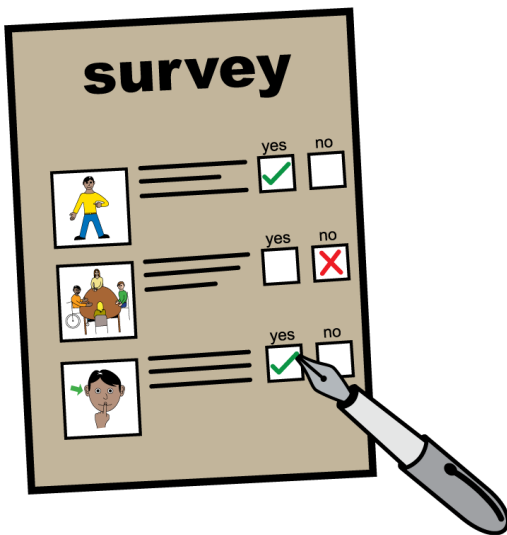



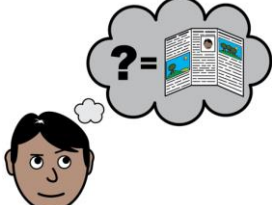



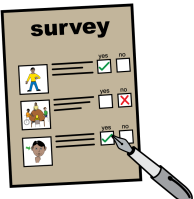
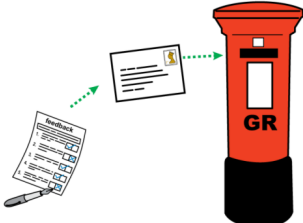
# Easy read survey about doctors' appointments that happen on the same-day in Leicestershire

## What do you think?

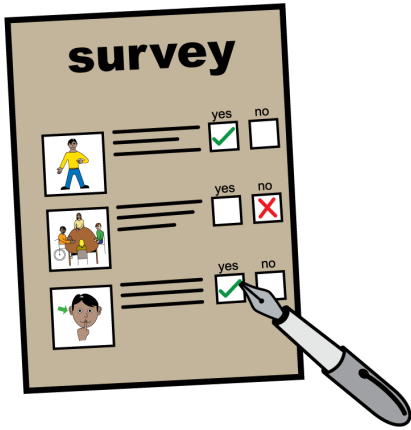




# Contents

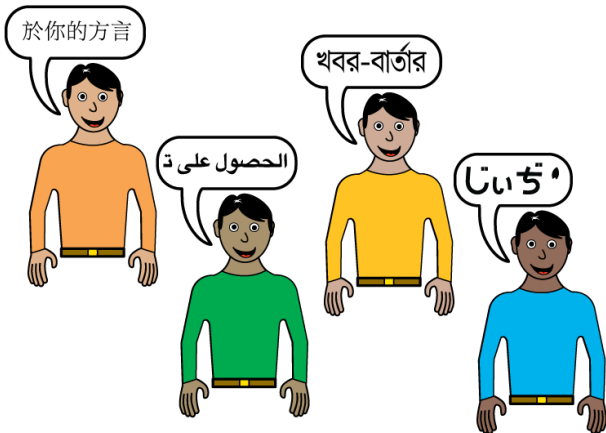
	<p>Page 2</p> <p>Is this document right for you?</p>
	<p>Page 3</p> <p>What is the document about?</p>
	<p>Page 4</p> <p>How you can have your say</p>
	<p>Page 5</p> <p>What has changed?</p>
	<p>Page 8</p> <p>What should I do if I feel unwell?</p>
	<p>Page 9</p> <p>Survey</p>
	<p>Page 36</p> <p>Sending your completed survey</p>

# Is this document right for you?



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


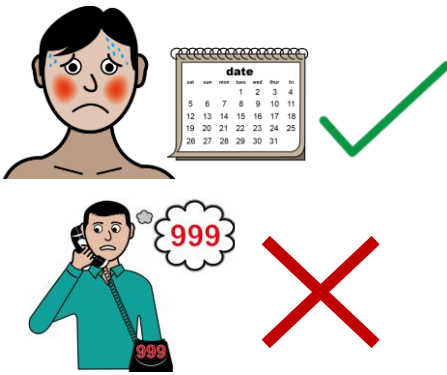

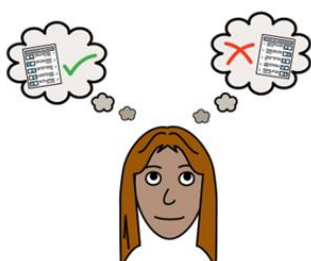

If you need a different format call 0116 295 7532.



