

Prepared for:



**Leicester, Leicestershire
and Rutland**

Engagement Report:

**Same Day Appointments in
Leicestershire – ‘Right Care
Right Place’**

21 August 2026

Produced by JW Research Limited

Contents

Executive Summary	4
Introduction	6
About the engagement approach	10
Public engagement activities	11
Engagement response	16
About this report	16
Section 1: Respondent Profile	17
1.1 Respondent Profile	18
Section 2: Opinions on Same-day Appointments in Leicestershire – Strengths of the New Service	23
2.1 Headline Findings.....	24
2.2 Results Relating to Specific District Location.....	26
2.2.1 Likes relating to ‘The new same-day appointment service as a whole’	26
2.2.2 Likes relating to ‘Blaby - Warren Lane Surgery, Leicester Forest East’	29
2.2.3 Likes relating to ‘Charnwood – Charnwood Surgery, Mountsorrel’	31
2.2.4 Likes relating to ‘Harborough – Fielding Palmer Hospital, Lutterworth’	32
2.2.5 Likes relating to ‘Harborough – St Luke’s Treatment Centre, Market Harborough’	34
2.2.6 Likes relating to ‘Hinckley and Bosworth – The Centre Surgery, Hinckley’	36
2.2.7 Likes relating to ‘Melton – Melton Hospital, Melton Mowbray’	38
2.2.8 Likes relating to ‘North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)’	40
2.2.9 Likes relating to ‘Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’	42
Section 3: Opinions on Same-day Appointments in Leicestershire – Challenges of the New Service	44
3.1 Headline Findings.....	45
3.2 Results Relating to Specific District Location.....	47
3.2.1 Dislikes and concerns relating to ‘The new same-day appointment service as a whole’	47
3.2.2 Dislikes and concerns relating to ‘Blaby - Warren Lane Surgery, Leicester Forest East’	50
3.2.3 Dislikes and concerns relating to ‘Charnwood – Charnwood Surgery, Mountsorrel’ ..	51

3.2.4 Dislikes and concerns relating to ‘Harborough – Fielding Palmer Hospital, Lutterworth’	53
3.2.5 Dislikes and concerns relating to ‘Harborough – St Luke’s Treatment Centre, Market Harborough’	55
3.2.6 Dislikes and concerns relating to ‘Hinckley and Bosworth – The Centre Surgery, Hinckley’	57
3.2.7 Dislikes and concerns relating to ‘Melton – Melton Hospital, Melton Mowbray’	59
3.2.8 Dislikes and concerns relating to ‘North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)’	61
3.2.9 Dislikes relating to ‘Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’	63
Section 4: Opinions on Same-day Appointments in Leicestershire – Other Considerations for the New Service.....	65
4.1 Headline Findings	66
Section 5: Feedback Received from Other Sources.....	70
5.1 Feedback Received from Other Sources	71
Section 6: Use of Findings	72
6.1 Use of Findings.....	72
Appendix A: How People Heard About the Engagement.....	72

Executive Summary

Background to Engagement

NHS Leicester, Leicestershire and Rutland (LLR) Integrated Care Board undertook an eight-week public engagement exercise between 15 April and 14 June 2026 to gather feedback on changes to same-day GP appointments introduced across Leicestershire on 1 April 2026. A total of 862 responses were received through online surveys, postal questionnaires and direct emails.

Key Findings

Overall, respondents welcomed the potential for improved access to same-day healthcare, with 37% highlighting easier access to appointments and healthcare professionals as the main benefit. A further 22% valued having services closer to home, reducing travel time and cost, while 15% welcomed the increased availability of evening and weekend appointments. However, 17% expressed reservations, particularly around limited awareness of the service and uncertainty about whether improvements had yet been achieved.

The main concerns related to accessibility and capacity. Nearly a third (31%) felt some patients would still need to travel too far to access appointments, and 20% remained concerned about being able to secure a same-day appointment when needed. Other concerns included a lack of service awareness (10%), continuity of care (7%) and questions about service capacity and quality.

Respondents emphasised the importance of maintaining services close to communities, with 32% identifying local access as a key consideration. Additional priorities included greater promotion of the service, reassurance that sufficient appointments and staffing are available, support for people who face transport difficulties, and preserving continuity of care wherever possible.

Overall, feedback indicates broad support for the aims of the changes made to same-day GP appointments across Leicestershire, particularly improving access and convenience, while highlighting the need to address concerns around travel, capacity, awareness and continuity of care.

Introduction

Background to the Engagement

The NHS Integrated Care Board (ICB) for Leicester, Leicestershire and Rutland (LLR) wished to undertake public engagement on the improvements made to same-day GP appointments across Leicestershire, covering the district council areas of Blaby, Charnwood, Harborough, Hinckley and Bosworth, Melton, North West Leicestershire, and Oadby and Wigston. The improvements are part of a wider range of care options that make it easier for people to get help quickly for urgent, but not life threatening, health problems.

Improvements were needed because same-day services have developed over time and varied across Leicester, Leicestershire and Rutland. There were different names, opening times and referral processes, making it difficult for patients to understand what was available and when to use each service. In some cases, appointments were going unused or were not in the most appropriate setting for a person's needs. For example, some conditions could have been better treated by a pharmacy, an urgent treatment centre, or through routine GP care. Now, there are new services available, such as Pharmacy First, which allow people to get treatment and certain prescriptions directly from their local pharmacy, often without needing to see a GP. Access to Pharmacy First can be arranged by a GP practice, by NHS 111, or by walking into a pharmacy.

Summary of the Changes Made

Before 1 April 2026, if someone had an urgent health need and they contacted their GP practice later in the day, or NHS 111 in the evenings or at weekends, they may have been booked into an appointment at one of the following locations:

Previous Locations:	Previous Opening Times
Enderby Leisure Centre	Weekdays 6.30pm to 10pm Weekends and bank holidays 8am to 8pm
Feilding Palmer Hospital	Weekends 9am to 7pm
St Luke's Treatment Centre	Weekdays 6.30pm to 9pm Weekends and bank holidays 9am to 7pm
Hinckley and Bosworth Community Hospital	Weekdays 7pm to 10pm Weekends and bank holidays 8am to 8pm
Melton Mowbray Hospital	Weekdays 6.30pm to 9pm Weekends and bank holidays 9am to 7pm
Coalville Community Hospital	Saturdays 9am to 12pm

These were sometimes known as 'extended access appointments' and took place in urgent care centres. The term 'urgent care centres' will no longer be used in the future. People may also have walked in to use the Enderby, Market Harborough, Lutterworth and Melton services without an appointment.

Since 1 April 2026, same-day GP appointments have been provided through a new model with different opening hours and a mix of existing and new locations. The main benefits of this new model are:

More locations across Leicestershire

- The number of locations across Leicestershire where same-day GP appointments are available during evenings, weekends and bank holidays has been increased. In addition, the opening times are now consistent, with appointments available at the following times:
 - Monday–Friday: 6.30pm–8.30pm
 - Saturdays: 9am–5pm
 - Sundays and bank holidays: 10am–2pm

New Locations:	Appointment Availability
Warren Lane Surgery, Leicester Forest East	seven days a week
Charnwood Surgery, Mountsorrel	seven days a week
Feilding Palmer Hospital, Lutterworth	Weekends only
St Luke's Treatment Centre, Market Harborough	seven days a week
The Centre Surgery, Hinckley	seven days a week
Melton Hospital, Melton Mowbray	seven days a week
Castle Medical Group, Ashby & Long Lane Surgery, Coalville – alternating weeks	seven days a week
Oadby Urgent Treatment Centre (Oadby)	seven days a week
<i>NB: These are appointment-only slots delivered at the same premises as the Urgent Treatment Centre (UTC), in addition to normal UTC services</i>	

These appointments replace those previously provided during evenings, weekends and bank holidays in Coalville, Enderby, Hinckley, Market Harborough, Lutterworth and Melton - sometimes known as 'extended access appointments' and urgent care centres.

All appointments are booked by NHS 111 and GP practices

- This is now an appointment-only service, with appointments booked by NHS 111. A small number of appointments can also be booked by GP practices. People don't need to do anything differently and should use their GP practice and NHS 111 as normal. They cannot specifically request one of the new appointments – they may be booked into one of them when they contact NHS 111 or their GP practice if urgent same-day care is needed. GP practices only have access to a small number of the total appointments available.
- When people contact NHS 111 or their GP practice, they will ask about their symptoms so they can book the most appropriate same-day appointment for them. This reduces the number of places they need to contact and avoids unnecessary waits or trips to services that may not be suitable.

- This approach helps ensure resources are used in the best way for everyone in Leicestershire. It also supports the NHS aim of matching each patient to the right level of care, from the right health professional, in the right part of the NHS, first time - known as 'Right Care, Right Place'.
- However, patients will still be able to walk in at Loughborough Urgent Treatment Centre, Market Harborough Minor Injury Unit, Merlyn Vaz Urgent Treatment Centre, Melton Minor Injury Unit and Oadby Urgent Treatment Centre.

Other improvements

- Appointments are now 15 minutes long, five minutes longer than they were previously, so people can get the care they need in one visit.
- All appointments are now with a GP, rather than a mix of different professionals.
- More general practice appointments are now available during evenings, weekends and bank holidays.
- There is now a broader variety of appointments across pharmacies, GP surgeries and health centres, with the number of Pharmacy First appointment slots increasing to 210,000 a year across Leicester, Leicestershire and Rutland.

How the appointments work alongside other same-day services

- Improvements to same-day appointments in Leicestershire fit within LLR ICB's consistent two-step approach to getting people the right care, first time:
 - Step 1: Self Care – 'Use the NHS App, NHS 111 online or a community pharmacy'
 - Step 2: 'Contact your GP Practice or NHS 111 (if symptoms worsen or self-care is not appropriate)'
 - People who need to be seen on the same day may be offered an appointment at their own GP practice, a pharmacy under the Pharmacy First scheme, an Urgent Treatment Centre or a new same-day GP appointment during evenings, weekends and Bank Holidays.

Research Objectives

The overarching objectives of the 'Right Care Right Place' survey were to:

- Raise awareness of the new same-day GP appointment service across Leicestershire;
- Gather views and experiences from patients, families, carers, residents, healthcare professionals and organisations regarding the new appointments;
- Understand perceived strengths, benefits and challenges associated with the service (by asking respondents what they like and dislike about the new appointments);
- Invite people to share their thoughts on anything else that needs to be considered in order to make the new same-day appointments accessible for them, their family or their community, and to improve the appointments further.
- Understand how effectively the new service is meeting the needs of local people and communities;

- Ensure that feedback from a broad range of communities informs future service development; and
- Use the findings from the engagement to inform changes to the service provision in the future contract.

The ICB and Primary Care Networks (PCNs) also wished to identify where improvements are needed and help inform solutions to raise performance levels.

This report presents the detailed findings of the engagement and summarises the views shared by local people, community organisations and healthcare professionals.

The survey and engagement were carried out during a period of significant operational challenge for practices associated with late-winter and early-spring 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 eight-week public engagement to understand the views to and feedback about improvements made to same-day GP appointments across Leicestershire commenced on 15 April 2026 and ran until 14 June 2026. The LLR ICB has a legal duty to involve patients, carers, their representatives and the public in decisions about health services, whether by being consulted, provided with information, or involved in other ways. This duty is set out within the Health and Care Act 2022.

The 'Right Care Right Place' 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.

The vast majority of respondents to the survey across Leicestershire completed their questions online, with only 2% (13) surveys completed using the paper/hard copy. The majority of the questions in the survey were closed questions, although there were three key 'open-ended' questions where respondents were invited to write in answers in their own words. None of the questions in the survey were mandatory to answer.

The questionnaire was promoted to patients registered with a Leicestershire GP practice and their families and carers, alongside community organisations, healthcare professionals and others with an interest in the service, providing opportunities for local people and organisations to share their views on the new appointments.

In addition to completing the questionnaire, individuals and organisations were able to share feedback directly with the Engagement Team via email or telephone throughout the engagement period. Feedback received through these routes is explored further in section 5.1 of this report.

All information received through the questionnaire and direct email correspondence was anonymised prior to analysis, and all 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 the other key documents are available to view on the LLR ICB website (<https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/sda-leicestershire/>).

Public engagement activities

To maximise awareness and reach of the engagement, and provide opportunities for as many people as possible to participate, LLR ICB adopted a multi-channel approach using a range of online and offline methods.

The questionnaire could be completed online using the QuestionPro survey platform or offline using a printed questionnaire. Most respondents completed the questionnaire online.

In addition, a variety of online and offline tools and techniques were used to promote the engagement and encourage participation from communities across Leicestershire. These activities included, but were not limited to, those outlined below.

Engagement Materials and Toolkits:

- Information was made available both online and in hard-copy formats, including leaflets, booklets, wallet cards and questionnaires. An Easy Read version of the questionnaire was produced, and a telephone translation service was made available. Contact details were provided for anyone wishing 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 Leicestershire, as detailed in the offline engagement activities section.



1 Example pull up banner

Online Engagement Activities:

Online technology was used to support stakeholder engagement and disseminate information, helping to increase awareness of the engagement and maximise reach across local communities.

