly disagree	<b>3%</b>	4%	2%	3%	2%	3%	3%
<b>Net 'disagree'</b>	<b>9%</b>	<b>10%</b>	<b>7%</b>	<b>10%</b>	<b>8%</b>	<b>14%</b>	<b>8%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.9</b>	<b>3.8</b>	<b>4.0</b>	<b>3.8</b>	<b>4.0</b>	<b>4.0</b>	<b>3.9</b>

Agreement with the statement, 'The new opening times are convenient' is higher amongst respondents who are in good health compared with those who have a disability or are in poor health. Three-quarters of those who are in good health (75% - 523 respondents) either strongly agree or agree with the statement, compared with 68% (294 respondents) who have a disability or health issue.

There are no significant differences in agreement levels with this statement by carer status and pregnancy status.

**Table 16e:** Q19b. To what extent do you agree with the following statements... *'The new opening times are convenient'*? (Select one) RESULTS BY SEXUAL ORIENTATION, RELIGION/BELIEF & ARMED FORCES INVOLVEMENT (base sizes in brackets).

<i>Base: All answering</i>	<b>Total</b> (1,265)	<b>Sexual Orientation:</b>			<b>Religion/Belief:</b>			<b>Armed Forces Involvement?:</b>	
		<b>Hetero</b> (987)	<b>Gay/ Lesb/Bi</b> (57)	<b>Other</b> (9)	<b>Christian</b> (354)	<b>Non-Christian</b> (438)	<b>No religion</b> (318)	<b>Yes</b> (25)	<b>No</b> (1,019)
Strongly agree	<b>31%</b>	31%	40%	33%	29%	35%	29%	36%	31%
Agree	<b>41%</b>	41%	35%	22%	39%	44%	41%	40%	40%
<b>Net 'agree'</b>	<b>72%</b>	<b>72%</b>	<b>75%</b>	<b>56%</b>	<b>68%</b>	<b>79%</b>	<b>70%</b>	<b>76%</b>	<b>71%</b>
Neither agree nor disagree	<b>20%</b>	20%	14%	33%	23%	15%	20%	24%	20%
Disagree	<b>6%</b>	6%	9%	11%	7%	4%	6%	0%	6%
Strongly disagree	<b>3%</b>	2%	2%	0%	3%	2%	3%	0%	3%
<b>Net 'disagree'</b>	<b>9%</b>	<b>8%</b>	<b>11%</b>	<b>11%</b>	<b>9%</b>	<b>6%</b>	<b>9%</b>	<b>0%</b>	<b>8%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.9</b>	<b>3.9</b>	<b>4.0</b>	<b>3.8</b>	<b>3.8</b>	<b>4.1</b>	<b>3.9</b>	<b>4.1</b>	<b>3.9</b>

There are no significant differences in agreement levels with the statement, *'The new opening times are convenient'* by sexual orientation.

Agreement with this statement was higher among respondents from non-Christian religions. Nearly four fifths (79% – 346 respondents) of these respondents either strongly agreed or agreed with the statement, compared with 68% (239 respondents) of Christian respondents and 70% (224 respondents) of respondents with no religion.

There are no significant differences in agreement levels with this statement by Armed Forces involvement.

**Table 16f: Q19b. To what extent do you agree with the following statements... 'The new opening times are convenient'? (Select one) RESULTS BY RELATIONSHIP STATUS, SURVEY PARTICIPATION METHOD & CAPACITY ANSWERING IN (base sizes in brackets).**

Base: All answering	Total (1,265)	Relationship Status:			Survey Participation Method:		Capacity Answering In:	
		Married/ Partner (756)	Separated/ Divorced/ Widowed (142)	Single (275)	Online Survey (1,212)	Printed/ Paper Survey (53)	Personal (1,242)	Professional (23)
Strongly agree	<b>31%</b>	32%	29%	31%	31%	28%	31%	30%
Agree	<b>41%</b>	42%	38%	40%	41%	51%	41%	39%
<b>Net 'agree'</b>	<b>72%</b>	<b>74%</b>	<b>66%</b>	<b>72%</b>	<b>72%</b>	<b>79%</b>	<b>72%</b>	<b>70%</b>
Neither agree nor disagree	<b>20%</b>	19%	24%	18%	20%	11%	20%	17%
Disagree	<b>6%</b>	5%	3%	8%	6%	6%	6%	4%
Strongly disagree	<b>3%</b>	2%	6%	2%	3%	4%	3%	9%
<b>Net 'disagree'</b>	<b>9%</b>	<b>7%</b>	<b>9%</b>	<b>10%</b>	<b>8%</b>	<b>9%</b>	<b>8%</b>	<b>13%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.9</b>	<b>4.0</b>	<b>3.8</b>	<b>3.9</b>	<b>3.9</b>	<b>3.9</b>	<b>3.9</b>	<b>3.8</b>

Respondents who are separated/divorced/widowed appear slightly less likely to express agreement with the statement, 'The new opening times are convenient' compared to those who are married/partnered and single, with 66% (93 respondents) of separated/divorced/widowed respondents either strongly agreeing or agreeing with the statement, compared with 74% (547 respondents) of married/partnered respondents and 72% (195 respondents) of those who are single.

There is some evidence to suggest that those answering the printed/paper copy of the survey may be more likely to agree with this statement, with 79% (42 respondents) completing the printed/paper survey either strongly agreeing or agreeing with the statement, compared with 72% (867 respondents) who completed the survey online. However, the low base size for the group who completed the printed/paper survey means that this finding should be treated as indicative rather than statistically significant.

There are no significant differences in agreement levels with this statement by those answering the survey in a personal or professional capacity.

### 3.3.2 Other Aspects to Consider Regarding 'Opening Times'

After providing their agreement levels with the five statements about aspects of the new same-day healthcare services in Leicester City, respondents were asked if there is anything else that should be considered in relation to 'opening times' to help meet the needs of them, their family or their community. A summary of the key themes mentioned in relation to 'locations' is shown in Table 17 below.

**Table 17: Q20b. Please tell us if there is anything we need to consider to help meet the needs of you, your family or your community – 'Opening times'.**

**RESULTS** (all Leicester City respondents: n=1,338).

*NB: Themes mentioned by 3+ respondents.*

Theme of comment	No. responses	% responses
Need more weekday evening opening times (e.g. for working people)	70	5%
Need to have longer/convenient opening hours (general/non-specific comments)	40	3%
Need more weekend opening times (general/non-specific comments)	22	2%
More appointments available earlier in the day	18	1%
Need 24 hour opening times	10	1%
More flexible opening hours (general/non-specific comments)	10	1%
Need more daytime appointments available (e.g. due to transport issues)	9	1%
More appointments/opening times on Sundays	6	<0.5%
More appointments needed generally (general/non-specific comments)	6	<0.5%
Employers to be more flexible in allowing patients time to make daytime appointments	3	<0.5%
Longer opening hours would prevent unnecessary A&E visits	3	<0.5%
<i>Other comments</i>	9	1%
No comment made	1,156	86%

The large majority (86%) of respondents to the survey did not mention anything else that they feel should be considered in relation to 'opening times' to help meet the needs of themselves, their families or their communities. However, of those that did mention anything relating to 'opening times', by far the most commonly mentioned theme relates to ensuring that same-day access appointments need to be available for as many hours in the day as possible – with 5% of the total sample (70 respondents) making comments relating to the 'need for more weekday evening opening times (e.g. for working people)', 3% (40 respondents) mentioning general/non-specific comments around the 'need to have longer/convenient opening hours' and 2% (22 respondents) making general comments relating to the 'need for more weekend opening times'.

In total, 14% (182 respondents) to the survey provided a comment of some kind for this question relating to 'opening times'.

A few **example comments** illustrating the main key themes of the comments made in relation to 'opening times' which could help meet the needs of themselves, their families or their communities are shown below.

**Example comments** (relating to 'anything that needs to be considered for same day healthcare in Leicester city to help meet the needs of you, your family or your community with regard to 'opening times').