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

0116 295 2110

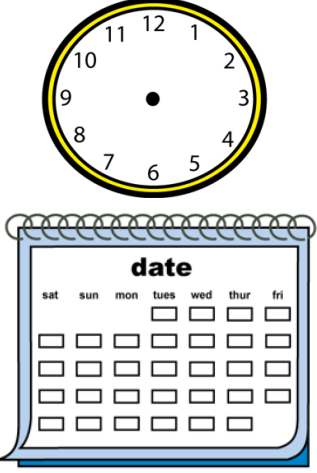
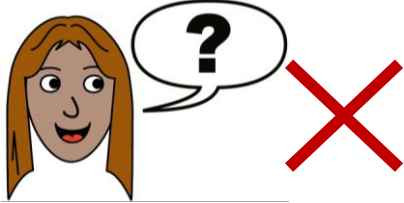
# What is this document about?

	<p>The NHS has changed some urgent GP appointments in Leicestershire.</p> <p>The changes are in areas of Blaby, Charnwood, Harborough, Hinckley and Bosworth, Melton, North West Leicestershire, and Oadby and Wigston.</p>
	<p><b>These appointments are for health problems that need help today but are not for if someone's life is in danger. It is not for if they could lose an arm or leg.</b></p>
	<p>This document will tell you more about what we have changed. It will also tell you what will happen next.</p> <p>You can tell us what you think about the changes.</p>
	<p>You can fill in the survey in this document to share your views. You should send it to us by 14 June 2026.</p>
	<p>If you want to, you can complete the survey online instead <a href="http://www.bit.ly/sda-leics-survey">www.bit.ly/sda-leics-survey</a> The online survey is not easy read.</p>

# How you can have your say

	<p>If you want to, you can call us to help you to fill in the survey over the telephone.</p> <p>Please call 0116 295 7532</p>
	<p>You can email your views to:</p> <p><a href="mailto:llricb-llr.beinvolved@nhs.net">llricb-llr.beinvolved@nhs.net</a></p>
	<p>You can write to us at</p> <p>Freepost Plus  RUEE-ZAUY-BXEG  Leics County SDA  LLR ICB, G30  Pen Lloyd Building  Leicestershire County Council  Leicester Road  Glenfield  Leicester  LE3 8TB</p>
	<p>We will read all of the feedback.</p> <p>We will consider what people tell us.</p>

# What has changed?

	<p>We are now going to tell you what we have changed to see what you think.</p>
	<p>More places now offer same-day GP appointments.</p> <p>Each place has the same opening times:</p> <p>Monday to Friday Evenings: 6.30pm – 8.30pm      Saturday: 9am – 5pm      Sunday &amp; bank holidays: 10am – 2pm</p>
	<p>You must book an appointment</p> <p>You cannot walk in</p>
	<p>Most of these appointments are booked by NHS 111.</p> <p>A small number are booked by GP surgeries.</p>
	<p>All appointments are:</p> <ul style="list-style-type: none"> <li>• Face to face</li> <li>• With a GP</li> <li>• 15 minutes long</li> </ul>
	<p>You cannot ask for one of these appointments.</p> <p>You will be offered one if it is right for you.</p>

# What has changed?



The new places are:

1. Warren Lane Surgery, Leicester Forest East

2. Charnwood Surgery, Mountsorrel

3. Feilding Palmer Hospital, Lutterworth. Appointments only take place here during weekends

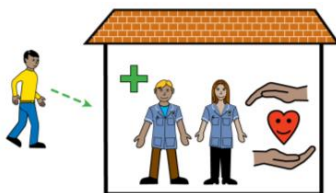
4. St Luke's Treatment Centre, Market Harborough

5. The Centre Surgery, Hinckley

6. Melton Hospital, Melton Mowbray

7. Castle Medical Group, Ashby & Long Lane Surgery, Coalville – on one week the appointments will be in Ashby. The next week they will be in Coalville

8. Urgent Treatment Centre in Oadby



You will still be able to walk in for an appointment at:

- Loughborough Urgent Treatment Centre
- Market Harborough Minor Injury Unit
- Melton Minor Injury Unit
- Merlyn Vaz Urgent Treatment Centre
- Oadby Urgent Treatment Centre



# What has changed?

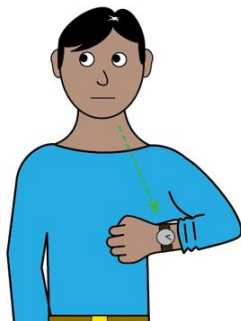
These appointments replace services that used to be available in the evenings, at weekends, and on bank holidays.