Alongside activity delivered by LLR ICB, partners and stakeholders also supported promotion of the engagement through their own communication channels and networks. Online activities included:

- Extensive use of social media, including NHS-managed channels and community-targeted groups on Facebook (see example) and Instagram;
- Regular email marketing to over 3,000 voluntary and community sector organisations, schools, key businesses, local authorities, and partners including pharmacies;
- Various online newsletters, sent from the NHS, partner organisations and voluntary and community sector organisations;
- Articles and promotional information shared through local media outlets, partner websites and communication channels, including Harborough FM, Melton Times, local authority websites and local social media pages on platforms such as Facebook;
- Communication with partner organisations, including (but not limited to):
 - The three local authorities across Leicester, Leicestershire and Rutland;
 - 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;
 - Neighbouring NHS Trusts and ICBs;
 - Healthwatch Leicester and Leicestershire and Healthwatch Rutland;
 - Leicestershire Police;
 - Leicestershire Fire and Rescue Service;
 - East Midlands Ambulance Service;
 - Educational and early years settings.
- 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;
 - NHS Leicestershire Partnership Trust - Melton Borough 30 Minutes Webinar;
 - Health and Wellbeing Partnership Communications and Engagement Group Meeting.
- Regular attendance at webinars with primary care networks and GP practice colleagues.



2 Example Facebook post

Offline Engagement Activities:

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

- Attendance at the following events/locations to boost visibility, provide hardcopy questionnaires and to offer support with completion:
 - The Central Surgery Oadby patient drop in, Oadby & Wigston;
 - John Storer House drop in, Charnwood;
 - Living Well with Dementia Event, Oadby & Wigston;
 - Braunstone Community Well-being Event, Blaby;
 - Serious Mental Illness (SMI) Information sharing event, Oadby & Wigston;
 - Lutterworth Emergency Services week event, Harborough;
 - Melton Mowbray Farmer's market;
 - Learning Disability and Autism (LD&A) Practice Update Meeting – Oadby & Wigston locality.



4 Braunstone Community Well-being Event, Blaby



3 Melton Mowbray Farmer's Market

- Promotion and updates provided at the following partnership and governance meetings:
 - LLR Joint Health Scrutiny Committee;
 - Melton Mowbray council partnership meeting.
- Distribution of promotional materials to various venues including, but not limited to:
 - GP practices;
 - Pharmacies;
 - Community centres;
 - Health and leisure centres;
 - Community libraries;
 - Early years settings;
 - 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.



5 Community notice board



6 Shop noticeboard



7 Pharmacy window

In recognition of Leicestershire's diverse geography and population, a programme of community outreach and distribution activity was undertaken throughout the engagement period. This was supported by commissioning an Outreach Support Officer to travel across Leicestershire delivering engagement materials. Engagement materials were widely disseminated across towns, villages and community settings in all districts of Leicestershire. This included distribution through community venues, libraries, health and leisure facilities, local businesses, places of worship, community noticeboards, GP practices, pharmacies and voluntary organisations. The approach helped ensure that information about the proposed changes and opportunities to participate in the engagement were accessible to residents in both urban and rural communities.

Training Sessions:

Alongside the public engagement, a series of train-the-trainer sessions were delivered across Leicestershire to improve understanding of NHS services and equip partners, community leaders and frontline staff with the knowledge and tools needed to share health information within their communities and organisations. The approach ensured that learning from the engagement had a legacy that extended beyond the engagement period by embedding an 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 on their request, including:

- Whitwick U3A;
- Melton Mowbray Council partnership meeting;
- John Storer House staff and volunteers;
- NHS Leicestershire Partnership Trust - Melton Borough 30 Minutes Webinar;
- LD&A team for Oadby and Wigston.

These sessions focused on:

- Understanding the new same-day appointment service 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.

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 Seldom Heard Communities:

Throughout the engagement period, efforts were made to ensure that people from a range of backgrounds and communities had the opportunity to participate. Equality demographics of respondents were monitored against 2021 Census data. This analysis was reviewed at the midway point, enabling underrepresented groups to be identified and communications and outreach activity to be adjusted to help the engagement sample more closely reflect the local population.

The midway review highlighted lower levels of participation from men, younger adults aged under 35, people from ethnic minority communities, people of non-Christian faiths, including Hindu, Sikh and Muslim communities, veterans, and Gypsy, Roma and Traveller communities. In response, targeted communications were issued to community, faith, voluntary sector and stakeholder organisations supporting such communities, asking them to support the engagement by sharing information and promoting the questionnaire with their communities and the people they support. These communications sought to ensure that a wider range of voices and experiences were reflected in the engagement findings.

Particular effort was also made to engage with seldom heard communities and people who may experience barriers to participation. This included collaboration with Learning Disabilities and Autism services, presentations to staff and partnership groups, and engagement with organisations supporting people with learning disabilities, neurodivergence, their families and carers. Activity was also undertaken to engage people living with serious mental illness (SMI), including participation in planning and promotion of a dedicated SMI event designed to engage this community and raise awareness of the engagement. Discussions also took place with mental health and reablement services to explore further opportunities to share information with people accessing mental health support services.

Accessible engagement materials were made available throughout the engagement, including an Easy Read version of the questionnaire. Alternative formats, including large print, and a telephone translation service were also available where required. Additional engagement activity took place through Patient Participation Groups, Healthwatch, local authority networks and community organisations, helping to raise awareness of the engagement and encourage participation from a broad range of communities across Leicestershire.

Partnership Working:

Collaboration across the local health and care system played an important role in supporting the engagement. 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.

Engagement response

Overall, LLR ICB is confident that its activities during the public engagement enabled it to meet both its statutory and common law duties.

There was a high level of interest in the 'Right Care Right Place' engagement, with many residents, stakeholders and community representatives engaging with the information and discussions throughout the engagement period. While not everyone who engaged chose to submit formal feedback, a total of 862 completed and usable responses were included in the analysis, comprising of 849 online responses and 13 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 5 of this report.

A full profile of questionnaire respondents, including respondent type and demographic characteristics, is provided in Section 1 of this report.

About this report

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

The questionnaire included three open-ended questions, enabling respondents to share their views and experiences of the new same-day GP appointments. JW Research Limited conducted a thematic analysis of the responses, identifying and coding recurring themes to support analysis of the feedback received. This involved reviewing all comments and grouping similar views, experiences and suggestions together, enabling common themes and key issues to be identified consistently across the responses.

This report summarises the findings of the independent analysis.

Section 1: Respondent Profile

1.1 Respondent Profile

In total, 862 usable responses to the engagement were received across all means of engaging and completing the online and paper surveys. A profile of the respondents to the engagement is provided below (tables 1 to 12).

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

OVERALL RESULTS (all answering: n=862).

Respondent type	No. responses	% responses
In a personal capacity, as a patient/member of the public	849	98%
In a professional capacity, as an interested partner or stakeholder	13	2%

The overwhelming majority of respondents (98% - 849) said that they completed the engagement in a personal capacity (i.e. as a patient or member of the public). A total of 2% (13 respondents) completed the engagement in a professional capacity (i.e. as an interested partner or stakeholder).

Table 2: Q10. What is your age?

OVERALL RESULTS (all answering: n=846).

Respondent type	No. responses	% responses
16-19	1	<0.5%
20-24	7	1%
25-34	32	4%
35-49	128	15%
50-64	280	33%
65-74	223	26%
75-84	126	15%
85+	8	1%
Prefer not to say	41	5%

Four-fifths (80% - 637 respondents) of those who answered were aged 50 or over, while a fifth (20% - 168 respondents) were under 50 years of age.

Table 3: Q8. What is your sex?

OVERALL RESULTS (all responses: n=818).

Respondent type	No. responses	% responses
Male	188	23%
Female	584	71%
Prefer not to say	46	6%

In total, 71% (584 respondents) to the engagement were female, while 23% (188 respondents) to the engagement were male. It should be noted that 6% (46 respondents) preferred not to state their gender for this question.

Table 4: Q9. Do you identify as the gender you were assigned at birth?

OVERALL RESULTS (all responses: n=803).

Respondent type	No. responses	% responses
Yes	756	94%
No (please tell us your gender identity)	4	<0.5%
Prefer not to say	43	5%

Table 5: Q12. What is your ethnicity? Select one option.

OVERALL GROUPED RESULTS (all responses: n=837).

Respondent type	No. responses	% responses
White (i.e. British, Irish, any other white background)	718	86%
Asian or Asian British (i.e. Indian, Pakistani, Bangladeshi, any other Asian background)	64	8%
Black or Black British (i.e. Caribbean, African, or any other Black background)	12	1%
Mixed (i.e. White & Black Caribbean, White & Black African, White & Asian and any other Mixed background)	4	<0.5%
Other	1	<0.5%
Prefer not to say	38	5%

The large majority of responses received were from respondents who considered their ethnic origin to be White (86% - 718 respondents). A small minority of responses (10% - 81 respondents) were from those of other ethnicities, most commonly Asian or Asian British.

Table 6: Q11. What is your religion or belief? Please select one option.

OVERALL RESULTS (all responses: n=843).

Respondent type	No. responses	% responses
Christian	446	53%
Hindu	45	5%
Sikh	6	1%
Muslim	2	<0.5%
Jewish	2	<0.5%

Buddhist	1	<0.5%
Jain	1	<0.5%
Baha'i	0	0%
Other religion/belief	15	2%
No religion	257	30%
Prefer not to say	68	8%

Overall, 53% (446 respondents) taking part in the engagement identify with, or follow, a Christian religion, and 30% (257 respondents) said that they identify with no religion. However, it should be noted that 8% (68 respondents) preferred not to say what their religion is.

Table 7: Q17. What is your sexual orientation (preference)?

OVERALL RESULTS (all responses: n=851).

Respondent type	No. responses	% responses
Heterosexual/straight (male to female relationship)	683	80%
Bisexual (relationship with any gender/s)	13	2%
Gay or lesbian (same sex relationship)	13	2%
Other	10	1%
Prefer not to say	132	16%

A small minority (4% - 26 respondents) had a sexual orientation that is not heterosexual. However, it should be noted that 16% preferred not to say what their sexual orientation is.

**Table 8: Q14. Do you consider yourself to have a disability or suffer from poor health?
Q15. If you have selected 'yes', which condition(s) do you have?**

(The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term - i.e. 12 month period or longer - or substantial adverse effects on their ability to carry out day-to-day activities).

OVERALL RESULTS (all responses: n=856).

Respondent type	No. responses	% responses
Yes – I have a disability	204	24%
Yes – I am in poor health	134	16%
Long standing illness or condition	159	19%
Physical	144	17%
Mental health condition	68	8%
Partial or total loss of hearing	44	5%
Learning disability/difficulty	17	2%
Partial or total loss of vision	14	2%
Speech impediment or impairment	6	1%

Other medical condition or impairment (please specify)	49	6%
I prefer not to say if I have a disability	12	1%
No information (did not give reason for disability)	0	0%
No	480	56%
Prefer not to say	85	10%

In total, 34% (291 respondents) of those taking part in the engagement considered themselves to either had a disability or suffer from poor health – although it should be noted that 10% (85 respondents) preferred not to say whether they had a disability or suffer from poor health.

Of the 34% of respondents who indicate they had a disability or suffer from poor health, the most common condition is a long standing illness or condition (19% - 159 respondents) or a physical one (17% - 144 respondents).

Table 9: Q13. Are you pregnant or have you given birth in the last 26 weeks? *(The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period)*

OVERALL RESULTS (all responses: n=837).

Respondent type	No. responses	% responses
Yes	4	<0.5%
No	798	95%
Prefer not to say	35	4%

Overall, less than 1% (4 respondents) said that they were pregnant or had given birth in the last 26 weeks.

It should be noted that a small minority preferred not to say whether they were pregnant or had given birth in the last 26 weeks (4% - 35 respondents).

Table 10: Q16. Do you provide unpaid care to someone who could not manage without your support? *Select one.*

OVERALL RESULTS (all responses: n=856).

Respondent type	No. responses	% responses
Yes	185	22%
No	630	74%
Prefer not to say	41	5%

Overall, 22% (185 respondents) said that they provide care for someone, although the large majority (74% - 630 respondents) do not provide care for someone.

It should be noted that a small minority (5% - 41 respondents) preferred not to say whether they provide care for someone.

Table 11: Q29. Which of the following applies to you? *Select one.*

OVERALL RESULTS (all responses: n=847).

Respondent type	No. responses	% responses
I have previously served in HM Armed Forces (a veteran)	12	1%
I am in an Armed Forces family (a spouse, civil partner or child of serving personnel)	3	<0.5%
I am a reserve in HM Armed Forces	1	<0.5%
I am regular serving personnel in HM Armed Forces	0	0%
I am Ministry of Defence (MOD) employed civilian personnel	0	0%
I have a different connection to HM Armed Forces (please tell us):	16	2%
None of the above (I have no connection to the Armed Forces Community)	743	88%
Prefer not to say	72	9%

Overall, a small minority (1% - 12 respondents) said that they had served in the Armed Forces.

It should be noted that a minority (9% - 72 respondents) preferred not to say whether they had served in the Armed Forces.

Table 12: Q18. Are you a member of the farming community?

OVERALL RESULTS (all responses: n=852).