#### Comment

##### **KEY THEME: 'Need more weekday evening opening times (e.g. for working people)'**

*"Longer opening times would be beneficial for people who work shifts and can't make 9-5 appointments."*

*"It said above that there will be fewer evening appointments. As I work full time this is a shame as I'll need to take time off. Saying that, my practice is so good that they usually get me straight in before work anyway."*

*"Late appointment (needed) as I work. Which seems to be an issue with all doctor appointments."*

##### **KEY THEME: 'Need to have longer/convenient opening hours (general/non-specific comments)'**

*"Wide range of opening times (is needed) to ensure everyone gets the help they need."*

*"Appointments need to be available much longer hours to meet the obvious demand."*

*"What happens after 8pm, week days, 5pm Saturdays and 2pm Sundays and Bank Holidays if a problem occurs?"*

##### **KEY THEME: 'Need more weekend opening times (general/non-specific comments)'**

*"I have previously used this service at weekend evenings and this does not seem to be included."*

*"Weekends finishing at 2pm- what happens after this time?"*

##### **KEY THEME: 'More appointments available earlier in the day'**

*"The surgery offering an appointment time prior to normal work times (would be good)."*

*"I think opening times should be at least half an hour earlier due to the amount of calls and general morning traffic."*

*"If the times are earlier than we will not be late to work or any duties."*

##### **KEY THEME: 'Need 24 hour opening times'**

*"Needs to be opening hours that reflect that people are poorly outside of the hours available, should be a 24 hour service at weekends, this will then take pressure off hospitals."*

*"Unsure about illness during the night if help is needed urgently out of hours."*

*"24/7 give comfort, no need to wait for 12 hours in A&E."*

##### **KEY THEME: 'More flexible opening hours (general/non-specific comments)'**

*"We are all not retired, others are working and different openings will be favourable to all people."*

*"To allow for partner/friend to take me as I am likely to be very unwell to seek urgent care."*

*"Suitable to get to quickly or give flexible times that means I can get there."*

### 3.4 Levels of Agreement with Specific Aspects of New Same-Day Healthcare Services in Leicester City – 'I am happy that all appointments will be with a GP'

#### 3.4.1 Ratings by key sub-groups of interest

**Table 18a: Q19c. To what extent do you agree with the following statements... 'I am happy that all appointments will be with a GP'? (Select one) RESULTS BY PCN (base sizes in brackets).**

Base: All answering	Total (1,264)	PCN Area:					
		Across Leicester (181)	Belgrave & Spinney Hill (274)	City Care Alliance (58)	G3 (6)	Leicester Central (60)	Leicester City & Uni (245)
Strongly agree	43%	46%	40%	34%	50%	53%	43%
Agree	40%	39%	46%	38%	50%	33%	41%
<b>Net 'agree'</b>	<b>84%</b>	<b>85%</b>	<b>86%</b>	<b>72%</b>	<b>100%</b>	<b>87%</b>	<b>84%</b>
Neither agree nor disagree	13%	13%	11%	17%	0%	13%	13%
Disagree	2%	1%	1%	5%	0%	0%	2%
Strongly disagree	2%	1%	1%	5%	0%	0%	2%
<b>Net 'disagree'</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>	<b>10%</b>	<b>0%</b>	<b>0%</b>	<b>4%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.2</b>	<b>4.3</b>	<b>4.2</b>	<b>3.9</b>	<b>4.5</b>	<b>4.4</b>	<b>4.2</b>

Base: All answering	Total (1,264)	PCN Area:				
		Leicester South (20)	Orion (15)	Salutem (85)	The Leicester Foxes (113)	Willows Health (183)
Strongly agree	43%	60%	47%	47%	45%	42%
Agree	40%	35%	40%	40%	37%	34%
<b>Net 'agree'</b>	<b>84%</b>	<b>95%</b>	<b>87%</b>	<b>87%</b>	<b>82%</b>	<b>77%</b>
Neither agree nor disagree	13%	0%	13%	9%	12%	18%
Disagree	2%	0%	0%	4%	4%	2%
Strongly disagree	2%	5%	0%	0%	3%	3%
<b>Net 'disagree'</b>	<b>4%</b>	<b>5%</b>	<b>0%</b>	<b>4%</b>	<b>6%</b>	<b>5%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.2</b>	<b>4.5</b>	<b>4.3</b>	<b>4.3</b>	<b>4.2</b>	<b>4.1</b>

Agreement levels with the statement, 'I am happy that all appointments will be with a GP' are fairly similar across most PCN areas, although a slightly lower than average proportion of

respondents in the Willows Health PCN either strongly agree or agree with this statement (77% - 140 respondents).

Although there is some evidence to suggest that those in the City Care Alliance PCN may also be slightly less likely than average to agree with this statement (with 72% - 42 respondents – either strongly agreeing or agreeing), the relatively low base size for this PCN means that this finding should be treated as indicative rather than statistically significant.

**Table 18b: Q19c. To what extent do you agree with the following statements... 'I am happy that all appointments will be with a GP'? (Select one) RESULTS BY GENDER & AGE (base sizes in brackets).**

<i>Base: All answering</i>	<b>Total</b> (1,264)	<b>Gender:</b>		<b>Age:</b>					
		<b>Male</b> (385)	<b>Female</b> (760)	<b>16-24</b> (78)	<b>25-34</b> (85)	<b>35-49</b> (314)	<b>50-64</b> (373)	<b>65-74</b> (225)	<b>75+</b> (103)
Strongly agree	<b>43%</b>	50%	41%	29%	45%	41%	46%	50%	40%
Agree	<b>40%</b>	37%	41%	49%	36%	40%	39%	37%	46%
<i>Net 'agree'</i>	<b>84%</b>	<b>86%</b>	<b>83%</b>	<b>78%</b>	<b>81%</b>	<b>82%</b>	<b>85%</b>	<b>87%</b>	<b>85%</b>
Neither agree nor disagree	<b>13%</b>	10%	14%	17%	18%	15%	12%	9%	9%
Disagree	<b>2%</b>	1%	2%	4%	0%	3%	1%	2%	1%
Strongly disagree	<b>2%</b>	2%	1%	1%	1%	1%	1%	2%	5%
<i>Net 'disagree'</i>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>5%</b>	<b>1%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>6%</b>
<b>Mean score</b> <i>(5='strongly agree', 1='strongly disagree')</i>	<b>4.2</b>	<b>4.3</b>	<b>4.2</b>	<b>4.0</b>	<b>4.2</b>	<b>4.2</b>	<b>4.3</b>	<b>4.3</b>	<b>4.1</b>

There are no significant differences in agreement levels with the statement, 'I am happy that all appointments will be with a GP' by gender.

Looking at agreement levels by age group, agreement levels with this statement generally increase with age. Approaching four-fifths of under 25s (78% - 61 respondents) of 16-24s either strongly agree or agree with this statement but this increases to 87% (196 respondents) of those aged 65-74.

**Table 18c: Q19c. To what extent do you agree with the following statements... 'I am happy that all appointments will be with a GP'? (Select one) RESULTS BY ETHNICITY (base sizes in brackets).**

<i>Base: All answering</i>	Total (1,264)	White (596)	Asian/ Asian British (455)	Black/ Black British (69)	Mixed (29)	Other (9)
Strongly agree	<b>43%</b>	41%	46%	55%	41%	67%
Agree	<b>40%</b>	41%	40%	33%	41%	22%
<i>Net 'agree'</i>	<b>84%</b>	<b>82%</b>	<b>87%</b>	<b>88%</b>	<b>83%</b>	<b>89%</b>
Neither agree nor disagree	<b>13%</b>	14%	11%	9%	17%	11%
Disagree	<b>2%</b>	2%	2%	3%	0%	0%
Strongly disagree	<b>2%</b>	2%	1%	0%	0%	0%
<i>Net 'disagree'</i>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.2</b>	<b>4.2</b>	<b>4.3</b>	<b>4.4</b>	<b>4.2</b>	<b>4.6</b>

Agreement levels with the statement, 'I am happy that all appointments will be with a GP' are slightly higher amongst non-White respondents compared with White respondents – for example, 87% (394 respondents) of Asian/Asian British respondents either strongly agree or agree with the statement, compared with 82% (489 respondents) of White respondents.

**Table 18d: Q19c. To what extent do you agree with the following statements... 'I am happy that all appointments will be with a GP'? (Select one) RESULTS BY 'HEALTH STATUS', 'CARER STATUS' AND 'PREGNANCY STATUS' (base sizes in brackets).**

	Total	Disability or Poor Health?		Carer Responsibility?		Pregnant/Given Birth?:	
		Yes (438)	No (693)	Yes (251)	No (894)	Yes (29)	No (1,108)
<i>Base: All answering</i>	(1,264)						
Strongly agree	<b>43%</b>	41%	46%	38%	46%	52%	44%
Agree	<b>40%</b>	40%	40%	44%	38%	31%	40%
<b>Net 'agree'</b>	<b>84%</b>	<b>81%</b>	<b>85%</b>	<b>82%</b>	<b>84%</b>	<b>83%</b>	<b>84%</b>
Neither agree nor disagree	<b>13%</b>	14%	12%	15%	13%	7%	13%
Disagree	<b>2%</b>	2%	2%	2%	2%	7%	1%
Strongly disagree	<b>2%</b>	3%	1%	2%	1%	3%	2%
<b>Net 'disagree'</b>	<b>4%</b>	<b>5%</b>	<b>3%</b>	<b>4%</b>	<b>3%</b>	<b>10%</b>	<b>3%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.2</b>	<b>4.2</b>	<b>4.3</b>	<b>4.1</b>	<b>4.2</b>	<b>4.2</b>	<b>4.2</b>

Agreement with the statement, 'I am happy that all appointments will be with a GP' is slightly higher amongst respondents who are in good health compared with those who have a disability or are in poor health - 85% (590 respondents) of those in good health either strongly agree or agree with the statement, compared with 81% (356 respondents) who have a disability or health issue.

There are no significant differences in agreement levels with this statement by carer status and pregnancy status.

**Table 18e:** Q19c. To what extent do you agree with the following statements... *'I am happy that all appointments will be with a GP'*? (Select one) **RESULTS BY SEXUAL ORIENTATION, RELIGION/BELIEF & ARMED FORCES INVOLVEMENT** (base sizes in brackets).