These services were sometimes called:

Extended access appointments  
Urgent care centres

The services were based in these locations:

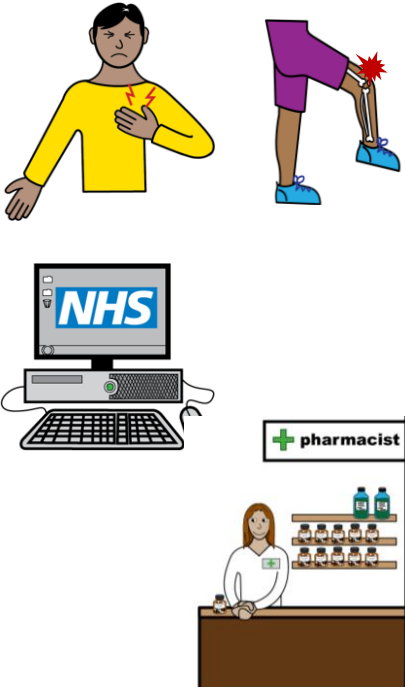
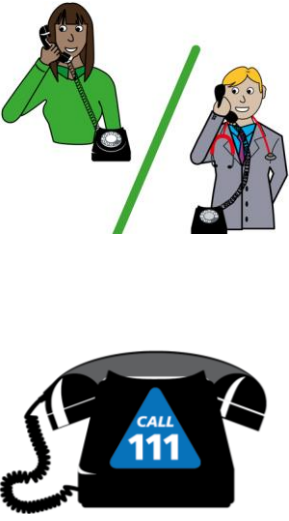

- Coalville
- Enderby
- Hinckley
- Market Harborough
- Lutterworth
- Melton Mowbray



Why did the NHS change this?

- Services were confusing
- Some appointments were wasted
- Some people could be helped faster in other ways

# What should I do if I feel unwell?

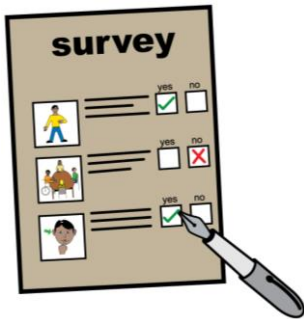
	<p>Try first:</p> <p>The NHS App</p> <p>Looking at NHS 111 online</p> <p>Visiting your local pharmacy</p>
	<p>If you still need help: Contact your GP surgery, or Call NHS 111 when your GP surgery is closed</p> <p>They will tell you the best place to get help.</p>
	<p><b>If someone's life is in danger, or if they could lose an arm or a leg, go to A&amp;E or call 999</b></p>



# Survey

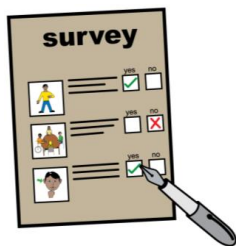
## Question 1

How did you hear about this survey?

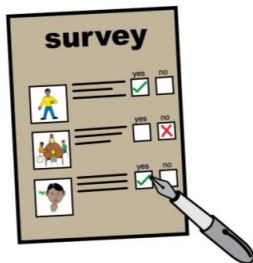


Please tick all the boxes that match how you heard about it. There are more options on the next page.

	Text, letter or app notification from my GP practice	
	Social media, like Facebook	
	Email	
	Staff information	
	Radio	
	Newspaper	



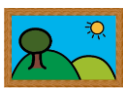
# Survey



## Question 1

How did you hear about this survey?

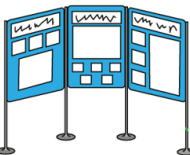
Please tick all the boxes that match how you heard about it.



Poster or leaflet



Friend or family member



Event or stand

Please tell us where:



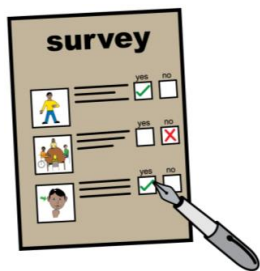
Voluntary and community group

Please tell us which one:



Other

Please write down how you heard about the survey below.