Respondent type	No. responses	% responses
Yes	13	2%
No	801	94%
Prefer not to say	38	4%

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: Opinions on Same-day Appointments in Leicestershire – Strengths of the New Service

2.1 Headline Findings

Those who responded to the engagement were presented with the following summary of the key changes to same-day appointments in Leicestershire:

- Same-day GP appointments are now provided through a new model with consistent opening times:
 - Monday to Friday: 6.30pm to 8.30pm
 - Saturdays: 9am to 5pm
 - Sundays and bank holidays: 10am to 2pm
- More locations offer same-day GP appointments.
- All appointments are booked through NHS 111 and a small number by GP practices. Walk-in access is no longer available.
- All appointments are face-to-face with a GP.
- You may be offered one of the new appointments when you contact NHS 111 as normal with an urgent health need. A small number of appointments are also available through GP practices.
- Some conditions may still be treated in other same-day services such as Pharmacy First or urgent treatment centres.

Respondents were asked to provide their feedback about what they particularly like about the new service. Respondents were also asked to provide their feedback either on the new same-day appointment service as a whole and/or in relation to the following specific district locations:

- A. The new same-day appointment service as a whole
- B. Blaby – Warren Lane Surgery, Leicester Forest East
- C. Charnwood – Charnwood Surgery, Mountsorrel
- D. Harborough – Fielding Palmer Hospital, Lutterworth
- E. Harborough – St Luke's Treatment Centre, Market Harborough
- F. Hinckley and Bosworth – The Centre Surgery, Hinckley
- G. Melton – Melton Hospital, Melton Mowbray
- H. North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)
- I. Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services).

The overall results relating to **likes** of the new service are summarised in Figure 1 below.

Figure 1: Q5. If there's anything that you particularly like about the new service, please describe it below.

OVERALL RESULTS – SUMMARY OF ALL RESPONSES¹ (all respondents answering: n=559).



The most commonly-liked aspect of the new service amongst Leicestershire residents at an overall level is the perception that the new service would improve accessibility to same-day services and appointments with healthcare professionals, with approaching two-fifths (37% - 205 respondents) of those providing an answer felt this way. For more than a fifth (22% - 122 respondents) of those who answered, having new same-day services local to them is an aspect of the new service that is liked as they feel it would reduce the amount of travel time and expense for them to access same-day services.

¹ NB: 35% (303 respondents) to the survey did not provide an answer to this question in the 'A – I' spaces provided – these have been excluded from the percentages shown in the chart.

Less commonly, just under a sixth (15% - 85 respondents) of those providing an answer express a liking for the improved flexibility in appointment options, in terms of being able to more easily obtain out-of-hours appointments at evenings and weekends, which helps working people and those with children.

A minority of respondents answering (6% - 35 respondents) feel that the new service will, or already has, improved services for patients generally, while a similar proportion (6% - 34 respondents) believed that the new service would be easier for them to use due to logistical factors such as parking.

However, when asked to indicate what they like about the new service, just over a sixth (17% - 97 respondents) of those who answered cited concerns or caveats – the most common ones being that the new service would need to be promoted and advertised more (5% - 26 respondents) and that they either hadn't experienced same-day services improving as yet or that they were not confident that the services would improve (4% - 25 respondents).

2.2 Results Relating to Specific District Location

Respondents were offered the opportunity to provide comments which relate to 'the new same-day appointment service as a whole' but also relating to specific district locations if they wished. The following sections summarise the responses given that relate specifically to each of these.

2.2.1 Likes relating to 'The new same-day appointment service as a whole'

In total, 337 verbatim responses were provided that related to 'A. the new same-day appointment service as a whole' and the key themes to these comments are shown in the following table.

Table 13a: Q5. If there's anything that you particularly like about the new service, please describe it below.

OVERALL RESULTS FOR 'A. THE NEW SAME-DAY APPOINTMENT SERVICE AS A WHOLE' (all answering: n=337²). NB: Themes mentioned by 5+ respondents.

Theme of comment	No. responses	% responses
Likes:		
Improves accessibility/I will be able to access services/appointments/medication quickly	146	43%
More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.	57	17%
Will improve/has improved service for patients (e.g. general comments, good staff interactions)	19	6%
It will reduce the pressure/burden on local GPs/hospitals/GP surgeries/A&E	18	5%
Good idea generally (but no specific reason given)	16	5%
More locations/options available	14	4%
Will improve convenience/ease of use of service (e.g. parking)	13	4%
Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area	13	4%
Allows for a GP to be seen face to face (rather than other HCPs)	13	4%
Will improve patient confidence/peace of mind in GP services	10	3%
Frees up GP appointments for more serious and urgent conditions/prevents wasted appointments	9	3%
Much needed in this local area	7	2%
Good/quick access to book appointments (e.g. online)	5	1%
<i>Other likes (mentioned by <5 respondents)</i>	9	3%
Key concerns mentioned:		
Concern - not confident that this will work effectively/hasn't yet improved (e.g. haven't got a same-day appointment as yet)	18	5%
Concern - steps need to be better signposted/promoted more (e.g. did not know about the service)	15	4%
Concern - need more locations (e.g. in north Leicestershire. Loughborough)	6	2%
Concern - difficult for some to physically access same day services/GP surgery/hospital (e.g. travel issues, mobility issues)	4	1%
Concern - would prefer to have appointments at own GP practice	3	1%
Concern - booking/obtaining an appointment needs to be made as simple/quick as possible for all	3	1%
<i>Other concerns (mentioned by <3 respondents)</i>	11	3%

² 61% (525 respondents) did not provide an answer relating to 'A – The new same-day appointment service as a whole' - these have been excluded from the percentages shown in this table.

Of those making comments about ‘the new same-day appointment service as a whole’, by far the most commonly-liked aspect of the new service is that the new service would improve accessibility to same-day services and appointments with healthcare professionals. Most commonly, people felt they would be *‘able to access services/appointments/medication quickly’* (43% - 146 respondents mentioned this), whilst a smaller proportion highlighted that there are *‘more flexible/out of hours appointments available (evenings, weekends, 7 days a week)’*, which was mentioned by 17% (57) of respondents.

In total, 337 respondents to either the online or paper survey provided a comment of some kind relating to ‘A. the new same-day appointment service as a whole’. A few **example comments** illustrating the most common likes are shown below.

Example comments (relating to likes about the new service for ‘the new same-day appointment service as a whole’).

Comment

KEY THEME: ‘Improves accessibility/I will be able to access services/appointments/medication quickly’

“That when you urgently need to see a GP the same day this system makes it possible.”

“Given the state of the current GP network, having the possibility of actually being seen by a doctor is clearly an improvement.”

“It means that you know you can see a GP on the same day as calling, rather than having to wait for days on end.”

KEY THEME: ‘More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.’

“It sounds good that there may be more availability on evenings and weekends.”

“Good to offer out of hours service as medical assistance is not limited to weekdays and it's not always possible to get past the 8:00am cut-off.”

“As a shift worker and with having different days off each week, it can help to meet my needs with appointments being available at weekends.”

KEY THEME: ‘Will improve/has improved service for patients’

“I already think the services are good at Latham House if you go online and need to see someone you can and I think unless it's urgent, waiting is OK.”

“Having more locations available and having the Pharmacy First service will help patients get better care.”

“Very essential improved service and will ease pressure on accident and emergency and potentially save lives.”

KEY THEME: ‘It will reduce the pressure/burden on local GPs/hospitals/GP surgeries/A&E’

“I think it is important people can get help without swamping urgent care or A&E.”

“It makes sense to offer appointments in this way and prevent these individuals from accessing ED or 999 services, where appropriate.”

KEY THEME: ‘More locations/options available’

“It's always good to have more options for medical appointments.”

“I like the increase in locations and the timings that the same day appointments are offered for urgent appointments.”

KEY THEME: ‘Will improve convenience/ease of use of service (e.g. parking)’

“The ease of use, once you know how the system works.”

“Don't have to wait in long phone calls or get on it right at 8am.”

KEY THEME: ‘Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area.’

“Being able to get a same day appointment in the evening and at weekends, reducing the need to go to urgent care/ walk in centre/ A&E.”

2.2.2 Likes relating to 'Blaby - Warren Lane Surgery, Leicester Forest East'

In total, 12 verbatim responses were provided that related to 'B. Blaby - Warren Lane Surgery, Leicester Forest East' - the key themes to these comments are shown in the following table.

Table 13b: Q5. If there's anything that you particularly like about the new service, please describe it below.

OVERALL RESULTS FOR 'B. BLABY – WARREN LANE SURGERY, LEICESTER FOREST EAST' (all answering: n=12³). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Likes:		
Improves accessibility/I will be able to access services/appointments/medication quickly	4	33%
Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area	3	25%
Will improve convenience/ease of use of service (e.g. parking)	2	17%
More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.	1	8%
It will reduce the pressure/burden on local GPs/hospitals/GP surgeries/A&E	1	8%
Good/quick access to book appointments (e.g. online)	1	8%
Friendly/professional staff at same day service locations (general comments)	1	8%
Increased privacy	1	8%
Key concerns mentioned:		
Concern - not confident that this will work effectively/hasn't yet improved (e.g. haven't got a same-day appointment as yet)	1	8%
Concern - same day appointments need to be offered to everyone in all locations (i.e. not just this one)	1	8%
Concern - parking is difficult	1	8%

Of those making specific comments about 'Blaby - Warren Lane Surgery, Leicester Forest East', the most commonly-liked aspects of the new service were that they would be '*able to access services/appointments/medication quickly*' (four respondents mentioned this), that the service is '*local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area*' (three respondents) and that it '*will improve convenience/ease of use of service (e.g. parking)*' (two respondents).

³ 99% (850 respondents) did not provide an answer relating to 'B. Blaby - Warren Lane Surgery, Leicester Forest East' - these have been excluded from the percentages shown in this table.

In total, 12 respondents to either the online or paper survey provided a comment of some kind relating to ‘B. Blaby - Warren Lane Surgery, Leicester Forest East’. A few **example comments** illustrating the most common likes are shown below.

Example comments (relating to likes about the new service for ‘Blaby - Warren Lane Surgery, Leicester Forest East’).

Comment
KEY THEME: ‘Improves accessibility/I will be able to access services/appointments/medication quickly’
<i>“This is my local surgery and I prefer to visit here than elsewhere. Also I don’t drive so is very convenient. When I had an out of hours urgent appointment it was at Lutterworth.”</i>
<i>“I can fill in whenever I want to during business hours and it gets prioritised based on cases by case.”</i>
KEY THEME: ‘Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’
<i>“This is far nearer to where I live, before I had to travel a long way by car.”</i>
KEY THEME: ‘Will improve convenience/ease of use of service (e.g. parking).’
<i>“This is my elderly parents’ GP practice so it’s good to know they will be able to access something local to them if needed.”</i>

2.2.3 Likes relating to ‘Charnwood – Charnwood Surgery, Mountsorrel’

In total, 19 verbatim responses were provided that related to ‘C. Charnwood – Charnwood Surgery, Mountsorrel’ - the key themes to these comments are shown in the following table.

Table 13c: Q5. If there’s anything that you particularly like about the new service, please describe it below.

OVERALL RESULTS FOR ‘C. CHARNWOOD – CHARNWOOD SURGERY, MOUNTSORREL’ (all answering: n=19⁴). NB: Themes mentioned by 1+ respondents.

Theme of comment	No. responses	% responses
Likes:		
Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area	7	37%
Improves accessibility/I will be able to access services/appointments/medication quickly	4	21%
Will improve convenience/ease of use of service (e.g. parking)	3	16%
More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.	2	11%
Good idea generally (but no specific reason given)	1	5%
More locations/options available	1	5%
Good/suitable GP surgery hours	1	5%
Key concerns mentioned:		
Concern - steps need to be better signposted/promoted more (e.g. did not know about the service)	2	11%
Concern - difficult for some to physically access same day services/GP surgery/hospital (e.g. travel issues, mobility issues)	1	5%

Of those making specific comments about ‘Charnwood – Charnwood Surgery, Mountsorrel’, the most commonly-liked aspect of the new service is that the service is *‘local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’* (seven respondents mentioned this), with being *‘able to access services/appointments/medication quickly’* being liked by four respondents and *‘will improve convenience/ease of use of service (e.g. parking)’* being cited by three respondents.

In total, 19 respondents to either the online or paper survey provided a comment of some kind relating to ‘C. Charnwood – Charnwood Surgery, Mountsorrel’. A few **example comments** illustrating the most common likes are shown below.

⁴ 98% (843 respondents) did not provide an answer relating to ‘C. Charnwood – Charnwood Surgery, Mountsorrel’ - these have been excluded from the percentages shown in this table.

Example comments (relating to likes about the new service for ‘Charnwood – Charnwood Surgery, Mountsorrel’).

Comment
KEY THEME: ‘Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’
<i>“Good for our patients to attend somewhere that’s local to them.”</i>
<i>“It’s great that there is another location nearby that residents of the Soar Valley area can get to.”</i>
KEY THEME: ‘Improves accessibility/I will be able to access services/appointments/medication quickly’
<i>“You always get an appointment here. Yet your normal GP service is always at full capacity and no appointments left! Always have to come here.”</i>
<i>“Hopefully it will increase the GP service in addition to what is available via the Loughborough Walk In Centre.”</i>
KEY THEME: ‘Will improve convenience/ease of use of service (e.g. parking).’
<i>“We have been here before for the travel clinic on a Saturday which was convenient.”</i>

2.2.4 Likes relating to ‘Harborough – Fielding Palmer Hospital, Lutterworth’

In total, 13 verbatim responses were provided that related to ‘D. Harborough – Fielding Palmer Hospital, Lutterworth’ - the key themes to these comments are shown in the following table.

Table 13d: Q5. If there’s anything that you particularly like about the new service, please describe it below.