Base: All answering	Total (1,264)	Sexual Orientation:			Religion/Belief:			Armed Forces Involvement?:	
		Hetero (990)	Gay/ Lesb/Bi (56)	Other (9)	Christian (354)	Non- Christian (436)	No religion (314)	Yes (25)	No (1,018)
Strongly agree	<b>43%</b>	44%	43%	33%	44%	48%	37%	44%	44%
Agree	<b>40%</b>	40%	43%	22%	42%	37%	41%	36%	40%
<b>Net 'agree'</b>	<b>84%</b>	<b>84%</b>	<b>86%</b>	<b>56%</b>	<b>86%</b>	<b>86%</b>	<b>78%</b>	<b>80%</b>	<b>84%</b>
Neither agree nor disagree	<b>13%</b>	12%	9%	44%	10%	11%	18%	8%	13%
Disagree	<b>2%</b>	2%	4%	0%	2%	2%	2%	8%	2%
Strongly disagree	<b>2%</b>	2%	2%	0%	2%	1%	2%	4%	1%
<b>Net 'disagree'</b>	<b>4%</b>	<b>4%</b>	<b>5%</b>	<b>0%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>12%</b>	<b>3%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.2</b>	<b>4.2</b>	<b>4.2</b>	<b>3.9</b>	<b>4.2</b>	<b>4.3</b>	<b>4.1</b>	<b>4.1</b>	<b>4.2</b>

There are no significant differences in agreement levels with the statement, *'I am happy that all appointments will be with a GP'* by sexual orientation.

Agreement with this statement is lower among respondents with no religion than among those who report a religious affiliation. Nearly four fifths of respondents with no religion (78% – 246 respondents) either strongly agree or agree with the statement, compared with 86% (304 respondents) of Christian respondents and 86% (374 respondents) of respondents from non-Christian religions.

There are no significant differences in agreement levels with this statement by Armed Forces involvement.

**Table 18f: Q19c. To what extent do you agree with the following statements... 'I am happy that all appointments will be with a GP'? (Select one) RESULTS BY RELATIONSHIP STATUS, SURVEY PARTICIPATION METHOD & CAPACITY ANSWERING IN (base sizes in brackets).**

<i>Base: All answering</i>	<b>Total</b> (1,264)	<b>Relationship Status:</b>			<b>Survey Participation Method:</b>		<b>Capacity Answering In:</b>	
		<b>Married/ Partner</b> (736)	<b>Separated/ Divorced/ Widowed</b> (141)	<b>Single</b> (271)	<b>Online Survey</b> (1,210)	<b>Printed/ Paper Survey</b> (54)	<b>Personal</b> (1,240)	<b>Professional</b> (24)
Strongly agree	<b>43%</b>	45%	46%	39%	44%	41%	44%	38%
Agree	<b>40%</b>	40%	40%	41%	40%	41%	40%	50%
<b>Net 'agree'</b>	<b>84%</b>	<b>85%</b>	<b>86%</b>	<b>80%</b>	<b>84%</b>	<b>81%</b>	<b>83%</b>	<b>88%</b>
Neither agree nor disagree	<b>13%</b>	13%	9%	15%	13%	15%	13%	4%
Disagree	<b>2%</b>	1%	1%	3%	2%	4%	2%	4%
Strongly disagree	<b>2%</b>	1%	4%	1%	2%	0%	2%	4%
<b>Net 'disagree'</b>	<b>4%</b>	<b>3%</b>	<b>6%</b>	<b>4%</b>	<b>4%</b>	<b>4%</b>	<b>4%</b>	<b>8%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.2</b>	<b>4.3</b>	<b>4.2</b>	<b>4.1</b>	<b>4.2</b>	<b>4.2</b>	<b>4.2</b>	<b>4.1</b>

Respondents who are single appear to be slightly less likely to express agreement with the statement, 'I am happy that all appointments will be with a GP' compared to those with other relationship statuses - 80% (217 respondents) of single respondents either strongly agree or agree with the statement, compared with 85% (624 respondents) of married/partnered respondents and 86% (121 respondents) of those who are separated/divorced/widowed.

There are no significant differences in agreement levels with this statement between those answering the printed/paper copy or online version of the survey or between those answering the survey in a personal or professional capacity.

### 3.4.2 Other Aspects to Consider Regarding 'Who the appointment is with'

After providing their agreement levels with the five statements about aspects of the new same-day healthcare services in Leicester City, respondents were asked if there is anything else that should be considered in relation to 'who the appointment is with' to help meet the needs of them, their family or their community. A summary of the key themes mentioned in relation to 'locations' is shown in Table 19 below.

**Table 19: Q20c. Please tell us if there is anything we need to consider to help meet the needs of you, your family or your community – 'Who the appointment is with'.**

**RESULTS** (all Leicester City respondents: n=1,338).

*NB: Themes mentioned by 3+ respondents.*

Theme of comment	No. responses	% responses
Appointments need to be with a GP/doctor (general comments)	75	6%
Appointments need to be with my regular GP/a regular doctor (who knows medical history, for consistency)	66	5%
Appointments need to be with a competent/qualified medical practitioner (e.g. clinician, nurse, pharmacist)	26	2%
Choice of male or female doctor/medical practitioner to be made available	17	1%
Need to know details of who you are seeing before attending an appointment	16	1%
Specialists to be available for specific conditions (e.g. physiotherapist for musculoskeletal issues etc.)	11	1%
Needs to be a face to face appointment	10	1%
Ensure the GP/medical practitioner has good people skills/is pleasant/approachable	7	1%
Appointments need to be with English speaking/multilingual medical practitioners	3	<0.5%
<i>Other comments</i>	11	1%
No comment made	1,125	84%

The large majority (86%) of respondents to the survey did not mention anything else that they feel should be considered in relation to 'who the appointment is with' to help meet the needs of themselves, their families or their communities. However, of those that did mention anything relating to 'who the appointment is with', by far the most commonly mentioned theme relates to the need for all appointments to be with an actual GP – either '*with the patient's own regular GP who knows medical history for consistency*' (5% of the total sample – 66 respondents – mentioning this) or '*with any GP/doctor*' (6% - 75 respondents saying this). At a much lower level, some respondents mention that, '*appointments need to be with a competent/qualified medical practitioner (e.g. clinician, nurse, pharmacist)*' at the very least (2% - 26 respondents). Meanwhile, the other main theme is that some respondents express a desire to know exactly who they will be seeing for their appointment before attending, with 1% (17 respondents) wanting a, '*choice of male or female doctor/medical practitioner to be made available*' and 1%

(16 respondents) feeling that people, 'need to know details of who you are seeing before attending an appointment'.

In total, 16% (213 respondents) to the survey provided a comment of some kind for this question relating to 'who the appointment is with'.

A few **example comments** illustrating the main key themes of the comments made in relation to 'who the appointment is with' which could help meet the needs of themselves, their families or their communities are shown below.

**Example comments** (relating to 'anything that needs to be considered for same day healthcare in Leicester city to help meet the needs of you, your family or your community with regard to 'who the appointment is with').

#### Comment

##### **KEY THEME: 'Appointments need to be with a GP/doctor (general comments)'**

*"It's important that we are seen by a GP and not anyone who is a trainee."*

*"It has to be with the doctor as practitioner does not check properly as per my personal experience."*

*"It should be qualified GP if you are sending us to a different GP practice i.e. not my registered one."*

##### **KEY THEME: 'Appointments need to be with my regular GP/a regular doctor (who knows medical history, for consistency)'**

*"Appointments with doctors who know my condition and history. Saves time explaining everything multiple times to different people."*

*"A consistent GP would help, as rapport with them helps with not needing to repeat information unknown. Or at least have a quick summary of the patient needs on record that is encouraged to be read."*

*"Preferably with own GP for continuity of any on-going issues and feeling of familiarity at a stressful time."*

##### **KEY THEME: 'Appointments need to be with a competent/qualified medical practitioner (e.g. clinician, nurse, pharmacist)'**

*"Medically degree-trained practitioner/GP/doctor/midwife/nurse and one who carries some years of experience."*

*"A competent medical professional that does not need to look everything up on a computer."*

*"It's with a healthcare professional qualified to treat anything that might present i.e. a doctor."*

##### **KEY THEME: 'Choice of male or female doctor/medical practitioner to be made available'**

*"Same sex doctor for certain types of problem."*

*"It would help to see the same doctor for consistency. Also to see female doctor for gynaecological issues."*

##### **KEY THEME: 'Need to know details of who you are seeing before attending an appointment'**

*"I always need to know who the appointment is with in case there is someone I am not happy with who I may have seen before and didn't get on with."*

*"It is not made clear in calls that the appointment is not with a qualified GP but with a practitioner. This should be disclosed and a choice given, rather than just allocated."*

*"As I require more support from my parent when accessing appointments it's nice to have clarity on who I'm seeing as well as for my parent to speak on my behalf when I may struggle."*

### 3.5 Levels of Agreement with Specific Aspects of New Same-Day Healthcare Services in Leicester City – 'I am happy that it is an appointment-only service'

#### 3.5.1 Ratings by key sub-groups of interest

**Table 20a: Q19d. To what extent do you agree with the following statements... 'I am happy that it is an appointment-only service'? (Select one) RESULTS BY PCN** (base sizes in brackets).