# Survey

## Question 2

In what way are you answering this survey?

Please tick 1 box only.

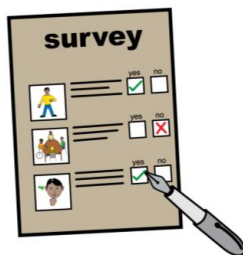


I am answering as a patient or member of the public.

If you tick this, go to **question 4**

I am answering as a staff member or professional.





# Survey



## Question 3

**This question is only for people answering for their job or workplace.**

**If you are answering as a staff member or a professional, tick where you work or volunteer below.**

**Please tick 1 box only. There are more options on the next page.**



GP practice or Primary Care Network



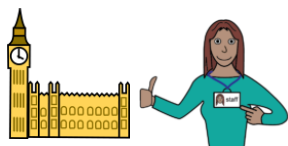
NHS Leicester, Leicestershire and Rutland Integrated Care Board



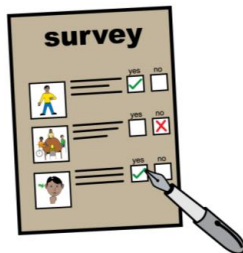
University Hospitals of Leicester NHS Trust



Leicestershire Partnership NHS Trust



Local authority



# Survey

## Question 3

**This question is only for people answering for their job or workplace.**

If you are answering as a staff member or a professional, tick where you work or volunteer below.

Please tick 1 box only.

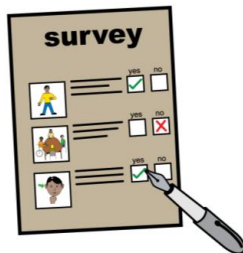


The voluntary sector

Please tell us which organisation:



Somewhere else, please tell us here:



# Survey

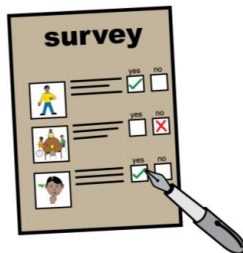
## Question 4

**Are you registered with a GP practice in the county of Leicestershire?**

**Please tick 1 box only.**



	<p>Yes. Please tell us which GP practice here:</p>	
	<p>No, I am not registered with a GP practice.</p>	
	<p>No, but I would like to comment on Leicestershire services.</p>	
	<p>I prefer not to say</p>	



# Survey

## Question 5

**What do you like about the new same-day GP appointments?**

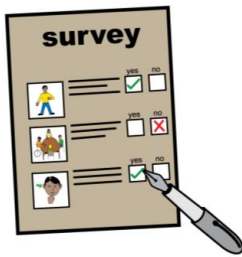
You can tell us about:

- The service overall
- One place
- More than one place

Please tell us which places you want to talk about.

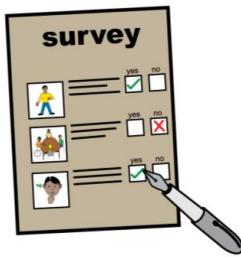
You can write your answers in the box below and on the next page.



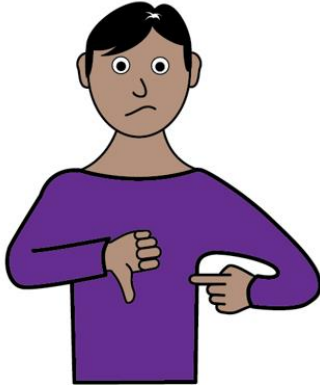


# Survey

Question 5 answers:



# Survey



## Question 6

**Is there anything you do not like about the new service or are worried about?**

You can tell us about:

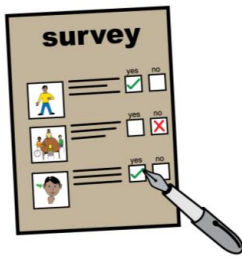
- The service overall
- One place
- More than one place



Please tell us which places you want to talk about.

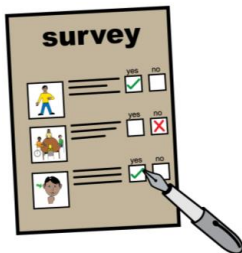


You can write your answers in the box below and on the next page.