OVERALL RESULTS FOR ‘D. HARBOROUGH – FEILDING PALMER HOSPITAL, LUTTERWORTH’ (all answering: n=13⁵). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Likes:		
Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area	8	62%
More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.	5	38%
Much needed in this local area	2	15%
NB: No concerns mentioned		

Of those making specific comments about ‘Harborough – Fielding Palmer Hospital, Lutterworth’, the most commonly-liked aspect of the new service is that the service is *‘local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’*. This was mentioned by eight respondents. Less commonly, there was respondents mentioned that *‘more flexible/out of hours appointments available (evenings,*

⁵ 99% (849 respondents) did not provide an answer relating to ‘D. Harborough – Feilding Palmer Hospital, Lutterworth’ - these have been excluded from the percentages shown in this table.

weekends, 7 days a week)’ was a positive aspect for them, with five respondents mentioning this.

In total, 13 respondents to either the online or paper survey provided a comment of some kind relating to ‘D. Harborough – Fielding Palmer Hospital, Lutterworth’. A few **example comments** illustrating the most common likes are shown below.

Example comments (relating to likes about the new service for ‘Harborough – Fielding Palmer Hospital, Lutterworth’).

Comment
KEY THEME: ‘Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’
<i>“Glad this wonderful cottage hospital is still being useful. I used to work there for the Out of Hours Service years ago.”</i>
<i>“It’s local and as I don’t have a car, live alone and am a Senior this is important to me and to many others who have no access to transport.”</i>
KEY THEME: ‘More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.’
<i>“Local location. Option to have out of hours appointments if needed.”</i>
<i>“Close to home and offers weekend appointments.”</i>
KEY THEME: ‘Much needed in this local area.’
<i>“Offering a service that’s badly needed.”</i>

2.2.5 Likes relating to ‘Harborough – St Luke’s Treatment Centre, Market Harborough’

In total, 18 verbatim responses were provided that related to ‘E. Harborough – St Luke’s Treatment Centre, Market Harborough’ - the key themes to these comments are shown in the following table.

Table 13e: Q5. If there’s anything that you particularly like about the new service, please describe it below.

OVERALL RESULTS FOR ‘E. HARBOROUGH – ST LUKE’S TREATMENT CENTRE, MARKET HARBOROUGH’ (all answering: n=18⁶). *NB: Themes mentioned 1+ by respondents.*

Theme of comment	No. responses	% responses
Likes:		
Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area	5	28%
Improves accessibility/I will be able to access services/appointments/medication quickly	5	28%
More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.	2	11%
Will improve convenience/ease of use of service (e.g. parking)	2	11%
More locations/options available	2	11%
Will improve/has improved service for patients (e.g. general comments, good staff interactions)	1	6%
It makes the best use of available resources (e.g. pharmacists)/is effective/is efficient	1	6%
Same-day appointment locations are modern	1	6%
Key concerns mentioned:		
Concern - not confident that this will work effectively/hasn't yet improved (e.g. haven't got a same-day appointment as yet)	2	11%
Concern - steps need to be better signposted/promoted more (e.g. did not know about the service)	2	11%
Concern - appointments system now seems more complex for patients	1	6%
Concern - NHS 111 service is poor	1	6%

Of those making specific comments about ‘Harborough – St Luke’s Treatment Centre, Market Harborough’, the two most commonly-liked aspects of the new service were that the service is ‘local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’ and that the new service ‘improves accessibility/I will be able

⁶ 98% (844 respondents) did not provide an answer relating to ‘E. Harborough – St Luke’s Treatment Centre, Market Harborough’ - these have been excluded from the percentages shown in this table.

to access services/appointments/medication quickly'. Five respondents mentioned that each of these were a positive aspect for them.

In total, 18 respondents to either the online or paper survey provided a comment of some kind relating to 'E. Harborough – St Luke's Treatment Centre, Market Harborough'. A few **example comments** illustrating the most common likes are shown below.

Example comments (relating to likes about the new service for 'Harborough – St Luke's Treatment Centre, Market Harborough').

Comment
KEY THEME: 'Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area'
<i>"Easy to access and no travelling by car."</i>
<i>"Very local, instead of being sent to Corby."</i>
KEY THEME: 'Improves accessibility/I will be able to access services/appointments/medication quickly'
<i>"With support people who previously found it difficult to access are more easily able to get an appointment with a GP."</i>
<i>"Seeing a doctor via same day appointment."</i>

2.2.6 Likes relating to ‘Hinckley and Bosworth – The Centre Surgery, Hinckley’

In total, 93 verbatim responses were provided that related to ‘F. Hinckley and Bosworth – The Centre Surgery, Hinckley’ - the key themes to these comments are shown in the following table.

Table 13f: Q5. If there’s anything that you particularly like about the new service, please describe it below.

OVERALL RESULTS FOR ‘F. HINCKLEY AND BOSWORTH – THE CENTRE SURGERY, HINCKLEY’ (all answering: n=93⁷). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Likes:		
Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area	43	46%
Improves accessibility/I will be able to access services/appointments/medication quickly	13	14%
More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.	11	12%
Will improve convenience/ease of use of service (e.g. parking)	8	9%
Will improve/has improved service for patients (e.g. general comments, good staff interactions)	6	6%
Friendly/professional staff at same day service locations (general comments)	5	5%
Good idea generally (but no specific reason given)	4	4%
Can access GP services out of hours	3	3%
More locations/options available	2	2%
Good/quick access to book appointments (e.g. online)	2	2%
Much needed in this local area	1	1%
Allows for a GP to be seen face to face (rather than other HCPs)	1	1%
Frees up GP appointments for more serious and urgent conditions/prevents wasted appointments	1	1%
Hours/access methods standardised/consistent across all Leicestershire services	1	1%
Key concerns mentioned:		
Concern - steps need to be better signposted/promoted more (e.g. did not know about the service)	1	1%
Concern - new services still involve considerable travel time for me	1	1%
Concern - parking is difficult	1	1%
Concern - need longer access hours (e.g. evenings)	1	1%

⁷ 89% (769 respondents) did not provide an answer relating to ‘F. Hinckley and Bosworth – The Centre Surgery, Hinckley’ - these have been excluded from the percentages shown in this table.

Of those making specific comments about ‘Hinckley and Bosworth – The Centre Surgery, Hinckley’, by far and away the most commonly-liked aspect of the new service is that the service is *‘local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’*, which was mentioned by 46% (43) of respondents. Less commonly, some respondents felt that positive aspects of the new service were that it *‘improves accessibility/I will be able to access services/appointments/medication quickly’* (14% - 13 respondents – mentioned this) and that *‘more flexible/out of hours appointments are available (evenings, weekends, 7 days a week)’* (12% - 11 respondents – mentioned this).

In total, 93 respondents to either the online or paper survey provided a comment of some kind relating to ‘F. Hinckley and Bosworth – The Centre Surgery, Hinckley’. A few **example comments** illustrating the most common likes are shown below.

Example comments (relating to likes about the new service for ‘Hinckley and Bosworth – The Centre Surgery, Hinckley’).

Comment

KEY THEME: ‘Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’

“More local to me (none of the walk in Urgent Treatment Centres cater for west Leicestershire).”

“Option available for appointments out of hours here rather than A&E.”

“Accessible to all of Hinckley and surrounding areas.”

KEY THEME: ‘Improves accessibility/I will be able to access services/appointments/medication quickly’

“If you definitely need to see a doctor it seems as this will give you the opportunity to do so.”

“More appointments available on the day - there never seem to be enough available. It’s so competitive to get one; I either have to call up at dead on 8am (and still end up in a queue) or queue outside the surgery.”

“A great opportunity to see a medical professional if my GP is unable to offer an appointment in the near future.”

KEY THEME: ‘More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.’

“Not enough cover at weekends and bank holidays (currently). Cover at night is not great at all in Hinckley.”

“Available on a Saturday which makes easier if you cannot get in my own surgery.”

KEY THEME: ‘Will improve convenience/ease of use of service (e.g. parking)’

“Location is in the centre of Hinckley with some parking. So easily accessible, especially if you live in Hinckley or close to Hinckley and can be taken or can drive there.”

“The convenient location for people like me who live in Hinckley. Much better than driving out of Hinckley to a centre location in Leicestershire.”

2.2.7 Likes relating to 'Melton – Melton Hospital, Melton Mowbray'

In total, 55 verbatim responses were provided that related to 'G. Melton – Melton Hospital, Melton Mowbray' - the key themes to these comments are shown in the following table.

Table 13g: Q5. If there's anything that you particularly like about the new service, please describe it below. OVERALL RESULTS FOR 'G. MELTON – MELTON HOSPITAL, MELTON MOWBRAY' (all answering: n=55⁸). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Likes:		
Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area	19	35%
Improves accessibility/I will be able to access services/appointments/medication quickly	11	20%
It makes the best use of available resources (e.g. pharmacists)/is effective/is efficient	6	11%
Will improve convenience/ease of use of service (e.g. parking)	5	9%
Will improve/has improved service for patients (e.g. general comments, good staff interactions)	4	7%
Hours/access methods standardised/consistent across all Leicestershire services	3	5%
More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.	1	1%
More locations/options available	1	1%
It will reduce the pressure/burden on local GPs/hospitals/GP surgeries/A&E	1	1%
Allows for a GP to be seen face to face (rather than other HCPs)	1	1%
Much needed in this local area	1	1%
Allows for longer consultations with GPs	1	1%
Allows for quicker diagnosis of health issues	1	1%
Key concerns mentioned:		
Concern - not confident that this will work effectively/hasn't yet improved (e.g. haven't got a same-day appointment as yet)	2	4%
Concern - steps need to be better signposted/promoted more (e.g. did not know about the service)	2	4%
Concern - booking/obtaining an appointment needs to be made as simple/quick as possible for all	1	2%
Concern - needs to be 24 hour access	1	2%
Concern - need longer access hours (e.g. evenings)	1	2%
Concern - GP manner/patient interaction needs to be friendly/positive	1	2%

⁸ 94% (807 respondents) did not provide an answer relating to 'G. Melton – Melton Hospital, Melton Mowbray' - these have been excluded from the percentages shown in this table.

Of those making specific comments about ‘Melton – Melton Hospital, Melton Mowbray’, the most commonly-liked aspect of the new service is that the service is *‘local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’*. 35% (19 respondents) mentioned this. Less commonly, some respondents liked that the new service *‘improves accessibility/I will be able to access services/appointments/medication quickly’* (20% - 11 respondents – mentioned this), while some also felt that the new service in their area *‘makes the best use of available resources/is effective/is efficient’* (11% - six respondents – mentioned this).

In total, 55 respondents to either the online or paper survey provided a comment of some kind relating to ‘G. Melton – Melton Hospital, Melton Mowbray’. A few **example comments** illustrating the most common likes are shown below.

Example comments (relating to likes about the new service for ‘Melton – Melton Hospital, Melton Mowbray’).

Comment

KEY THEME: ‘Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’

“It’s on my doorstep so is easy to get to if there’s no one available to take me.”

“It has never been easy to see anyone here so if the system works it will save a lot of unnecessary travelling.”

KEY THEME: ‘Improves accessibility/I will be able to access services/appointments/medication quickly’

“More available appointments throughout the week.”

“I think same day appointments are important and it’s good they’re continuing here.”

KEY THEME: ‘It makes the best use of available resources (e.g. pharmacists)/is effective/is efficient’

“Need to use our Melton Hospital more, it’s a waste.”

“A brand new big hospital that does not deliver its full capacity or potential.”

KEY THEME: ‘Will improve convenience/ease of use of service (e.g. parking)’

“Saw a doctor at LHMP who told me to have an X-ray at Melton Hospital. Will probably need a scan but will wait for X-ray result. I had to organise a follow-up appointment with my doctor. The X-ray was quick with no queue at hospital. Plenty of parking for car.”

“When I used 111 I had to go to Loughborough urgent treatment centre, I was very ill so I was seen very quickly but if I had been able to go to Melton it would be closer.”

2.2.8 Likes relating to 'North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)'

In total, 59 verbatim responses were provided that related to 'H. North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)' - the key themes to these comments are shown in the following table.

Table 13h: Q5. If there's anything that you particularly like about the new service, please describe it below. OVERALL RESULTS FOR 'H. NORTH WEST LEICESTERSHIRE – CASTLE MEDICAL GROUP, ASHBY & LONG LANE SURGERY, COALVILLE (ALTERNATING WEEKS)' (all answering: n=59⁹). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Likes:		
Improves accessibility/I will be able to access services/appointments/medication quickly	13	22%
Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area	12	20%
Will improve/has improved service for patients (e.g. general comments, good staff interactions)	5	8%
More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.	4	7%
More locations/options available	3	5%
Good idea generally (but no specific reason given)	3	5%
Hours/access methods standardised/consistent across all Leicestershire services	2	3%
It will reduce the pressure/burden on local GPs/hospitals/GP surgeries/A&E	1	2%
Allows for a GP to be seen face to face (rather than other HCPs)	1	2%
Much needed in this local area	1	2%
Will improve patient confidence/peace of mind in GP services	1	2%
Good/suitable GP surgery hours	1	2%
Key concerns mentioned:		
Concern - new services still involve considerable travel time for me	5	8%
Concern - steps need to be better signposted/promoted more (e.g. did not know about the service)	4	7%
Concern - not confident that this will work effectively/hasn't yet improved (e.g. haven't got a same-day appointment as yet)	2	3%
Concern - need more locations (e.g. in north Leicestershire. Loughborough)	1	2%
Concern - same day appointments need to be offered to everyone in all locations (i.e. not just this one)	1	2%

⁹ 93% (803 respondents) did not provide an answer relating to 'North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)' - these have been excluded from the percentages shown in this table.