Base: All answering	Total (1,245)	PCN Area:					
		Across Leicester (181)	Belgrave & Spinney Hill (270)	City Care Alliance (57)	G3 (6)	Leicester Central (57)	Leicester City & Uni (242)
Strongly agree	25%	27%	26%	18%	17%	32%	24%
Agree	41%	42%	44%	49%	50%	46%	40%
<b>Net 'agree'</b>	<b>66%</b>	<b>69%</b>	<b>70%</b>	<b>67%</b>	<b>67%</b>	<b>77%</b>	<b>64%</b>
Neither agree nor disagree	25%	24%	25%	14%	0%	21%	26%
Disagree	5%	4%	3%	12%	17%	2%	5%
Strongly disagree	3%	2%	2%	7%	17%	0%	5%
<b>Net 'disagree'</b>	<b>9%</b>	<b>7%</b>	<b>5%</b>	<b>19%</b>	<b>33%</b>	<b>2%</b>	<b>10%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.8</b>	<b>3.9</b>	<b>3.9</b>	<b>3.6</b>	<b>3.3</b>	<b>4.1</b>	<b>3.7</b>

Base: All answering	Total (1,245)	PCN Area:				
		Leicester South (19)	Orion (15)	Salutem (85)	The Leicester Foxes (108)	Willows Health (182)
Strongly agree	25%	42%	27%	29%	26%	23%
Agree	41%	16%	53%	36%	40%	36%
<b>Net 'agree'</b>	<b>66%</b>	<b>58%</b>	<b>80%</b>	<b>66%</b>	<b>66%</b>	<b>59%</b>
Neither agree nor disagree	25%	26%	13%	28%	19%	32%
Disagree	5%	16%	0%	2%	11%	6%
Strongly disagree	3%	0%	7%	4%	4%	3%
<b>Net 'disagree'</b>	<b>9%</b>	<b>16%</b>	<b>7%</b>	<b>6%</b>	<b>15%</b>	<b>9%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.8</b>	<b>3.8</b>	<b>3.9</b>	<b>3.9</b>	<b>3.7</b>	<b>3.7</b>

Agreement levels with the statement, 'I am happy that it is an appointment-only service' are fairly similar across most PCN areas, although agreement is lower amongst respondents in the

Willows Health PCN (59% - 107 respondents – either strongly agreeing or agreeing) and slightly lower in the Leicester City & University PCN (64% - 154 respondents – either strongly agreeing or agreeing with this statement).

**Table 20b: Q19d. To what extent do you agree with the following statements... 'I am happy that it is an appointment-only service'? (Select one) RESULTS BY GENDER & AGE** (base sizes in brackets).

<i>Base: All answering</i>	<b>Total</b>	<b>Gender:</b>		<b>Age:</b>					
		<b>Male</b>	<b>Female</b>	<b>16-24</b>	<b>25-34</b>	<b>35-49</b>	<b>50-64</b>	<b>65-74</b>	<b>75+</b>
	(1,245)	(379)	(752)	(78)	(83)	(312)	(367)	(223)	(98)
Strongly agree	<b>25%</b>	28%	25%	15%	29%	28%	27%	26%	21%
Agree	<b>41%</b>	39%	43%	55%	37%	41%	37%	41%	46%
<i>Net 'agree'</i>	<i>66%</i>	<i>67%</i>	<i>68%</i>	<i>71%</i>	<i>66%</i>	<i>69%</i>	<i>64%</i>	<i>67%</i>	<i>67%</i>
Neither agree nor disagree	<b>25%</b>	25%	23%	19%	20%	26%	27%	20%	26%
Disagree	<b>5%</b>	4%	7%	5%	10%	4%	6%	8%	3%
Strongly disagree	<b>3%</b>	4%	2%	5%	4%	1%	4%	5%	4%
<i>Net 'disagree'</i>	<i>9%</i>	<i>8%</i>	<i>9%</i>	<i>10%</i>	<i>13%</i>	<i>5%</i>	<i>9%</i>	<i>13%</i>	<i>7%</i>
<b>Mean score</b> <i>(5='strongly agree', 1='strongly disagree')</i>	<b>3.8</b>	3.8	3.8	3.7	3.8	3.9	3.8	3.8	3.8

There are no significant differences in agreement levels with the statement, 'I am happy that it is an appointment-only service' by gender.

Looking at agreement levels by age group, there is some evidence to suggest that agreement levels with this statement may be slightly higher amongst the 16-24 age group, with 71% (55 respondents) of 16-24s either strongly agreeing or agreeing with this statement.

**Table 20c: Q19d. To what extent do you agree with the following statements... 'I am happy that it is an appointment-only service'? (Select one) RESULTS BY ETHNICITY** (base sizes in brackets).

<i>Base: All answering</i>	Total (1,245)	White (596)	Asian/ Asian British (446)	Black/ Black British (62)	Mixed (28)	Other (9)
Strongly agree	<b>25%</b>	24%	29%	26%	21%	33%
Agree	<b>41%</b>	44%	42%	34%	29%	56%
<i>Net 'agree'</i>	<b>66%</b>	<b>67%</b>	<b>71%</b>	<b>60%</b>	<b>50%</b>	<b>89%</b>
Neither agree nor disagree	<b>25%</b>	24%	23%	23%	39%	11%
Disagree	<b>5%</b>	6%	4%	10%	7%	0%
Strongly disagree	<b>3%</b>	3%	2%	8%	4%	0%
<i>Net 'disagree'</i>	<b>9%</b>	<b>9%</b>	<b>7%</b>	<b>18%</b>	<b>11%</b>	<b>0%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.8</b>	<b>3.8</b>	<b>3.9</b>	<b>3.6</b>	<b>3.6</b>	<b>4.2</b>

Although there are no significant differences in agreement levels with the statement, 'I am happy that it is an appointment-only service' between White and non-White respondents as a whole, there is some evidence to suggest that Black/Black British respondents may be slightly less likely than other ethnic groups to agree with this statement (60% - 37 respondents), although the fairly low base size for this group means that this finding should be treated as indicative rather than statistically significant.

**Table 20d: Q19d. To what extent do you agree with the following statements... 'I am happy that it is an appointment-only service'? (Select one) RESULTS BY 'HEALTH STATUS', 'CARER STATUS' AND 'PREGNANCY STATUS' (base sizes in brackets).**

	Total	Disability or Poor Health?		Carer Responsibility?		Pregnant/Given Birth?:	
		Yes (430)	No (685)	Yes (246)	No (883)	Yes (29)	No (1,093)
<i>Base: All answering</i>	(1,245)						
Strongly agree	<b>25%</b>	24%	27%	23%	27%	41%	26%
Agree	<b>41%</b>	40%	43%	41%	41%	48%	41%
<b>Net 'agree'</b>	<b>66%</b>	<b>64%</b>	<b>69%</b>	<b>64%</b>	<b>68%</b>	<b>90%</b>	<b>66%</b>
Neither agree nor disagree	<b>25%</b>	25%	23%	26%	24%	0%	25%
Disagree	<b>5%</b>	6%	6%	6%	5%	7%	5%
Strongly disagree	<b>3%</b>	6%	2%	3%	3%	3%	3%
<b>Net 'disagree'</b>	<b>9%</b>	<b>11%</b>	<b>8%</b>	<b>9%</b>	<b>8%</b>	<b>10%</b>	<b>8%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.8</b>	<b>3.7</b>	<b>3.9</b>	<b>3.7</b>	<b>3.8</b>	<b>4.2</b>	<b>3.8</b>

Agreement with the statement, 'I am happy that it is an appointment-only service' is slightly higher amongst respondents who are in good health compared with those who have a disability or are in poor health - 69% (475 respondents) of those in good health either strongly agree or agree with the statement, compared with 64% (275 respondents) who have a disability or health issue.

There are no significant differences in agreement levels with this statement by carer status.

There is some evidence to suggest that respondents who are pregnant or have given birth in the last 26 weeks may be more likely than average to agree with this statement, with 90% (26 respondents) in this group either strongly agreeing or agreeing with the statement, although the low base size for this group means that this finding should be treated as indicative rather than statistically significant.

**Table 20e:** Q19d. To what extent do you agree with the following statements... *'I am happy that it is an appointment-only service'*? (Select one) RESULTS BY SEXUAL ORIENTATION, RELIGION/BELIEF & ARMED FORCES INVOLVEMENT (base sizes in brackets).