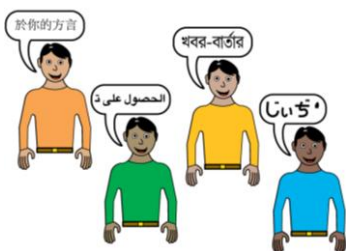
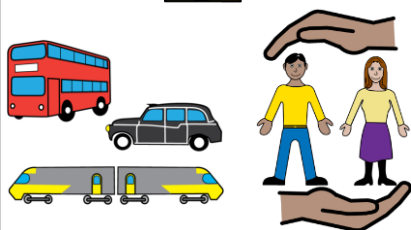


# Survey

Question 6 answers:



# Survey



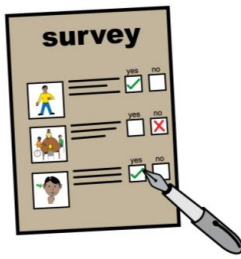
## Question 7

Is there anything we should change to make the appointments easier for you?

For example:

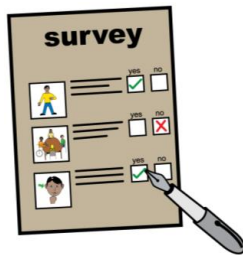
- Travel problems
- Disability or health needs
- Caring for someone
- Language needs

You can write your answers in the box below.

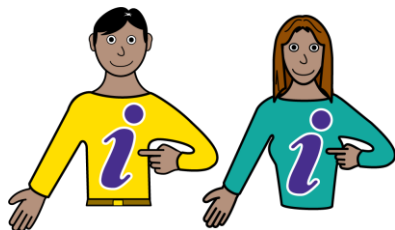


# Survey

Question 7 answers:



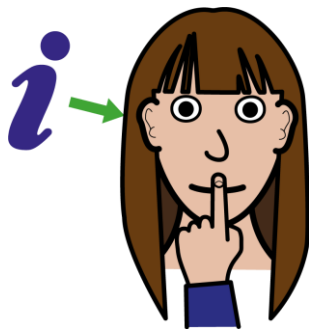
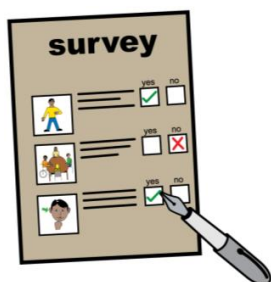
# Survey



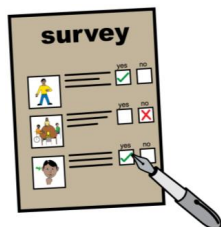
The next questions are about you.

They help the NHS understand who has taken part in this survey and improve services.

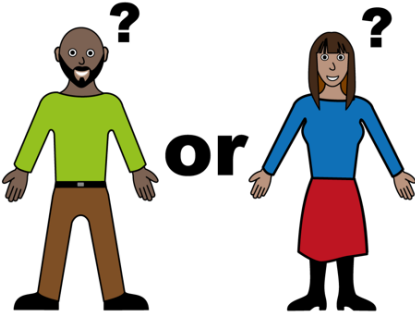



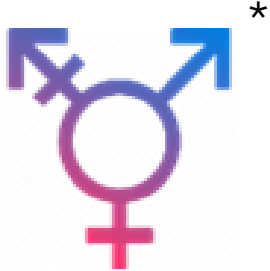



You can skip any questions you do not want to answer.

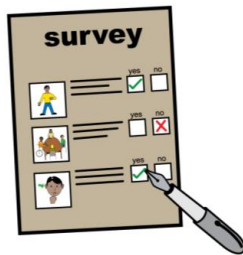


Your answers are private. We will not know who you are.

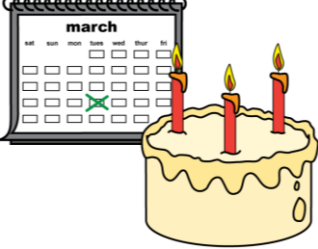



# Survey

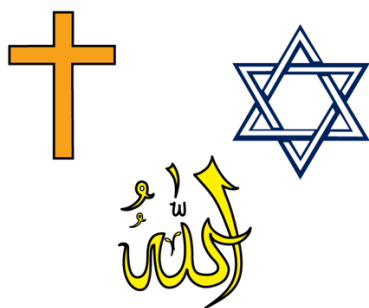
	<p><b>Question 8</b></p> <p><b>Please tell us your sex.</b></p> <p><b>Please tick 1 option</b></p>	
	<p>I am male.</p>	
	<p>I am female.</p>	
	<p>I prefer not to say.</p>	
	<p><b>Question 9</b></p> <p><b>Are you the same gender as what you were given at birth?</b></p> <p><b>Please tick one option.</b></p>	
	<p>Yes.</p>	
	<p>No</p>	
	<p>I prefer not to say.</p>	