Of those making specific comments about 'North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)', the two most commonly-liked aspects of the new service were that the new service '*improves accessibility/I will be able to access services/appointments/medication quickly*' (22% - 13 respondents – mentioned this) and that the service is '*local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area*'. 20% (12 respondents) mentioned this.

In total, 59 respondents to either the online or paper survey provided a comment of some kind relating to 'H. North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)'. A few **example comments** illustrating the most common likes are shown below.

Example comments (relating to likes about the new service for 'North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)').

Comment

KEY THEME: 'Improves accessibility/I will be able to access services/appointments/medication quickly'

"Easy to access if can't see my own GP."

"Getting appointments for anything is non-existent. We have to go to urgent treatment and then to hospital. This delays us getting treatment by at least 4 hours."

"Hopefully by opening new appointment times it will be possible to actually get an appointment. For the last two years this has been virtually impossible."

KEY THEME: 'Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area'

"It's the closest to Castle Donington."

"Massively under-provided for in this area and I have to drive out of area to Loughborough 11 miles away. Loughborough walk-in centre is overwhelmed no matter what time you go."

KEY THEME: 'Will improve/has improved service for patients (e.g. general comments, good staff interactions)'

"Any time I've had to use Castle Medical I've been impressed."

"The fact that we have an increased capacity in NWL has been really helpful and the coverage has been excellent for patients. Feedback from patients has been excellent for availability and clinical care received."

KEY THEME: 'More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.'

"Offers appointments out of normal working hours for those who cannot get to see a GP during surgery times."

"When you're ill but still have to work, getting to see a GP in the evening or at weekends is a major improvement."

2.2.9 Likes relating to ‘Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’

In total, 25 verbatim responses were provided that related to ‘I. Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’ - the key themes to these comments are shown in the following table.

Table 13i: Q5. If there’s anything that you particularly like about the new service, please describe it below. OVERALL RESULTS FOR ‘I. OADBY AND WIGSTON – OADBY URGENT TREATMENT CENTRE, OADBY (APPOINTMENT-ONLY SLOTS DELIVERED AT THE SAME PREMISES AS THE UTC, IN ADDITION TO NORMAL UTC SERVICES)’ (all answering: n=25¹⁰). NB: Themes mentioned by 1+ respondents.

Theme of comment	No. responses	% responses
Likes:		
Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area	12	48%
Improves accessibility/I will be able to access services/appointments/medication quickly	9	36%
More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.	2	8%
More locations/options available	1	4%
It will reduce the pressure/burden on local GPs/hospitals/GP surgeries/A&E	1	4%
Will improve convenience/ease of use of service (e.g. parking)	1	4%
Friendly/professional staff at same day service locations (general comments)	1	4%
Good/quick access to book appointments (e.g. online)	1	4%

NB: No concerns mentioned.

Of those making specific comments about ‘Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’, the two most commonly liked aspects of the new service were that it was ‘*local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area*’, identified by 48% (12 respondents), and that it ‘*improves accessibility/I will be able to access services/appointments/medication quickly*’, identified by 36% (nine respondents).

¹⁰ 97% (837 respondents) did not provide an answer relating to ‘Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’ - these have been excluded from the percentages shown in this table.

In total, 25 respondents to either the online or paper survey provided a comment of some kind relating to ‘I. Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’. A few **example comments** illustrating the most common likes are shown below.

Example comments (relating to likes about the new service for ‘Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’).

Comment
KEY THEME: ‘Local to me/would reduce the amount of travel time/travel cost/stress required to access services outside of the local area’
<i>“It’s local to me and my family which helps with stress of traveling to further out places.”</i>
<i>“More convenient than LRI.”</i>
KEY THEME: ‘Improves accessibility/I will be able to access services/appointments/medication quickly’
<i>“You can get an appointment on the same day you ring sometimes, if capacity is available.”</i>
<i>“Can get seen quickly by a professional doctor and proper treatment.”</i>
KEY THEME: ‘More flexible/out of hours appointments available (evenings, weekends, 7 days a week) - e.g. helps with work hours/childcare etc.’
<i>“I like that there is extra help out of hours.”</i>

Section 3: Opinions on Same-day Appointments in Leicestershire – Challenges of the New Service

3.1 Headline Findings

Those who responded to the engagement were presented with the following summary of the key changes to same-day appointments in Leicestershire:

- Same-day GP appointments are now provided through a new model with consistent opening times:
 - Monday to Friday: 6.30pm to 8.30pm
 - Saturdays: 9am to 5pm
 - Sundays and bank holidays: 10am to 2pm
- More locations offer same-day GP appointments.
- All appointments are booked through NHS 111 and a small number by GP practices. Walk-in access is no longer available.
- All appointments are face-to-face with a GP.
- You may be offered one of the new appointments when you contact NHS 111 as normal with an urgent health need. A small number of appointments are also available through GP practices.
- Some conditions may still be treated in other same-day services such as Pharmacy First or urgent treatment centres.

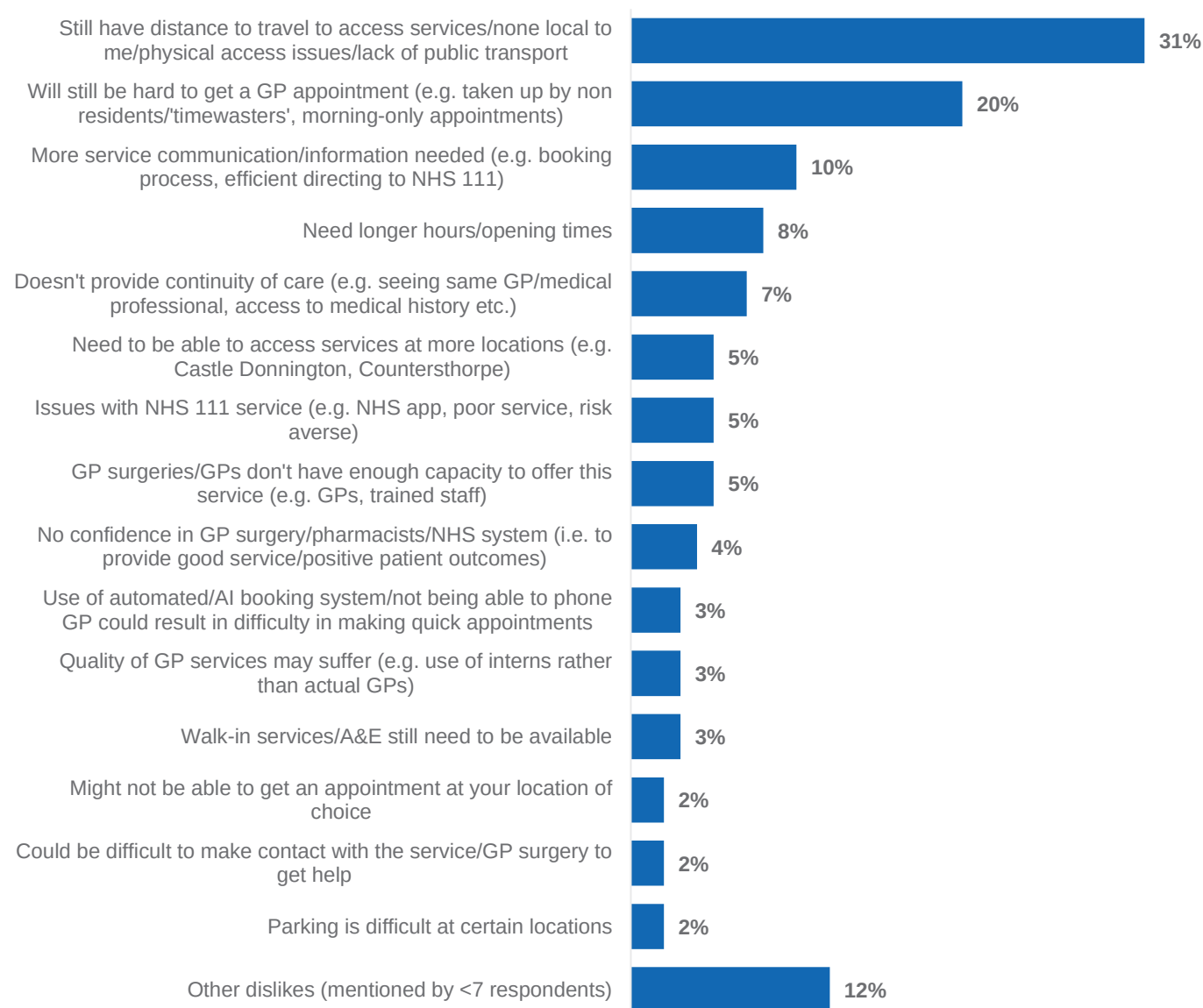
Respondents were asked to provide their feedback about what they particularly dislike about the new service. Respondents were again asked to provide their feedback either on the new same-day appointment service as a whole and/or in relation to the following specific district locations:

- A. The new same-day appointment service as a whole
- B. Blaby – Warren Lane Surgery, Leicester Forest East
- C. Charnwood – Charnwood Surgery, Mountsorrel
- D. Harborough – Fielding Palmer Hospital, Lutterworth
- E. Harborough – St Luke's Treatment Centre, Market Harborough
- F. Hinckley and Bosworth – The Centre Surgery, Hinckley
- G. Melton – Melton Hospital, Melton Mowbray
- H. North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)
- I. Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services).

The overall results relating to **dislikes** and **concerns** about the new service are summarised in Figure 2 below.

Figure 2: Q6. If there's anything that you particularly dislike or that concerns you about the new service, please describe it below.

OVERALL RESULTS – SUMMARY OF ALL RESPONSES (all respondents answering: n=465).



The main dislike or concern expressed about the new service amongst Leicestershire residents at an overall level revolves around the geographic locations where the new service is offered. The key dislike cited is that patients in some areas would still have to travel a fair distance to access same-day services (31% - 142 respondents) of those providing an answer mentioned this), while 5% specifically stated that they would have liked to be able to access same-day services at more locations.

Perceived capacity issues were also a factor for those mentioning dislikes or concerns about the new service and in some cases, respondents believed that this could affect their access to the new service. A fifth (20% - 95 respondents) of those providing an answer felt that the new service would still mean that it would be hard for them to obtain a same-day GP appointment

for various reasons, while a minority (5% - 21 respondents) believed that GP practices and GPs themselves may not have the capacity to cope with offering the new service. Meanwhile, a minority of others felt that longer hours/opening times were required (8% - 39 respondents) in order to make the new service more accessible.

Less commonly, there was concern among a tenth (10% - 47 respondents) of those who answered that the new service needs to be publicised more widely to ensure that patients know about it.

In addition, issues around quality of care were mentioned as dislikes and concerns by some, with a perception that the new service may not provide the continuity of care that they would have liked (7% - 32 respondents), that there are or could be issues with the NHS 111 quality of service (5% - 23 respondents) and that the quality of GP services may suffer due to the new service (3% - 14 respondents).

3.2 Results Relating to Specific District Location

Respondents were offered the opportunity to provide comments which relate to ‘the new same-day appointment service as a whole’ but also relating to specific district locations if they wished. The following sections summarise the responses given that relate specifically to each of these.

3.2.1 Dislikes and concerns relating to ‘The new same-day appointment service as a whole’

In total, 268 verbatim responses were provided that related to ‘A. the new same-day appointment service as a whole’ and the key themes to these comments are shown in the following table.

Table 14a: Q6. If there's anything that you particularly dislike or that concerns you about the new service, please describe it below.

OVERALL RESULTS FOR 'A. THE NEW SAME-DAY APPOINTMENT SERVICE AS A WHOLE' (all answering: n=268¹¹). *NB: Themes mentioned by 3+ respondents.*

Theme of comment	No. responses	% responses
Dislikes/concerns:		
Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport	68	25%
Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)	55	21%
More communication/information needed about the services (e.g. the booking process, GP practices being able to direct people to NHS 111 efficiently)	33	12%
Doesn't provide continuity of care (e.g. seeing same GP/medical professional, access to medical history etc.)	18	7%
Issues with NHS 111 service (e.g. NHS app, poor service, risk averse)	16	6%
Need longer hours/opening times	15	6%
Need to be able to access services at more locations (e.g. Castle Donington, Counterthorpe)	15	6%
Use of automated/AI booking system/not being able to phone GP practice could result in difficulty in making quick appointments	12	4%
GP surgeries/GPs don't have enough capacity to offer this service (e.g. GPs, trained staff)	12	4%
No confidence in GP surgery/pharmacists/NHS system generally (i.e. to provide good service/positive patient outcomes)	8	3%
Might not be able to get an appointment at your location of choice	7	3%
Could be difficult to make contact with the service/GP surgery to get help)	6	2%
May not be able to get face to face appointments (only telephone ones)	5	2%
Could put more pressure on A&E departments/other services	4	1%
Not sure about services/whether they will work (no specific reason given)	4	1%
Concern about staffing levels across NHS services generally	4	1%
Complicated appointment booking system	4	1%
Quality of GP services may suffer (e.g. use of interns rather than actual GPs)	3	1%
Concern about growing population in local area	3	1%
<i>Other likes (mentioned by <3 respondents)</i>	21	8%

Of those making comments about 'the new same-day appointment service as a whole', the most common dislike or concern cited about the new service is the issue that they would still

¹¹ 69% (594 respondents) did not provide an answer relating to 'A – The new same-day appointment service as a whole' - these have been excluded from the percentages shown in this table.

face problems around ‘*having a distance to travel to access services/none local to me/potential physical access issues/lack of public transport*’ (25% - 68 respondents – mentioned this). The other key issue relating to the new same-day appointment service as a whole is the perception that it would be or still is ‘*hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)*’ - 21% (55 respondents) mentioned this.