Base: All answering	Total (1,245)	Sexual Orientation:			Religion/Belief:			Armed Forces Involvement?:	
		Hetero (976)	Gay/ Lesb/Bi (56)	Other (9)	Christian (351)	Non- Christian (426)	No religion (313)	Yes (25)	No (1,004)
Strongly agree	25%	26%	18%	22%	27%	30%	19%	32%	26%
Agree	41%	41%	45%	33%	44%	39%	42%	28%	41%
<b>Net 'agree'</b>	<b>66%</b>	<b>68%</b>	<b>63%</b>	<b>56%</b>	<b>71%</b>	<b>69%</b>	<b>61%</b>	<b>60%</b>	<b>67%</b>
Neither agree nor disagree	25%	24%	27%	33%	21%	23%	28%	24%	25%
Disagree	5%	5%	7%	0%	5%	5%	6%	8%	5%
Strongly disagree	3%	3%	4%	11%	3%	2%	5%	8%	3%
<b>Net 'disagree'</b>	<b>9%</b>	<b>9%</b>	<b>11%</b>	<b>11%</b>	<b>9%</b>	<b>7%</b>	<b>11%</b>	<b>16%</b>	<b>8%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.8</b>	<b>3.8</b>	<b>3.7</b>	<b>3.6</b>	<b>3.9</b>	<b>3.9</b>	<b>3.6</b>	<b>3.7</b>	<b>3.8</b>

There are no significant differences in agreement levels with the statement, *'I am happy that it is an appointment-only service'* by sexual orientation.

Agreement with this statement is lower among respondents with no religion than among those who report a religious affiliation. Just over three fifths of respondents with no religion (61% – 190 respondents) either strongly agree or agree with the statement, compared with 71% (248 respondents) of Christian respondents and 69% (296 respondents) of respondents from non-Christian religions.

There are no significant differences in agreement levels with this statement by Armed Forces involvement.

**Table 20f: Q19d. To what extent do you agree with the following statements... 'I am happy that it is an appointment-only service'? (Select one) RESULTS BY RELATIONSHIP STATUS, SURVEY PARTICIPATION METHOD & CAPACITY ANSWERING IN (base sizes in brackets).**

<i>Base: All answering</i>	<b>Total</b> (1,245)	<b>Relationship Status:</b>			<b>Survey Participation Method:</b>		<b>Capacity Answering In:</b>	
		<b>Married/ Partner</b> (721)	<b>Separated/ Divorced/ Widowed</b> (141)	<b>Single</b> (269)	<b>Online Survey</b> (1,194)	<b>Printed/ Paper Survey</b> (51)	<b>Personal</b> (1,222)	<b>Professional</b> (23)
Strongly agree	<b>25%</b>	27%	26%	24%	26%	18%	25%	22%
Agree	<b>41%</b>	41%	41%	43%	41%	43%	41%	39%
<b>Net 'agree'</b>	<b>66%</b>	<b>68%</b>	<b>67%</b>	<b>67%</b>	<b>66%</b>	<b>61%</b>	<b>66%</b>	<b>61%</b>
Neither agree nor disagree	<b>25%</b>	25%	21%	25%	25%	27%	25%	26%
Disagree	<b>5%</b>	5%	7%	4%	5%	10%	5%	4%
Strongly disagree	<b>3%</b>	2%	6%	4%	4%	2%	3%	9%
<b>Net 'disagree'</b>	<b>9%</b>	<b>7%</b>	<b>13%</b>	<b>8%</b>	<b>9%</b>	<b>12%</b>	<b>9%</b>	<b>13%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>3.8</b>	<b>3.8</b>	<b>3.7</b>	<b>3.8</b>	<b>3.8</b>	<b>3.6</b>	<b>3.8</b>	<b>3.6</b>

There are no significant differences in agreement levels with the statement, 'I am happy that it is an appointment-only service' between those of differing relationship statuses.

There are also no significant differences in agreement levels with this statement between those answering the printed/paper copy or online version of the survey or between those answering the survey in a personal or professional capacity.

### 3.5.2 Other Aspects to Consider Regarding 'How to book the appointment'

After providing their agreement levels with the five statements about aspects of the new same-day healthcare services in Leicester City, respondents were asked if there is anything else that should be considered in relation to 'how to book the appointment' to help meet the needs of them, their family or their community. A summary of the key themes mentioned in relation to 'locations' is shown in Table 21 below.

**Table 21: Q20d. Please tell us if there is anything we need to consider to help meet the needs of you, your family or your community – 'How to book the appointment'.**

**RESULTS** (all Leicester City respondents: n=1,338).

*NB: Themes mentioned by 6+ respondents.*

Theme of comment	No. responses	% responses
Ability to book appointments on the phone	45	3%
Ability to book appointments online	36	3%
Making appointments needs to be made easier (general comments)	35	3%
Improve waiting times to get through to make appointments	34	3%
Making appointments needs to be made easier for people e.g. the elderly (i.e. using non-digital means)	19	1%
Ability to book appointments using face to face means	12	1%
Ability to book appointments in advance	11	1%
Need to advertise how to make an appointment more widely/more effectively	11	1%
Ability to book appointments using NHS app	9	1%
Offer a wide range of ways to book appointments	8	1%
More appointments to be made available generally (e.g. same day)	8	1%
Ability to book an appointment at any time of day or night (general comments)	7	1%
Ensure polite and friendly staff at Hubs	6	<0.5%
<i>Other comments</i>	21	2%
No comment made	1,116	83%

The large majority (83%) of respondents to the survey did not mention anything else that they feel should be considered in relation to 'how to book the appointment' to help meet the needs of themselves, their families or their communities. However, of those that did mention anything relating to 'how to book the appointment', the main theme emerging is the desire for people to be able to book an appointment using a range of different methods. The most commonly mentioned needs are to have the 'ability to book appointments on the phone' (3% of the total sample – 45 respondents – indicating this) and the 'ability to book appointments online' (3% – 36 respondents, with smaller numbers of respondents wanting the 'ability to book appointments

using face to face means' (1% – 12 respondents mentioning this) and the 'ability to book appointments using the NHS App' (1% – 9 respondents).

The other main theme of comments relating to 'how to book the appointment' focus on the need to make the process of getting appointments easier than it currently is, with 3% (35 respondents) making comments around, 'making appointments needs to be made easier', 'improve waiting times to get through to make appointments' (3% - 34 respondents) and 'making appointments needs to be made easier for people e.g. the elderly (i.e. using non-digital means)', which is mentioned by 1% (19 respondents).

In total, 17% (222 respondents) to the survey provided a comment of some kind for this question relating to 'how to book the appointment'.

A few **example comments** illustrating the main key themes of the comments made in relation to 'how to book the appointment' which could help meet the needs of themselves, their families or their communities are shown below.

**Example comments** (relating to 'anything that needs to be considered for same day healthcare in Leicester city to help meet the needs of you, your family or your community with regard to 'how to book the appointment').

#### Comment

##### KEY THEME: 'Ability to book appointments on the phone'

*"To be able to book via the telephone speaking to an actual person."*

*"First choice is to book appointments via the telephone be it for same day or in advance."*

*"For older members of my family being able to call would be helpful.."*

##### KEY THEME: 'Ability to book appointments online'

*"I would like to be able to book GP appointments online rather than queue for them on the phone."*

*"Book online and not just a call at 8.30am and 12pm as always full and I'm at full time work in clinic."*

*"It was better when you could book it on line without having to complete the long form."*

##### KEY THEME: 'Making appointments needs to be made easier (general comments)'

*"Easy method to make appointment, not a complicated online (way)."*

*"Need to be triaged over the phone as the online service for my GP is rubbish."*

*"It's simply impossible to book one now, in any way!"*

##### KEY THEME: 'Improve waiting times to get through to make appointments'

*"Ringling at 8am every morning and waiting in a queue for 30 minutes to then be told there are no more appointments for the day. What a waste of time! And this is not an isolated incident or a one-off situation."*

*"At present it's very difficult to make an appointment by phone...there never seems anyone answering calls."*

*"Not have to try and battle through a reception desk and then a practitioner who appears to never know anything about me or my medical history, to try and get an appointment. I just give up trying."*

### 3.6 Levels of Agreement with Specific Aspects of New Same-Day Healthcare Services in Leicester City – 'The appointments will be face to face'

#### 3.6.1 Ratings by key sub-groups of interest

**Table 22a: Q19e. To what extent do you agree with the following statements... 'The appointments will be face to face'? (Select one) RESULTS BY PCN (base sizes in brackets).**

Base: All answering	Total (1,258)	PCN Area:					
		Across Leicester (182)	Belgrave & Spinney Hill (276)	City Care Alliance (56)	G3 (6)	Leicester Central (59)	Leicester City & Uni (242)
Strongly agree	<b>51%</b>	55%	49%	46%	50%	58%	48%
Agree	<b>39%</b>	37%	41%	45%	50%	37%	41%
<b>Net 'agree'</b>	<b>89%</b>	<b>92%</b>	<b>90%</b>	<b>91%</b>	<b>100%</b>	<b>95%</b>	<b>89%</b>
Neither agree nor disagree	<b>8%</b>	5%	8%	7%	0%	2%	9%
Disagree	<b>1%</b>	1%	<0.5%	0%	0%	3%	2%
Strongly disagree	<b>1%</b>	1%	1%	2%	0%	0%	0%
<b>Net 'disagree'</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>3%</b>	<b>2%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>	<b>4.3</b>	<b>4.5</b>	<b>4.5</b>	<b>4.3</b>

Base: All answering	Total (1,258)	PCN Area:				
		Leicester South (21)	Orion (14)	Salutem (85)	The Leicester Foxes (113)	Willows Health (181)
Strongly agree	<b>51%</b>	81%	43%	49%	54%	48%
Agree	<b>39%</b>	10%	50%	40%	34%	35%
<b>Net 'agree'</b>	<b>89%</b>	<b>90%</b>	<b>93%</b>	<b>89%</b>	<b>88%</b>	<b>83%</b>
Neither agree nor disagree	<b>8%</b>	10%	7%	9%	10%	13%
Disagree	<b>1%</b>	0%	0%	0%	1%	2%
Strongly disagree	<b>1%</b>	0%	0%	1%	2%	2%
<b>Net 'disagree'</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>3%</b>	<b>4%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.4</b>	<b>4.7</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>	<b>4.2</b>

Agreement levels with the statement, 'The appointments will be face to face' are fairly similar and very high across all PCN areas, although agreement is slightly lower than average

amongst respondents in the Willows Health PCN (with 83% - 150 respondents – either strongly agreeing or agreeing).