# Survey

	<p><b>Question 10</b></p> <p><b>Please tell us your age.</b></p> <p><b>Please tick one option.</b></p>
16 - 19	
20 - 24	
25 - 34	
35 - 49	
50 - 64	
65 - 74	
75 - 84	
85+	
<p>I prefer not to say.</p> 	

# Survey



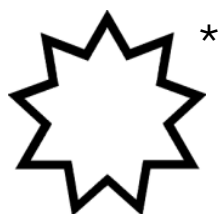
## Question 11

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

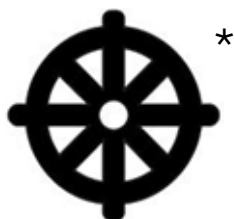
Please tick 1 box only.



No religion



Bahá'i



Buddhist



Christian



Hindu

# Survey



## Question 12

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

Please tick 1 box only.



Jain



Jewish



Muslim



Sikh



Prefer not to say.



Something else, please tell us  
here:

\_\_\_\_\_



# Survey



## Question 13

**What is your ethnicity?**

**Please tick 1 box only. There are more on the next page.**

### Asian or Asian British

Bangladeshi

Chinese

Indian

Pakistani

Any other Asian background

If you want to, you can tell us here:

### Black or Black British

African background

If you want to, you can tell us here:

Caribbean

Indian

Somali

Any other black background

If you want to, you can tell us here:



# Survey



## Question 13

What is your ethnicity?

Please tick 1 box only. There are more on the next page.

### Mixed

Asian and White

Black African and White

Black Caribbean and White

Any other mixed or multiple background

If you want to, you can tell us here:

### White

British, English, Northern Irish, Scottish, Welsh

Irish

Gypsy/Irish Traveller

Polish

Roma

Any other white background

If you want to, you can tell us here:



# Survey



## Question 13

What is your ethnicity?

Please tick 1 box only.

### Other ethnic group

Arab

Any other ethnicity

If you want to, you can tell us here:



Prefer not to say



# Survey

## Question 14



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

Please tick 1 option



Yes.



No.



I prefer not to say



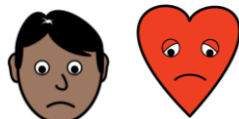
## Question 15

Do you consider yourself to have a disability or suffer from poor health?

You can tick more than 1.



Yes, I have a disability.



Yes, I am in poor health.







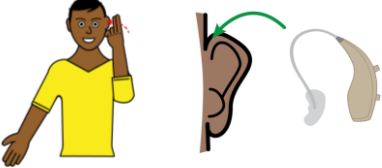


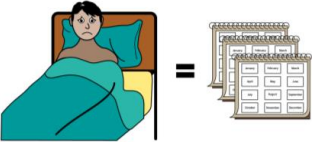


No.



I prefer not to say



# Survey

	<p><b>Question 16</b>  <b>If you have ticked yes, please tick which one.</b></p> <p><b>You can tick more than 1.</b></p>
	<p>I have a physical condition</p>
	<p>I have partial or total loss of vision</p>
	<p>I have a learning disability or difficulty</p>
	<p>I have a partial or total loss of hearing</p>
	<p>I have a mental health condition</p>
	<p>I have a speech impediment or impairment</p>
	<p>I have a long standing illness or disease</p>
	<p>I have something else. If you want to, you can tell us here:</p>
	<p>I prefer not to say.</p>



# Survey

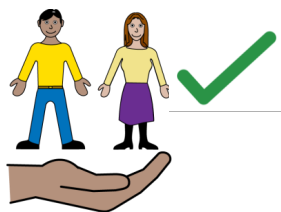
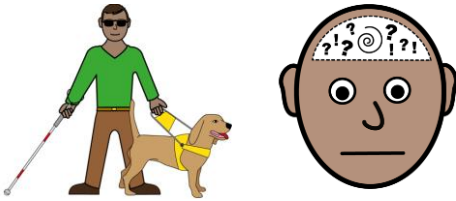
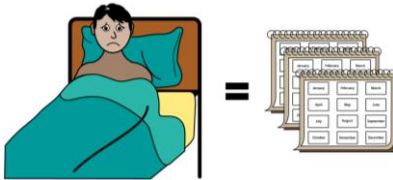
## Question 17

Do you care for someone who could not manage without your support?