In total, 268 respondents to either the online or paper survey provided a comment of some kind relating to ‘A. the new same-day appointment service as a whole’. A few **example comments** illustrating the most common dislikes and concerns are shown below.

Example comments (relating to dislikes or concerns about the new service for ‘the new same-day appointment service as a whole’).

Comment

KEY THEME: ‘Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport’

“None of these locations are accessible by bus.”

“Lack of locations taking into account poor public transport to offered locations...made worse during times when roads across the Charnwood Soar Valley are prone to flooding that become impassable and closed.”

“May have to travel if no appointments close to you which if unwell is not easy.”

KEY THEME: ‘Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)’

“Sometimes it is hard to get a same day appointment when you, the patient, feels treatment is necessary and instead you have to wait 5 days.”

“Concerned that I might not get an appointment as it may be deemed non urgent.”

“It doesn’t work whenever I try and get an appointment around my work as I’m not allowed time off for appointments they say they only do them in the morning for a couple of hours a day for an asthma review etc.”

KEY THEME: ‘More communication/information needed about the services (e.g. the booking process, GP practices being able to direct people to NHS 111 efficiently)’

“I’m not too clear of who you contact, is it 111 or own practice or where you want to go?”

“I’m not sure calling 111 would be front of my mind if it was later in the day. I’d probably just wait till the next day still and call my GP. It’s not been well publicised.”

“I’ve had no information from my GP and these appointments are not offered by my GP or available on the NHS app.”

KEY THEME: ‘Doesn’t provide continuity of care (e.g. seeing same GP/medical professional, access to medical history etc.)’

“Uncertain being seen by others than from my registered practice.”

“If you are neuro diverse or have mental health issues you are not going to want to go to a different service, this is going to cause stress, anxieties and complications.”

“You won’t necessarily see a GP from your own surgery, who may know you.”

KEY THEME: ‘Issues with NHS 111 service (e.g. NHS app, poor service, risk averse)’

“Our experience of 111 service has always been disappointing (i.e. completely useless and unhelpful!). Putting this in their hands concerns us.”

“Having to call NHS 111, previous experiences with them were shambolic. Patronising. Reading from a script. Telling me they could not hear the patient speak clearly enough whilst she was vomiting. Telling her to go to a pharmacy the next day (if we had followed that advice she would be dead) patient had a kidney stone which had blocked urine output which was backing up into the kidney and caused and infection and then sepsis. I had a similar experience a second time. I have zero faith in the NHS 111 system.”

3.2.2 Dislikes and concerns relating to 'Blaby - Warren Lane Surgery, Leicester Forest East'

In total, 15 verbatim responses were provided that related to 'B. Blaby - Warren Lane Surgery, Leicester Forest East' - the key themes to these comments are shown in the following table.

Table 14b: Q6. If there's anything that you particularly dislike or that concerns you about the new service, please describe it below.

OVERALL RESULTS FOR 'B. BLABY – WARREN LANE SURGERY, LEICESTER FOREST EAST' (all answering: n=15¹²). NB: Themes mentioned by 1+ respondents.

Theme of comment	No. responses	% responses
Dislikes/concerns:		
Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport	7	47%
Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)	3	20%
Need longer hours/opening times	2	13%
Quality of GP services may suffer (e.g. use of interns rather than actual GPs)	2	13%
GP surgeries/GPs don't have enough capacity to offer this service (e.g. GPs, trained staff)	1	7%
Parking is difficult at certain locations	1	7%
Needs to be 7 day/24 hour access	1	7%

Of those making comments about 'Blaby - Warren Lane Surgery, Leicester Forest East', the most common dislike or concern cited about the new service is that patients would '*still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport*' (47% - seven respondents – mentioned this). Less commonly, some felt that it would be or still is '*hard to get a GP appointment (e.g. taken up by non-residents/'time wasters', only being able to book appointments during a morning window)*', with 20% (three respondents) citing this concern.

In total, 15 respondents to either the online or paper survey provided a comment of some kind relating to 'B. Blaby - Warren Lane Surgery, Leicester Forest East'. A few **example comments** illustrating the most common dislikes and concerns are shown below.

Example comments (relating to dislikes and concerns about the new service for 'Blaby - Warren Lane Surgery, Leicester Forest East').

¹² 98% (847 respondents) did not provide an answer relating to 'B. Blaby - Warren Lane Surgery, Leicester Forest East' - these have been excluded from the percentages shown in this table.

Comment

KEY THEME: 'Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport'

"Less easily accessible than previously (Enderby Leisure Centre), with no public transport options to this location from my home."

"You need transport to get there. I live on my own and may not be able to drive that far if I am really ill."

KEY THEME: 'Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)'

"No access to same day appointments. Have to complete a form and wait for an appointment. Surgery is not open at the weekend for those who work during the week."

KEY THEME: 'Quality of GP services may suffer (e.g. use of interns rather than actual GPs)'

"Poor service. Not opened long enough and no longer walk ins. Designed to cut cost. Lack of patient care."

3.2.3 Dislikes and concerns relating to 'Charnwood – Charnwood Surgery, Mountsorrel'

In total, 18 verbatim responses were provided that related to 'C. Charnwood – Charnwood Surgery, Mountsorrel' - the key themes to these comments are shown in the following table.

Table 14c: Q6. If there's anything that you particularly dislike or that concerns you about the new service, please describe it below.

OVERALL RESULTS FOR 'C. CHARNWOOD – CHARNWOOD SURGERY, MOUNTSORREL' (all answering: n=18¹³). NB: Themes mentioned by 1+ respondents.

Theme of comment	No. responses	% responses
Dislikes/concerns:		
Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport	9	50%
Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)	2	11%
Need to be able to access services at more locations (e.g. Castle Donington, Countersthorpe)	2	11%
Quality of GP services may suffer (e.g. use of interns rather than actual GPs)	1	6%
More communication/information needed about the services (e.g. the booking process, GP practices being able to direct people to NHS 111 efficiently)	1	6%
Issues with NHS 111 service (e.g. NHS app, poor service, risk averse)	1	6%
Daytime appointments should be prioritised for children/elderly	1	6%

¹³ 98% (844 respondents) did not provide an answer relating to 'C. Charnwood – Charnwood Surgery, Mountsorrel' - these have been excluded from the percentages shown in this table.

Of those making comments about 'Charnwood – Charnwood Surgery, Mountsorrel', by far the most common dislike or concern cited about the new service is that patients would '*still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport*', with 50% (nine respondents) citing this as a key concern.

In total, 18 respondents to either the online or paper survey provided a comment of some kind relating to 'C. Charnwood – Charnwood Surgery, Mountsorrel'. A few **example comments** illustrating the most common dislikes and concerns are shown below.

Example comments (relating to dislikes and concerns about the new service for 'Charnwood – Charnwood Surgery, Mountsorrel').

Comment

KEY THEME: 'Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport'

"Lack of locations taking into account poor public transport to offered locations. Mountsorrel/Rothley/Quorn side of the Soar Valley of the A6 has much better public transport, while Cossington/Sileby/Barrow upon Soar and Wolds Villages have poorer public transport connections so the Charnwood Surgery would be a poor location.. Why not one of the medical centres in Sileby/Barrow upon Soar, or even Syston?"

"People of Sileby and Barrow who cannot drive are restricted as there are no public transport options for them. This could prove costly when considering taxis."

"Not a great location to gain access to from Barrow upon Soar, Sileby, Cossington & the Wolds Villages when there's flooding across the Soar Valley which is prone to flooding easily...also no public transport across the Soar Valley for those who are unable to drive due to medical reasons (such as epilepsy seizures)."

KEY THEME: 'Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)'

"Very limited appointments and for example blood tests are very hard to book, they've always gone!"

KEY THEME: 'Need to be able to access services at more locations (e.g. Castle Donington, Countersthorpe).'

"Why is there nothing in Syston?"

"There need to be more locations - Charnwood is a massive area and although Mountsorrel may be convenient for some, it is not close to many areas of Charnwood. There needs to be locations in 'service centres' around the area for more choice / convenience."

3.2.4 Dislikes and concerns relating to 'Harborough – Fielding Palmer Hospital, Lutterworth'

In total, 13 verbatim responses were provided that related to 'D. Harborough – Fielding Palmer Hospital, Lutterworth' - the key themes to these comments are shown in the following table.

Table 14d: Q6. If there's anything that you particularly dislike or that concerns you about the new service, please describe it below.

OVERALL RESULTS FOR 'D. HARBOROUGH – FEILDING PALMER HOSPITAL, LUTTERWORTH' (all answering: n=13¹⁴). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Dislikes/concerns:		
Need longer hours/opening times	5	38%
Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport	2	15%
Doesn't provide continuity of care (e.g. seeing same GP/medical professional, access to medical history etc.)	2	15%
Walk-in services/A&E still need to be available	2	15%
Quality of GP services may suffer (e.g. use of interns rather than actual GPs)	1	8%
No confidence in GP surgery/pharmacists/NHS system generally (i.e. to provide good service/positive patient outcomes)	1	8%
Home appointments not included in new services	1	8%

Of those making comments about 'Harborough – Fielding Palmer Hospital, Lutterworth', the most common dislike or concern cited about the new service is that the new service '*needs longer hours/opening times*' (38% - five respondents – mentioned this).

In total, 13 respondents to either the online or paper survey provided a comment of some kind relating to 'D. Harborough – Fielding Palmer Hospital, Lutterworth'. A few **example comments** illustrating the most common dislikes and concerns are shown below.

¹⁴ 99% (849 respondents) did not provide an answer relating to 'D. Harborough – Feilding Palmer Hospital, Lutterworth' - these have been excluded from the percentages shown in this table.

Example comments (relating to dislikes and concerns about the new service for ‘Harborough – Fielding Palmer Hospital, Lutterworth’).

Comment

KEY THEME: ‘Need longer hours/opening times’

“Lutterworth has grown substantially and a service needs to be available locally in the evenings.”

“Not offered on bank holidays and the weekends are shorter hours.”

“I dislike the fact that Lutterworth is not covered by weekday evenings same day appointments and also that we cannot walk in to Feilding Palmer Hospital as we used to during the weekend. Again Lutterworth is the only area without 7 days a week extended appointments.”

KEY THEME: ‘Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport’

“People need to be able to drive or have someone who can take to reach this hospital I am concerned that some will drive when they are not fit to.”

KEY THEME: ‘Doesn't provide continuity of care (e.g. seeing same GP/medical professional, access to medical history etc.)’

“I have an lifelong medical condition and have concerns that I won't receive the right care if I'm seen by someone who doesn't know my history.”

“Are you seeing a doctor familiar with your longstanding health issues?”

3.2.5 Dislikes and concerns relating to 'Harborough – St Luke's Treatment Centre, Market Harborough'

In total, 22 verbatim responses were provided that related to 'E. Harborough – St Luke's Treatment Centre, Market Harborough' - the key themes to these comments are shown in the following table.

Table 14e: Q6. If there's anything that you particularly dislike or that concerns you about the new service, please describe it below.

OVERALL RESULTS FOR 'E. HARBOROUGH – ST LUKE'S TREATMENT CENTRE, MARKET HARBOROUGH' (all answering: n=22¹⁵). *NB: Themes mentioned 1+ by respondents.*

Theme of comment	No. responses	% responses
Dislikes/concerns:		
Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport	9	41%
Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)	7	32%
Doesn't provide continuity of care (e.g. seeing same GP/medical professional, access to medical history etc.)	2	9%
Quality of GP services may suffer (e.g. use of interns rather than actual GPs)	2	9%
No confidence in GP surgery/pharmacists/NHS system generally (i.e. to provide good service/positive patient outcomes)	2	9%
Might not be able to get an appointment at your location of choice	2	9%
Booking system relies on patients being able to use technology	2	9%
Need to be able to access services at more locations (e.g. Castle Donnington, Countersthorpe)	1	5%
More communication/information needed about the services (e.g. the booking process, GP practices being able to direct people to NHS 111 efficiently)	1	5%
Issues with NHS 111 service (e.g. NHS app, poor service, risk averse)	1	5%
GP surgeries/GPs don't have enough capacity to offer this service (e.g. GPs, trained staff)	1	5%
Use of automated/AI booking system/not being able to phone GP practice could result in difficulty in making quick appointments	1	5%

Of those making comments about 'Harborough – St Luke's Treatment Centre, Market Harborough', the most common dislike or concern cited about the new service is that patients would '*still have a distance to travel to access services/none local to me/potential physical*

¹⁵ 97% (840 respondents) did not provide an answer relating to 'E. Harborough – St Luke's Treatment Centre, Market Harborough' - these have been excluded from the percentages shown in this table.

access issues/lack of public transport', with 41% (nine respondents) citing this. The other main dislike or concern relates to a perception that it would be or still is 'hard to get a GP appointment (e.g. taken up by non-residents/'time wasters', only being able to book appointments during a morning window)' - 32% (37 respondents) mentioned this as a concern.