**Table 22b: Q19e. To what extent do you agree with the following statements... 'The appointments will be face to face'? (Select one) RESULTS BY GENDER & AGE** (base sizes in brackets).

Base: All answering	Total (1,258)	Gender:		Age:					
		Male (382)	Female (759)	16-24 (78)	25-34 (84)	35-49 (315)	50-64 (371)	65-74 (226)	75+ (101)
Strongly agree	<b>51%</b>	56%	49%	42%	43%	52%	53%	55%	51%
Agree	<b>39%</b>	35%	40%	42%	42%	40%	36%	35%	42%
<b>Net 'agree'</b>	<b>89%</b>	<b>91%</b>	<b>89%</b>	<b>85%</b>	<b>85%</b>	<b>92%</b>	<b>89%</b>	<b>90%</b>	<b>93%</b>
Neither agree nor disagree	<b>8%</b>	7%	9%	13%	13%	6%	10%	7%	4%
Disagree	<b>1%</b>	1%	2%	1%	1%	2%	1%	0%	2%
Strongly disagree	<b>1%</b>	1%	1%	1%	1%	0%	1%	3%	1%
<b>Net 'disagree'</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.4</b>	<b>4.4</b>	<b>4.3</b>	<b>4.2</b>	<b>4.2</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>

There are no significant differences in agreement levels with the statement, 'The appointments will be face to face' by gender.

Looking at agreement levels by age group, agreement levels with this statement generally increase with age – 85% (66 respondents) of under 25s either strongly agree or agree with this statement but this increases to 93% (94 respondents) of those aged 75+.

**Table 22c: Q19e. To what extent do you agree with the following statements... 'The appointments will be face to face'? (Select one) RESULTS BY ETHNICITY (base sizes in brackets).**

<i>Base: All answering</i>	Total (1,258)	White (595)	Asian/ Asian British (455)	Black/ Black British (67)	Mixed (29)	Other (9)
Strongly agree	<b>51%</b>	49%	53%	58%	52%	67%
Agree	<b>39%</b>	40%	39%	30%	41%	22%
<i>Net 'agree'</i>	<b>89%</b>	<b>89%</b>	<b>92%</b>	<b>88%</b>	<b>93%</b>	<b>89%</b>
Neither agree nor disagree	<b>8%</b>	10%	6%	4%	3%	11%
Disagree	<b>1%</b>	1%	1%	4%	3%	0%
Strongly disagree	<b>1%</b>	1%	1%	3%	0%	0%
<i>Net 'disagree'</i>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>7%</b>	<b>3%</b>	<b>0%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>	<b>4.6</b>

There are no significant differences in agreement levels with the statement, 'The appointments will be face to face' between different ethnic groups.

**Table 22d: Q19e. To what extent do you agree with the following statements... 'The appointments will be face to face'? (Select one) RESULTS BY 'HEALTH STATUS', 'CARER STATUS' AND 'PREGNANCY STATUS' (base sizes in brackets).**

Base: All answering	Total (1,258)	Disability or Poor Health?		Carer Responsibility?		Pregnant/Given Birth?:	
		Yes (431)	No (697)	Yes (250)	No (894)	Yes (29)	No (1,106)
Strongly agree	<b>51%</b>	49%	52%	46%	53%	59%	51%
Agree	<b>39%</b>	39%	38%	44%	37%	31%	39%
<b>Net 'agree'</b>	<b>89%</b>	<b>88%</b>	<b>91%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>
Neither agree nor disagree	<b>8%</b>	9%	7%	8%	8%	7%	8%
Disagree	<b>1%</b>	1%	1%	<0.5%	1%	0%	1%
Strongly disagree	<b>1%</b>	2%	1%	2%	1%	3%	1%
<b>Net 'disagree'</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.4</b>	<b>4.3</b>	<b>4.4</b>	<b>4.3</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>

There are no significant differences in agreement levels with the statement, 'I am happy that it is an appointment-only service' by health status or by carer status.

Also, there are no significant differences in agreement levels with this statement by pregnancy status.

**Table 22e: Q19e. To what extent do you agree with the following statements... 'The appointments will be face to face'? (Select one) RESULTS BY SEXUAL ORIENTATION, RELIGION/BELIEF & ARMED FORCES INVOLVEMENT (base sizes in brackets).**

Base: All answering	Total (1,258)	Sexual Orientation:			Religion/Belief:			Armed Forces Involvement?:	
		Hetero (986)	Gay/ Lesb/Bi (56)	Other (9)	Christian (353)	Non- Christian (437)	No religion (312)	Yes (25)	No (1,014)
Strongly agree	<b>51%</b>	52%	48%	33%	52%	56%	44%	60%	52%
Agree	<b>39%</b>	38%	41%	22%	39%	35%	42%	28%	38%
<b>Net 'agree'</b>	<b>89%</b>	<b>90%</b>	<b>89%</b>	<b>56%</b>	<b>91%</b>	<b>92%</b>	<b>86%</b>	<b>88%</b>	<b>90%</b>
Neither agree nor disagree	<b>8%</b>	8%	9%	33%	5%	7%	13%	12%	8%
Disagree	<b>1%</b>	1%	0%	0%	2%	1%	1%	0%	1%
Strongly disagree	<b>1%</b>	1%	2%	11%	2%	1%	<0.5%	0%	1%
<b>Net 'disagree'</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>11%</b>	<b>4%</b>	<b>1%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.4</b>	<b>4.4</b>	<b>4.3</b>	<b>3.7</b>	<b>4.4</b>	<b>4.5</b>	<b>4.3</b>	<b>4.5</b>	<b>4.4</b>

There are no significant differences in agreement levels with the statement, 'The appointments will be face to face' by sexual orientation.

Agreement with this statement is slightly lower among respondents with no religion than among those who report a religious affiliation. Eighty six per cent of respondents with no religion (268 individuals) either strongly agreed or agreed with the statement, compared with 91% (322 respondents) of Christian respondents and 92% (400 respondents) of respondents from non-Christian religions.

There are no significant differences in agreement levels with this statement by Armed Forces involvement.

**Table 22f: Q19e. To what extent do you agree with the following statements... 'The appointments will be face to face'? (Select one) RESULTS BY RELATIONSHIP STATUS, SURVEY PARTICIPATION METHOD & CAPACITY ANSWERING IN (base sizes in brackets).**

Base: All answering	Total (1,258)	Relationship Status:			Survey Participation Method:		Capacity Answering In:	
		Married/ Partner (736)	Separated/ Divorced/ Widowed (143)	Single (267)	Online Survey (1,203)	Printed/ Paper Survey (55)	Personal (1,235)	Professional (23)
Strongly agree	<b>51%</b>	53%	50%	47%	51%	44%	51%	52%
Agree	<b>39%</b>	38%	35%	42%	38%	45%	39%	43%
<b>Net 'agree'</b>	<b>89%</b>	<b>91%</b>	<b>85%</b>	<b>89%</b>	<b>89%</b>	<b>89%</b>	<b>89%</b>	<b>96%</b>
Neither agree nor disagree	<b>8%</b>	7%	11%	8%	8%	7%	9%	0%
Disagree	<b>1%</b>	1%	1%	1%	1%	2%	1%	0%
Strongly disagree	<b>1%</b>	<0.5%	3%	1%	1%	2%	1%	4%
<b>Net 'disagree'</b>	<b>2%</b>	<b>1%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>
<b>Mean score (5='strongly agree', 1='strongly disagree')</b>	<b>4.4</b>	<b>4.4</b>	<b>4.4</b>	<b>4.3</b>	<b>4.4</b>	<b>4.3</b>	<b>4.4</b>	<b>4.4</b>

There are no significant differences in agreement levels with the statement, 'The appointments will be face to face' between those of differing relationship statuses.

There are also no significant differences in agreement levels with this statement between those answering the printed/paper copy or online version of the survey or between those answering the survey in a personal or professional capacity.

### 3.6.2 Other Aspects to Consider Regarding ‘The appointments will be face to face’ and ‘something else’

After providing their agreement levels with the five statements about aspects of the new same-day healthcare services in Leicester City, respondents were asked if there is anything else that should be considered in relation to ‘the appointment will be face to face’ or ‘something else’ to help meet the needs of them, their family or their community. A summary of the key themes mentioned in relation to ‘locations’ is shown in Table 23 below.