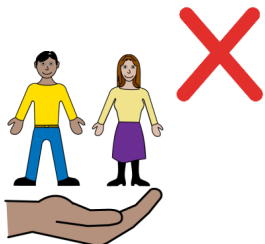
Please tick 1 box.

This could be a family member, partner or friend who needs help because of

- **Illness**
- **Frailty**
- **Disability**
- **Mental health problems**
- **Addiction**



Yes









No



I prefer not to say







# Survey

 *	<p><b>Question 18</b></p> <p><b>What is your sexual preference?</b></p> <p><b>Please tick 1 box.</b></p>	
 *	<p>Bisexual</p> <p>This could be a relationship between a man or a woman. There is no preference.</p>	
	<p>Gay or lesbian</p> <p>This is a relationship between 2 men or 2 women</p>	
	<p>Heterosexual or straight</p> <p>This is a relationship between a man and a woman</p>	
 *	<p>Something else, if you want to, you can tell us here:</p>	
	<p>I prefer not to say.</p>	



# Survey

 <p style="text-align: right;">*</p>	<p><b>Question 19</b></p> <p><b>Are you a member of the farming community?</b></p> <p><b>Please tick 1 box.</b></p>	
	Yes	
	No	
	I prefer not to say.	



# Survey

	<p><b>Question 20</b></p> <p><b>Please tick the boxes that apply to you about the armed services.</b></p> <p><b>These are things like the army, the navy and the royal air force.</b></p>	
	<input type="checkbox"/> I am serving in the Armed Services	
	<input type="checkbox"/> I am a reserve in the Armed Services	
	<input type="checkbox"/> I have previously served in the Armed Services	
	<input type="checkbox"/> I am a family member of someone who is or was in the Armed Services	
	<input type="checkbox"/> I am Ministry of Defence employed civilian personnel	
	<input type="checkbox"/> I have a different connection to the Armed Services	
	<input type="checkbox"/> None of the options apply to me	
	<input type="checkbox"/> I prefer not to say.	



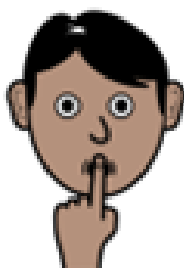
# Survey



## Question 21


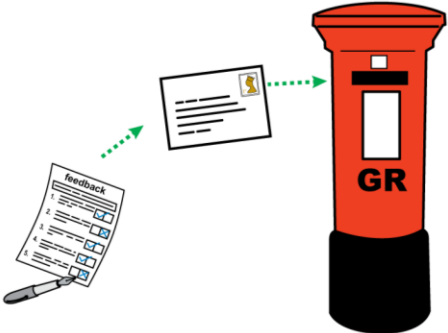


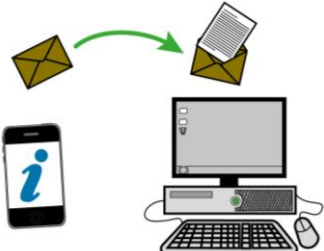
What is your full postcode?

Please tell us below.



Please tick this box if you prefer not to say.

# Sending your completed survey

	<p>Thank you for completing our survey</p>
	<p>You can put the survey in an envelope and send it to us for free</p> <p>Write our address on the envelope:</p> <p>Freepost Plus  RUEE-ZAUY-BXEG  Leics County SDA  LLR ICB, G30  Pen Lloyd Building  Leicestershire County Council  Leicester Road  Glenfield  Leicester  LE3 8TB</p>
	<p>If you want to read more about other health services, visit our website at:  <a href="http://www.bit.ly/sda-leics">www.bit.ly/sda-leics</a></p>
	<p>Or you can call us to ask for the document on 0116 295 7532</p>
	<p>Or you can email us to ask for the document:</p> <p><a href="mailto:llricb-llr.beinvolved@nhs.net">llricb-llr.beinvolved@nhs.net</a></p>