In total, 22 respondents to either the online or paper survey provided a comment of some kind relating to 'E. Harborough – St Luke's Treatment Centre, Market Harborough'. A few **example comments** illustrating the most common dislikes and concerns are shown below.

Example comments (relating to dislikes and concerns about the new service for 'Harborough – St Luke's Treatment Centre, Market Harborough').

Comment

KEY THEME: 'Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport'

"Why does Harborough have two centres and I have nothing within 10 miles?"

"I'm unable to drive and live near my surgery, not near St Luke's."

"Again, travel/distance can be a problem for many older people."

KEY THEME: 'Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)'

"The headline to all of this is longer appointments with your GP - at weekends etc. But from what I read it looks as if it will be as difficult as ever to obtain a GP appointment."

"Concerned if I can get an appointment, if 111 even call me back to access this. I worry as with a nearly two year old what is actually going to be available in an emergency/out of hours."

"If appointments at UTCs increase does this mean that walk in appointments will decrease or no longer be available, potentially increasing pressure on A&E departments?"

3.2.6 Dislikes and concerns relating to ‘Hinckley and Bosworth – The Centre Surgery, Hinckley’

In total, 51 verbatim responses were provided that related to ‘F. Hinckley and Bosworth – The Centre Surgery, Hinckley’ - the key themes to these comments are shown in the following table.

Table 14f: Q6. If there’s anything that you particularly dislike or that concerns you about the new service, please describe it below.

OVERALL RESULTS FOR ‘F. HINCKLEY AND BOSWORTH – THE CENTRE SURGERY, HINCKLEY’ (all answering: n=51¹⁶). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Dislikes/concerns:		
Doesn't provide continuity of care (e.g. seeing same GP/medical professional, access to medical history etc.)	8	16%
Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport	7	14%
Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)	5	10%
No confidence in GP surgery/pharmacists/NHS system generally (i.e. to provide good service/positive patient outcomes)	4	8%
Need longer hours/opening times	3	6%
More communication/information needed about the services (e.g. the booking process, GP practices being able to direct people to NHS 111 efficiently)	2	4%
Issues with NHS 111 service (e.g. NHS app, poor service, risk averse)	2	4%
GP surgeries/GPs don't have enough capacity to offer this service (e.g. GPs, trained staff)	2	4%
Use of automated/AI booking system/not being able to phone GP practice could result in difficulty in making quick appointments	2	4%
Should be able to book appointments directly with the GP surgery	2	4%
Quality of GP services may suffer (e.g. use of interns rather than actual GPs)	1	2%
Need to be able to access services at more locations (e.g. Castle Donnington, Countersthorpe)	1	2%
Walk-in services/A&E still need to be available	1	2%
Parking is difficult at certain locations	1	2%

Of those making comments about ‘Hinckley and Bosworth – The Centre Surgery, Hinckley’, the most common dislikes or concerns cited about the new service were that the new service ‘*doesn't provide continuity of care (e.g. seeing same GP/medical professional, access to*

¹⁶ 94% (811 respondents) did not provide an answer relating to ‘F. Hinckley and Bosworth – The Centre Surgery, Hinckley’ - these have been excluded from the percentages shown in this table.

medical history etc.)' (16% - eight respondents – mentioning this) and that patients would '*still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport*', with 14% (seven respondents) citing this. The other main dislike or concern relates to a perception that it would be or still is '*hard to get a GP appointment (e.g. taken up by non-residents/'time wasters', only being able to book appointments during a morning window)*' - 10% (five respondents) mentioned this as a concern.

In total, 51 respondents to either the online or paper survey provided a comment of some kind relating to 'F. Hinckley and Bosworth – The Centre Surgery, Hinckley'. A few **example comments** illustrating the most common dislikes and concerns are shown below.

Example comments (relating to dislikes and concerns about the new service for 'Hinckley and Bosworth – The Centre Surgery, Hinckley').

Comment

KEY THEME: 'Doesn't provide continuity of care (e.g. seeing same GP/medical professional, access to medical history etc.)'

"Would personally like to see one of my own doctors."

"This means you would see any doctor, not one familiar with your condition or background, then time is needed to get that conveyed, taking up the 5 minutes extra!"

KEY THEME: 'Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport'

"Evening opening times are great if you can get there, but if you rely on public transport that is a completely different story. Might be able to get there on a late bus, but not sure how you would return home, as I believe the buses don't run very late."

"Still a fair way from Bosworth."

KEY THEME: 'Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)'

"Still have a problem at getting an appointment."

"Concern over length of time it will take to contact via 111 and whether enough appointments will be available."

KEY THEME: 'No confidence in GP surgery/pharmacists/NHS system generally (i.e. to provide good service/positive patient outcomes)'

"The doctor I saw did not follow up with my GP so it was a waste of time."

"Felt unorganised when it was used - issues with the GP and note/prescription not being sent to the pharmacy but finally got a referral my GP practice has been putting off."

3.2.7 Dislikes and concerns relating to 'Melton – Melton Hospital, Melton Mowbray'

In total, 48 verbatim responses were provided that related to 'G. Melton – Melton Hospital, Melton Mowbray' - the key themes to these comments are shown in the following table.

Table 14g: Q6. If there's anything that you particularly dislike or that concerns you about the new service, please describe it below. OVERALL RESULTS FOR 'G. MELTON – MELTON HOSPITAL, MELTON MOWBRAY' (all answering: n=48¹⁷). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Dislikes/concerns:		
Need longer hours/opening times	12	25%
Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport	11	23%
Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)	11	23%
More communication/information needed about the services (e.g. the booking process, GP practices being able to direct people to NHS 111 efficiently)	7	15%
Walk-in services/A&E still need to be available	7	15%
Quality of GP services may suffer (e.g. use of interns rather than actual GPs)	4	8%
No confidence in GP surgery/pharmacists/NHS system generally (i.e. to provide good service/positive patient outcomes)	3	6%
GP surgeries/GPs don't have enough capacity to offer this service (e.g. GPs, trained staff)	3	6%
Issues with NHS 111 service (e.g. NHS app, poor service, risk averse)	2	4%
Could be difficult to make contact with the service/GP surgery to get help	2	4%
Doesn't provide continuity of care (e.g. seeing same GP/medical professional, access to medical history etc.)	1	2%
Need to be able to access services at more locations (e.g. Castle Donnington, Countersthorpe)	1	2%
Parking is difficult at certain locations	1	2%
Could put more pressure on A&E departments/other services	1	2%

Of those making comments about 'Melton – Melton Hospital, Melton Mowbray', the most common dislikes or concerns cited about the new service were that it 'needs longer hours/opening times' (25% - 12 respondents mentioned this), that patients would '*still have a distance to travel to access services/none local to me/potential physical access issues/lack of*

¹⁷ 94% (814 respondents) did not provide an answer relating to 'G. Melton – Melton Hospital, Melton Mowbray' - these have been excluded from the percentages shown in this table.

public transport' (23% - 11 respondents - citing this) and that it would be or still is *'hard to get a GP appointment (e.g. taken up by non-residents/'time wasters', only being able to book appointments during a morning window)*' - 23% (11 respondents) mentioned this as a concern.

In total, 48 respondents to either the online or paper survey provided a comment of some kind relating to 'G. Melton – Melton Hospital, Melton Mowbray'. A few **example comments** illustrating the most common dislikes and concerns are shown below.

Example comments (relating to dislikes and concerns about the new service for 'Melton – Melton Hospital, Melton Mowbray').

Comment

KEY THEME: 'Need longer hours/opening times'

"This hospital should be open all weekend."

"Very restricted hours and this facility is very underused."

"The weekends have shorter opening hours than before which could be a major problem. Also, the hours during the week are slightly shorter by half an hour which could make all the difference."

KEY THEME: 'Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport'

"Difficult to get to if you haven't a car."

"Concerned that I may be given an appointment at a centre further away that I am not able to get to."

KEY THEME: 'Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)'

"That people who don't genuinely need the appointments get them."

"That there are enough appointments available in Melton Mowbray to cope with the demand."

KEY THEME: 'More communication/information needed about the services (e.g. the booking process, GP practices being able to direct people to NHS 111 efficiently)'

"Totally confusing, don't understand whether I now need to ring 111 rather than the GP practice."

"It's not clear what is available or what can be accessed there."

KEY THEME: 'Walk-in services/A&E still need to be available'

"No walk ins, and reduced hours on Sundays and Bank Holidays."

"Not being able to just walk in but having to hang on the phone for however long it takes your call to be answered."

3.2.8 Dislikes and concerns relating to 'North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)'

In total, 43 verbatim responses were provided that related to 'H. North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)' - the key themes to these comments are shown in the following table.

Table 14g: Q6. If there's anything that you particularly dislike or that concerns you about the new service, please describe it below. OVERALL RESULTS FOR 'H. NORTH WEST LEICESTERSHIRE – CASTLE MEDICAL GROUP, ASHBY & LONG LANE SURGERY, COALVILLE (ALTERNATING WEEKS)' (all answering: n=43¹⁸). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Dislikes/concerns:		
Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport	24	56%
Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)	9	21%
More communication/information needed about the services (e.g. the booking process, GP practices being able to direct people to NHS 111 efficiently)	3	7%
Need to be able to access services at more locations (e.g. Castle Donnington, Countersthorpe).	3	7%
Need longer hours/opening times	2	5%
GP surgeries/GPs don't have enough capacity to offer this service (e.g. GPs, trained staff)	2	5%
Walk-in services/A&E still need to be available	1	2%
No confidence in GP surgery/pharmacists/NHS system generally (i.e. to provide good service/positive patient outcomes)	1	2%
Use of automated/AI booking system/not being able to phone GP practice could result in difficulty in making quick appointments	1	2%
Should be able to book appointments directly with the GP surgery	1	2%
Might not be able to get an appointment at your location of choice	1	2%
Evening/weekend appointments should be prioritised only for those who work	1	2%
Should have a choice of where to go for same-day treatment	1	2%

¹⁸ 95% (819 respondents) did not provide an answer relating to 'North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)' - these have been excluded from the percentages shown in this table.

Of those making comments about 'North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)', by far the most common dislike or concern cited about the new service is that patients would 'still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport', with 56% (24 respondents) citing this. Less commonly, some were also concerned that it would be or still is 'hard to get a GP appointment (e.g. taken up by non-residents/'time wasters', only being able to book appointments during a morning window)' - 21% (nine respondents) mentioning this as a concern.

In total, 43 respondents to either the online or paper survey provided a comment of some kind relating to 'H. North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)'. A few **example comments** illustrating the most common dislikes and concerns are shown below.

Example comments (relating to dislikes and concerns about the new service for 'North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)').

Comment

KEY THEME: 'Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport'

"Concerns would be travel, if you live in Coalville and rely on public transport this might not be available to get to the Castle Medical Group."

"Transport to and from these surgeries. Unless you have transport, it may be difficult to get there by public transport. Or you need a number of buses, or most likely a taxi."

"I don't like having to go so far for a same day appointment, especially as I was not allowed to remain on my previous GPs list as they said I was now "out of area" for their catchment! This seems a bit hypocritical, to tell me I can't stay at one surgery due to distance from my home address but then expect me to travel to a further surgery for an appointment."

KEY THEME: 'Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)'

"Being told the surgery is not part of the new changes after trying to get an appointment for my daughter I was told to call back the next day until there was an appointment available."

"Went on to book an appointment on Rapid Health, all questions answered and was advised to phone 999, phoned 999 they advised me to phone GP - then couldn't get appointment through GP."

"Concerned about the availability of the service, could easily become busy then we would be referred to walking centres."

KEY THEME: 'More communication/information needed about the services (e.g. the booking process, GP practices being able to direct people to NHS 111 efficiently)'

"I don't think most people will know about it."

"Didn't even know there was this service, have not been able to get a same day appointment."

KEY THEME: 'Need to be able to access services at more locations (e.g. Castle Donnington, Countersthorpe).'

"Castle Donington residents not catered for."

"Distance from Castle Donington, particularly when a person is poorly. What's wrong with using Castle Donington Surgery in the rota?"

3.2.9 Dislikes relating to ‘Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’

In total, 20 verbatim responses were provided that related to ‘I. Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’ - the key themes to these comments are shown in the following table.

Table 14g: Q6. If there’s anything that you particularly dislike or that concerns you about the new service, please describe it below. OVERALL RESULTS FOR ‘I. OADBY AND WIGSTON – OADBY URGENT TREATMENT CENTRE, OADBY (APPOINTMENT-ONLY SLOTS DELIVERED AT THE SAME PREMISES AS THE UTC, IN ADDITION TO NORMAL UTC SERVICES)’ (all answering: n=20¹⁹). *NB: Themes mentioned by 1+ respondents.*

Theme of comment	No. responses	% responses
Dislikes/concerns:		
Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport	5	25%
Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)	3	15%
Parking is difficult at certain locations	3	15%
Need to be able to access services at more locations (e.g. Castle Donnington, Countersthorpe)	2	10%
Walk-in services/A&E still need to be available	1	5%
Issues with NHS 111 service (e.g. NHS app, poor service, risk averse)	1	5%
Doesn't provide continuity of care (e.g. seeing same GP/medical professional, access to medical history etc.)	1	5%
Could put more pressure on A&E departments/other services	1	5%
Booking system relies on patients being able to use technology	1	5%
Could still be long waits for appointments	1	5%

NB: No concerns mentioned.