**Table 23: Q20e. Please tell us if there is anything we need to consider to help meet the needs of you, your family or your community – ‘The appointment will be face to face’ or ‘something else’.**

**RESULTS** (all Leicester City respondents: n=1,338).

*NB: Themes mentioned by 3+ respondents.*

Theme of comment	No. responses	% responses
Agree that appointments should be conducted face to face	14	1%
Ensure polite/friendly/professional staff at locations	7	1%
Ensure good disabled access at locations	6	<0.5%
Offer support for people to travel to nearest location (e.g. elderly people, companions)	6	<0.5%
Appointments need to be with a GP/doctor (general comments)	4	<0.5%
Appointments need to be with the same GP/doctor each time (who knows medical history, for consistency/continuity)	4	<0.5%
Ability to book a same day telephone/remote appointment	4	<0.5%
Need to advertise how to make an appointment more widely/more effectively	4	<0.5%
Improve waiting times to get through to make appointments	3	<0.5%
Appointments need to be with English speaking/multilingual medical practitioners	3	<0.5%
Locations need to be close by (e.g. to prevent long journeys/need to make childcare arrangements)	3	<0.5%
Happy with current situation	3	<0.5%
More appointments to be made available generally (e.g. same day)	3	<0.5%
Ensure appointments aren't rushed	3	<0.5%
<i>Other comments</i>	28	2%
No comment made	1,254	94%

The large majority (94%) of respondents to the survey did not mention anything else that they feel should be considered in relation to ‘the appointment will be face to face’ or ‘something else’

to help meet the needs of themselves, their families or their communities. However, of the small minority that did mention anything else, the main themes relate to ones that have already been brought up in their previous responses, such as agreeing that appointments should be face to face.

In total, 6% (84 respondents) to the survey provided a comment of some kind for this question relating to 'the appointment will be face to face' or 'something else'.

A few **example comments** illustrating the main key themes of the comments made in relation to 'the appointment will be face to face' or 'something else' which could help meet the needs of themselves, their families or their communities are shown below.

**Example comments** (relating to 'anything that needs to be considered for same day healthcare in Leicester city to help meet the needs of you, your family or your community with regard to 'the appointment will be face to face' or 'something else').

**Comment**

**KEY THEME: 'Agree that appointments should be conducted face to face'**

*"Face to face is ideal - will already have been in touch with NHS 111 over the phone."*

*"Phone appointment and face-to-face appointments as my GP surgery are never on time with calling out my name or ring me on time."*

**KEY THEME: 'Ensure polite/friendly/professional staff at locations'**

*"More approachable (staff) and should feel welcomed, not intimidated."*

*"I have a great local GP service - other than reception staff are not good at their jobs and don't get repeat prescription details correct, or lose requests etc."*

**KEY THEME: 'Ensure good disabled access at locations'**

*"Access needed for wheelchair users including changing places as need to be hoisted, as well as hoists and disability awareness sessions for staff."*

*"Accessibility if I have to travel with my stroller."*

**KEY THEME: 'Offer support for people to travel to nearest location (e.g. elderly people, companions)'**

*"I am blind and can't get to a surgery at short notice or without support."*

*"Options for people like myself who can't get out to see a doctor. It would be good to know if a doctor would come out to see me if I needed help quickly."*

### 3.7 Other Comments Made About Same-Day Appointments

Finally, respondents were given the opportunity to mention anything else of relevance regarding same-day appointments. A summary of the key themes mentioned in relation to ‘the appointment will be face to face’ is shown in Table 20 below.

After providing their agreement levels with the five statements about aspects of the new same-day healthcare services in Leicester City, respondents were asked if there is anything else that should be considered in relation to ‘the appointment will be face to face’ or ‘something else’ to help meet the needs of them, their family or their community. A summary of the key themes mentioned in relation to ‘locations’ is shown in Table 24 below.

**Table 24: Q21. If there is anything else you would like to tell us about same day appointments, please write it in the space below.**

**RESULTS** (all Leicester City respondents: n=1,338).

*NB: Themes mentioned by 3+ respondents.*

Theme of comment	No. responses	% responses
<u>Additional Comments Made Relating to ‘Locations’:</u>		
Locations need to be close by to me (e.g. to prevent long journeys/need to make childcare arrangements)	17	1%
Ensure polite/friendly/professional staff at Hubs	7	1%
Ensure Hubs have everything needed to be able to provide excellent services (e.g. sufficient staff)	3	<0.5%
<i>Other comments made relating to ‘Locations’</i>	5	<0.5%
<b>Total number of additional comments made relating to ‘Locations’</b>	<b>32</b>	<b>2%</b>
<u>Additional Comments Made Relating to ‘Opening Times’:</u>		
More appointments needed generally (general/non-specific comments)	21	2%
Need more weekday evening opening times (e.g. for working people)	6	<0.5%
Need 24 hour opening times	3	<0.5%
<i>Other comments made relating to ‘Opening Times’</i>	4	<0.5%
<b>Total number of additional comments made relating to ‘Opening Times’</b>	<b>34</b>	<b>3%</b>

**Table 24 (continued): Q21. If there is anything else you would like to tell us about same day appointments, please write it in the space below.**

**RESULTS** (all Leicester City respondents: n=1,338).

*NB: Themes mentioned by 3+ respondents.*

Theme of comment	No. responses	% responses
<u>Additional Comments Made Relating to 'Who the Appointment is With':</u>		
Appointments need to be with my regular GP/a regular doctor (who knows medical history, for consistency)	18	1%
Need to know details of who you are seeing before attending appointment	5	<0.5%
Appointments need to be with English speaking/multilingual medical practitioners/made with reception staff	4	<0.5%
Appointments need to be with a GP/doctor (general comments)	3	<0.5%
<i>Other comments made relating to 'Who the Appointment is With'</i>	5	<0.5%
<b><i>Total number of additional comments made relating to 'Who the Appointment is With'</i></b>	<b>36</b>	<b>3%</b>
<u>Additional Comments Made Relating to 'How to Book the Appointment':</u>		
More same day appointments to be made available	42	3%
Improve waiting times to get through to make appointments (e.g. on phone)	20	1%
Making appointments needs to be made easier (general comments)	11	1%
Need to advertise/communicate how to make an appointment/get same-day help more widely/more effectively	11	1%
Ability to book appointments online	8	1%
Ability to book appointments on the phone	8	1%
Making appointments needs to be made easier for people e.g. the elderly (i.e. using non-digital means)	5	<0.5%
Ability to book an appointment at any time of day or night (general comments)	3	<0.5%
<i>Other comments made relating to 'How to Book the Appointment'</i>	7	<0.5%
<b><i>Total number of additional comments made relating to 'How to Book the Appointment'</i></b>	<b>117</b>	<b>9%</b>

**Table 24 (continued): Q21. If there is anything else you would like to tell us about same day appointments, please write it in the space below.**

**RESULTS** (all Leicester City respondents: n=1,338).

*NB: Themes mentioned by 3+ respondents.*

Theme of comment	No. responses	% responses
<u>Additional Comments Made Relating to Other Issues':</u>		
I am positive about these changes/about the NHS/have had a good experience of same day services (general comments)	17	1%
Have received poor service from GPs/doctors/the system (general comments)	14	1%
Ensure priority given to emergency/vulnerable people/infrequent service users	11	1%
Not positive/not hopeful about these changes/needs reviewing (general comments)	6	<0.5%
Ensure that referrals can be made quickly/efficiently as a result of appointments	3	<0.5%
<i>Other comments made relating to other issues</i>	5	<0.5%
I have never used the services	6	<0.5%
Other comments (unrelated to issues)	12	1%
No comment made	1,069	80%

Four fifths (80%) of respondents to the survey did not mention anything else about same day appointments. The most common themes mentioned by respondents who did add final comments are most likely to be related to issues around 'how to book the appointment', with 9% of the total sample (117 respondents) making a comment in relation to this broad aspect of same day appointments. Within this broad category, the most common themes mentioned by respondents reflect those brought up in previous answers, most notably *'more same day appointments to be made available'* (3% - 42 respondents - of the total sample mentioning this) and to *'improve waiting times to get through to make appointments e.g. on the phone'* (1% - 20 respondents – mentioning this).

At a lower level, the majority of other comments made by respondents largely relate to the broad areas of 'who the appointment is with' (3% - 36 respondents), 'opening times' (2% - 34 respondents) and 'locations' (2% - 32 respondents).

In total, 20% (269 respondents) to the survey provided an additional comment of some kind for this question relating to same day appointments.

A few **example comments** illustrating the main key themes of the final comments made in relation to same day appointments are shown in the following table.

**Example comments** (relating to ‘anything else you would like to tell us about same-day appointments’).

#### Comment

##### **KEY THEME: ‘How to book the appointment – more same day appointments to be made available’**

*“We must get the appointment at the same day and also if it’s a sick note or a prescription and also we must get emergency appointments at the same time, not waiting for 3-4 hours.”*

*“It will be so good to get a same day appointment as people are suffering until they get one, especially if I have to wait nearly two weeks for one. Some things are not an emergency so I don’t want to demand an appointment when someone else might need it, but two weeks is a joke.”*

*“I think that all appointments should be same day however trivial or urgent it may seem to the GP/ nurse. If a person is not feeling well they need help and reassurance.”*

##### **KEY THEME: ‘Opening times - more appointments needed generally (general/non-specific comments)’**

*“Need more appointments. Everyone ringing at 8am is the most ridiculous system. No business would treat its customers so badly for access.”*

*“We need more of them. It’s as simple as that. Don’t make people feel as if they’re a burden, or too demanding, simply for asking to see a doctor.”*

*“I always find it difficult to get an appointment when I am in need of serious medical condition observed within a short space of time.”*

##### **KEY THEME: ‘How to book the appointment – improve waiting times to get through to make appointments (e.g. on phone)’**

*“You only get an appointment if your finger hits the call button the minute they open the lines. I was calling from 7.55am and the lines weren’t open – I called at 8am and I was 20th in the queue and was told to try the next day.”*

*“I have got up at 6am to get an appointment online but there are never any. You can spend 45 minutes on the phone and still not get an appointment - that is why A&E is so overwhelmed because if you can’t get appointment and you are ill you will go to A&E.”*

*“As long as phones are answered which has been the biggest pain, hopefully it will benefit the system and the public.”*

##### **KEY THEME: ‘Who the appointment is with - appointments need to be with my regular GP/a regular doctor (who knows medical history, for consistency)’**

*“Like the doctors to have an understanding of the background of the patient before appointment so they don’t make a mistake like in the past.”*

*“I prefer to have appointments with my registered GP, as there is better patient and doctor relations and a feel of safety and trust.”*

##### **KEY THEME: ‘Additional comments - I am positive about these changes/about the NHS/have had a good experience of same day services (general comments)’**

*“I am happy with the existing hub arrangements as they offer convenient, quick appointments with a GP close to where I live. No changes are needed from a patient point of view.”*

*“Overall experience is good, better than most places in the world, however there’s a few things above like mentioned which can do with an improvement, overall it’s world class.”*

*“None, the service here is absolutely brilliant!”*

*“The current system by calling 111 after surgery hours is good at present.”*

# Section 4: Feedback from Other Sources

## 4.1 Feedback Received from Other Sources

As part of the wider Getting NHS Help Fast in Leicester, Leicestershire and Rutland engagement, additional feedback and queries were received alongside questionnaire submissions. These included:

- Several requests for alternative questionnaire formats
- Two emails from stakeholders about the engagement process
- Five emails providing practical feedback relating to the questionnaire content
- Three emails regarding the clarity and usability of the Getting NHS Help Fast information

However, no specific feedback was received in relation to the Improvements to Same-Day Healthcare in Leicester City element of the engagement.

# Section 5: Use of Findings

## 5.1 Use of Findings

The findings from this engagement will be used by the ICB to inform any further improvements or developments needed to support timely access to NHS services across Leicester, Leicestershire and Rutland. Insights gathered will help shape future communication about the Getting NHS Help Fast programme and guide the ongoing refinement of same day access arrangements in Leicester City.

# **Appendix A:**

## **How People Heard About This Engagement**

**Table 25: Q1. How did you hear about this questionnaire? (Select all that apply).**

**OVERALL RESULTS** (all Leicester City respondents answering: n=1,335).

Theme of comment	No. responses	% responses
Text/letter/app notification from my GP practice	927	69%
Voluntary and community group (please tell us)	171	13%
<i><u>NB: The most-mentioned individual 'voluntary and community groups' are:</u></i>		
<i>Bangladesh Youth and Cultural Shomiti - BYCS</i>	60	4%
<i>Communities Food and Wellbeing Hub</i>	17	1%
<i>Angels &amp; Monsters</i>	15	1%
<i>Jamila's Legacy organisation</i>	13	1%
<i>Team Hub CIC</i>	12	1%
Email	132	10%
Social media (e.g. Facebook)	42	3%
Staff communication	24	2%
Friend or family member	19	1%
Poster or leaflet	11	1%
Newspaper	7	1%
Event/stand (please tell us)	5	<0.5%
Radio	4	<0.5%
Other (please tell us)	70	5%
<i><u>NB: The most commonly mentioned 'other' ways are:</u></i>		
<i>NHS App/NHS website</i>	11	1%
<i>School (e.g. newsletter, other parent)</i>	10	1%
<i>From GP surgery (e.g. via text, saw display)</i>	6	<0.5%
<i>At a community centre (e.g. Team Hub CIC New Parks Hub, unspecified)</i>	6	<0.5%
<i>Leicester Warriors Basketball Club</i>	5	<0.5%
<i>Patient Participation Group/Task &amp; Finish Group</i>	3	<0.5%
<b>NET: Aware through one channel only</b>	<b>1,279</b>	<b>96%</b>
<b>NET: Aware through more than one channel</b>	<b>56</b>	<b>4%</b>

# Appendix B:

## List of Practices

**Appendix: Q3. Which GP Practice are you registered with? Leicester City**  
**OVERALL RESULTS** (all Leicester City respondents answering: n=1,338).

General Practice	Number of Responses
<b><u>Across Leicester PCN:</u></b>	
Beaumont Lodge Medical Practice	8
Fosse Medical Centre (Dr H Mukadam)	160
Highfields Surgery (R Wadhwa)	14
Manor Park Medical Practice	7
<b><i>Across Leicester PCN Total</i></b>	<b>189</b>
<b><u>Belgrave &amp; Spinney Hill PCN:</u></b>	
Broadhurst St Med Practice (KS Morjaria)	2
Dr B Modi	12
East Park Medical Centre (RP Pandya)	16
Spinney Hill Medical Centre	174
The Charnwood Practice	96
<b><i>Belgrave &amp; Spinney Hill PCN Total</i></b>	<b>300</b>
<b><u>City Care Alliance PCN:</u></b>	
Dr U K Roy	3
Merridale Medical Centre (RP Tew)	37
Spirit Primary Care Limited-Asquith	7
Spirit Primary Care Ltd-Beaumont Leys	1
Spirit Primary Care Ltd-Rushey Mead	0
The Parks Medical Centre (B Hainsworth)	13
<b><i>City Care Alliance PCN Total</i></b>	<b>61</b>
<b><u>G3 PCN<sup>1</sup>:</u></b>	
Groby Road Medical Centre (ID Patchett)	6
<b><i>G3 PCN Total</i></b>	<b>6</b>

<sup>1</sup> G3 PCN comprises one practice located in Leicester City and two located in Leicestershire County; therefore, only responses from the Leicester City practice are shown in this report.

**Appendix (continued): Q3. Which GP Practice are you registered with? Leicester City OVERALL RESULTS** (all Leicester City respondents answering: n=1,338).

General Practice	Number of Responses
<b><u>Leicester Central PCN:</u></b>	
Bowling Green Street Surgery	1
Community Health Centre (ZS Osama)	26
Heron GP Practice	7
Highfields Medical Centre	23
Shefa Medical Practice	6
<b><i>Leicester Central PCN Total</i></b>	<b>63</b>
<b><u>Leicester City &amp; University PCN:</u></b>	
Hockley Farm Medical Practice (A Nana)	175
Oakmeadow Surgery (GJ Ingrams)	10
Victoria Park Health Centre	72
<b><i>Leicester City &amp; University PCN Total</i></b>	<b>257</b>
<b><u>Leicester City South PCN:</u></b>	
Inclusion Healthcare	6
Leicester City Assist Practice	5
Saffron Group Practice	9
Sturdee Road Health And Wellbeing Centre	1
The Hedges Medical Centre (SA Bailey)	3
<b><i>Leicester City South PCN Total</i></b>	<b>24</b>
<b><u>Orion PCN:</u></b>	
Aylestone Health Centre	6
Cossington Park Surgery	5
Dr S Shafi	0
Westcotes GP Surgery (One)	3
Westcotes GP Surgery (Two)	0
Westend Medical Practice	2
<b><i>Orion PCN Total</i></b>	<b>16</b>

**Appendix (continued): Q3. Which GP Practice are you registered with? Leicester City OVERALL RESULTS** (all Leicester City respondents answering: n=1,338).

General Practice	Number of Responses
<b><u>Salutem PCN:</u></b>	
Downing Drive Surgery	8
East Leicester Med Practice (S Longworth)	6
Humberstone Medical Centre (IP Jones)	9
Johnson Medical Practice	65
St Elizabeth's Medical Centre (JA Wood)	5
<b><i>Salutem PCN Total</i></b>	<b>93</b>
<b><u>The Leicester Foxes PCN:</u></b>	
Al-Waqas Medical Centre	2
Brandon Surgery Dr R Kapur & Partner	1
Dr R Kapur & Partners	2
Horizon Healthcare	91
Narborough Road Surgery	1
St Peter's Med Centre (Mansingh & Mehra)	19
The Surgery @ Aylestone	4
<b><i>The Leicester Foxes PCN Total</i></b>	<b>120</b>
<b><u>Willows Health PCN:</u></b>	
De Montfort Surgery	46
The Practice-Sayeed	4
Willows Health	135
<b><i>Willows Health Total</i></b>	<b>185</b>