Of those making comments about ‘Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’, the most common dislikes or concerns cited about the new service were that patients would ‘*still have a distance to travel to access services/none local to*

¹⁹ 98% (842 respondents) did not provide an answer relating to ‘Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)’ - these have been excluded from the percentages shown in this table.

me/potential physical access issues/lack of public transport' (25% - five respondents – citing this), that it would be or still is *'hard to get a GP appointment (e.g. taken up by non-residents/'time wasters', only being able to book appointments during a morning window)'* (15% - three respondents – stating this) and that *'parking is difficult at certain locations'* (15% - 3 respondents – mentioned this).

In total, 20 respondents to either the online or paper survey provided a comment of some kind relating to 'I. Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)'. A few **example comments** illustrating the most common dislikes and concerns are shown below.

Example comments (relating to dislikes and concerns about the new service for 'Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)').

Comment

KEY THEME: 'Still have a distance to travel to access services/none local to me/potential physical access issues/lack of public transport'

"These are all too far to travel."

"I had to find transport to get 45 minutes away from my home address, there must have been one closer to my home address?"

KEY THEME: 'Will still be hard to get a GP appointment (e.g. taken up by non-residents/'timewasters', only being able to book appointments during a morning window)'

"Appointment only slots are not easy to obtain."

"Limited number of slots means that patients may still be directed to A&E if no slots are available."

KEY THEME: 'Parking is difficult at certain locations'

"Poor access and parking."

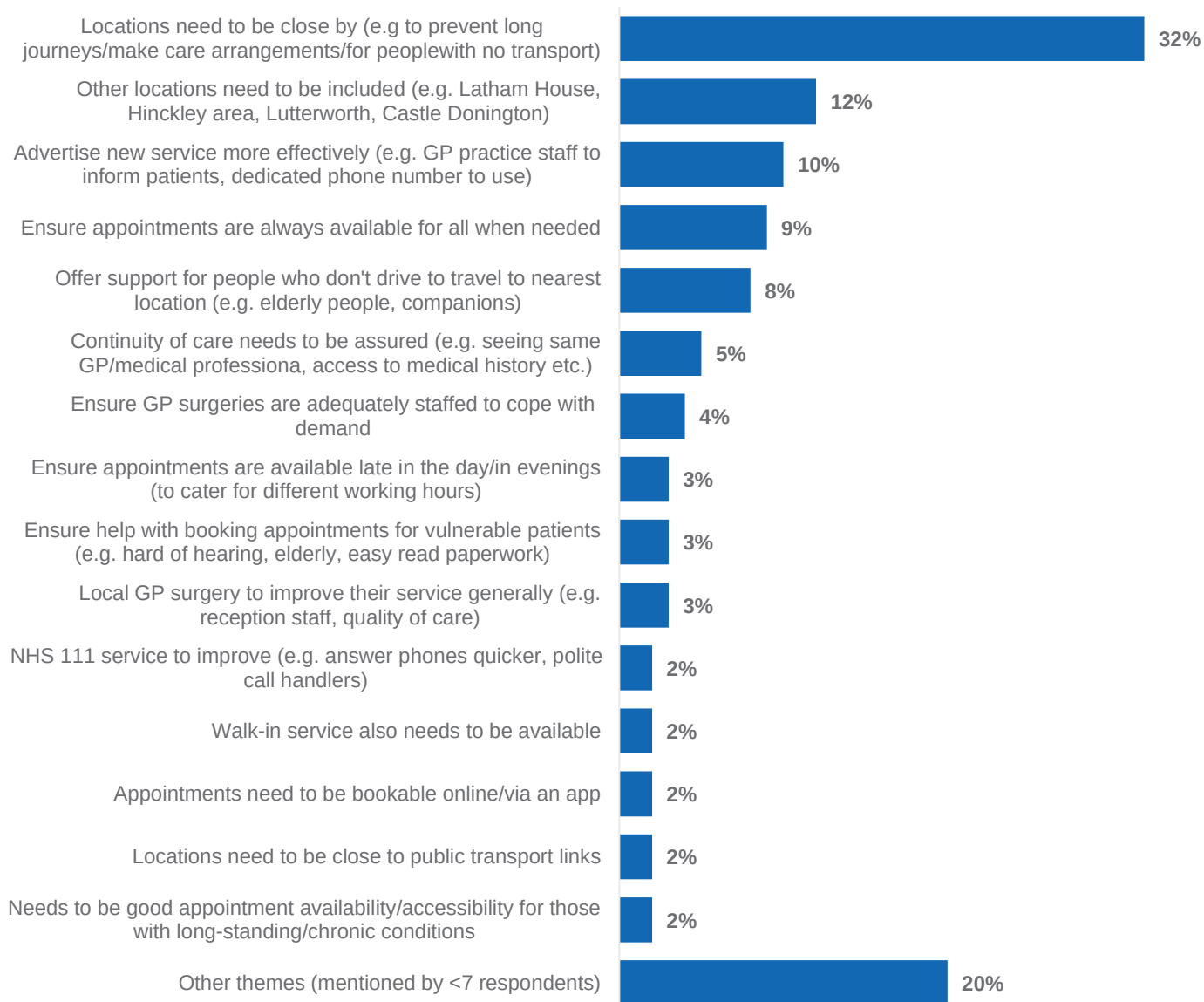
Section 4: Opinions on Same-day Appointments in Leicestershire – Other Considerations for the New Service

4.1 Headline Findings

Following the questions relating to likes and dislikes of the new service, respondents were asked to indicate whether there was anything else they feel needs to be considered to make the new same-day appointments accessible or suitable for them, their family or their community. A variety of responses were provided and the key themes to these comments are shown in the table below.

Figure 3: Q7. If there's anything else we need to consider to make the new same-day appointments accessible or suitable for you, your family or your community (e.g., travel, disability, caring responsibilities, language, or other needs), please describe it below.

OVERALL RESULTS – SUMMARY OF ALL RESPONSES (all respondents answering: n=370).



The key considerations that would make same-day appointments accessible or suitable for patients, their families or their communities largely centre around being able to physically access the services close to home. For nearly a third (32% - 120 respondents) of those who answered, having locations close by and preventing long journeys to access them is a key consideration, and a further 12% (43 respondents) mentioned that other specific locations (such as Lutterworth and Castle Donington) need to be included in the same-day appointments offering to patients. In addition, 8% (29 respondents) would have liked to see consideration given to offering support for people who don't drive to travel to their nearest location (e.g. elderly people, companions).

Meanwhile, a tenth (10% - 36 respondents) of those who answered felt that consideration needs to be given to greater publicity for the new service to ensure that patients know about it.

As seen when respondents were asked what they dislike about the new service, ensuring that consideration is given to capacity issues in the new service is also viewed as an issue that would require attention. A tenth (9% - 33 respondents) of those providing an answer said that assurance would be required for them to know that appointments are always available when they need them, while a small minority (4% - 14 respondents) think consideration should be given to ensuring that GP surgeries are adequately staffed to cope with demand (e.g. employing more GPs, ensuring adequate staffing and equipment, enabling quicker response to queries etc.).

A small minority of respondents (5% - 19 respondents) would have liked to see consideration given to continuity of care, in terms of them being able to book a same-day appointment at their own GP practice (rather than elsewhere) or with their own GP.

Being able to access same-day appointments outside of 'regular' hours also comes through as a consideration – 3% (12 respondents) would have liked appointments available late in the day or in the evenings, with 2% (eight respondents) wanting a walk-in service to still be available close to them.

In total, 370 respondents to either the online or paper survey provided a comment of some kind relating to considerations they think need to be taken into account to make the new same-day appointments accessible for them, their families or their community. A few **example comments** illustrating the most commonly mentioned factors are shown below.

Example comments (relating to considerations that respondents think need to be taken into account to make the new same-day appointments accessible for them, their families or their community).

Comment

KEY THEME: 'Locations need to be close by (e.g. to prevent long journeys/need to make childcare arrangements/for people who don't have own transport)'

"I am lucky that I currently can currently make my own travel arrangements to reasonably local appointments, but what about those who aren't that lucky?"

"I can drive, but those requiring public transport would find this very challenging particularly when unwell. If requiring a same day appointment patient is likely to be unfit to travel."

"Feilding Palmer covers the very south tip of Leicestershire and anybody living there has a lot further distance to go to any of the other centres now especially as the opening hours have been decreased."

KEY THEME: 'Other locations need to be included (e.g. Latham House, Hinckley area, Lutterworth, Castle Donington)'

"Need something in the west of the County. It's a 20 mile round trip to get to Hinckley. We are very poorly served. It's not accessible because you can't book it. You have to go through 111 and 'it depends' whether they book you anything."

"Already said everything, it's a great idea for the lucky locals who can easily get there. Too spaced out and far away to be of much benefit to locals in Castle Donington."

"Hinckley and the surrounding villages in Hinckley and Bosworth merit more than one location to access these services. The size of the area combined with the new buildings and estates that are being significantly developed means the population appears, based on experience, to outstrip the provision of current community services for urgent care."

KEY THEME: 'Need to advertise the new service more effectively (e.g. ensure all know about it, GP practice staff to inform patients, have a dedicated phone number to use).'

"This service is not advertised as it should be and people are unaware it exists. Get the information into GP surgeries and on the GP and NHS websites, on public transport and on social media and TV."

"Surgeries need to advise people the service exists. Staff need to be told to advise patients that (you should) ring for urgent appointments and that the system is available. If practices don't pass on this information when patients ring for urgent appointments then it's useless."

"I was unaware of the same day services and the locations offered. The rules seem complicated and have not been communicated to patients well as I was unaware that I could be seen on the day if I couldn't get an appointment directly with my GP."

KEY THEME: 'Ensure appointments are always available for all when needed'

"There are always going to be limits on the number of these appointments available - what will these patients be advised to do when this is reached?"

"There appears to not be the same significance given to requests made later in the day compared to request made earlier in the day. Note - illness can escalate at any time of day. Not enough appointments to meet need."

Example comments (continued) (relating to considerations that respondents think need to be taken into account to make the new same-day appointments accessible for them, their families or their community).

Comment

KEY THEME: 'Offer support for people who don't drive to travel to nearest location (e.g. elderly people, companions)'

"Transport for people like myself who have none and taxis are too expensive."

"Travel, as if I'm too poorly to drive our local bus service runs once an hour but not every hour!"

"Travel for people who live on Coalville to get to Ashby and vice versa."

KEY THEME: 'Continuity of care needs to be assured (e.g. seeing same GP/medical professional at own GP practice, access to medical history etc.)'

"I would want to know that my health data is available to the consulting clinician."

"People want to be seen by their OWN GP! Not someone else, quickly, no follow up, no referrals. Nothing. Doesn't improve anything."

KEY THEME: 'Ensure GP surgeries are adequately staffed to cope with demand (e.g. more GPs, more staff answering phones, adequate staffing, equipment, quicker response to queries etc.)'

"There needs to be more clinicians available - demand is outstripping supply which leads to frustration."

"Will there be enough doctors available to make this work? A lot of GPs have responsibilities to university hospitals which means they are not at the surgery full time now. As long as communication between the different venues and GPs works well, it can only be good for patients."

KEY THEME: 'Ensure appointments are available late in the day/in evenings (to cater for different working hours)'

"Ensuring appointments are available later in the day is important for parents and carers who may have commitments first thing in the morning."

"For anyone working not being able to book appointments the day before is a nightmare, I leave the house before 7 and can't ring before 8am, then I'd have to get back."

KEY THEME: 'Ensure help with booking appointments for vulnerable patients (e.g. hard of hearing, elderly, easy read paperwork)'

"It does need to be accessible to all - ensure that the elderly can access the service - many are not able to use the Internet etc & provide information in different languages."

"Give reasonable adjustments for disabled people and be aware that those with complex needs or conditions are at higher risk. There should be priority for certain patients, that includes disabled and chronically ill."

KEY THEME: 'Local GP surgery to improve their service generally (e.g. reception staff, quality of care)'

"I think my GP reception staff need educating. I struggled to get a same day appointment at my own surgery recently. I was not once signposted to same day appointments elsewhere. I was simply told to try the next day and physically queue outside the surgery before 8am and request a same day appointment in person."

"Barrow Health Centre never goes out their way to see patients, they always refer to urgent care or this service at weekends, it's unfair and needs looking into more."

Section 5: Feedback Received from Other Sources

5.1 Feedback Received from Other Sources

In addition to the responses received via the consultation questionnaire, further formal feedback was submitted through other channels:

- Direct emails from an additional 5 individuals

This additional feedback has been shared in full with senior commissioners and will be considered alongside the findings presented in this report to inform next steps.

The key sentiments of these interactions were:

- An email from a Councillor supported the implementation of the new same-day appointment service plan in the Market Harborough area.
- Three email respondents expressed their support for the new same-day appointment service – one feels it is long-overdue, another believes it is a good addition to existing services and another welcomes the longer appointment slots.
- Concern was voiced by a member of the public via email in relation to querying why a drop-in centre is not being provided in the Market Harborough area.

Section 6: Use of Findings

6.1 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 improvements made to same-day GP appointments across Leicestershire and guide the ongoing refinement of same day access arrangements.

Appendix A: How People Heard About the Engagement

Table 15: Q1. How did you hear about this questionnaire? (Select all that apply).

OVERALL RESULTS (all responses: n=862).

Theme of comment	No. responses	% responses
Social media (e.g. Facebook)	369	43%
Email	174	20%
Text/letter/app notification from my GP practice	168	20%
Staff communication	36	4%
Voluntary and community group	32	4%
<i><u>NB: The most commonly mentioned 'voluntary and community groups' are:</u></i>		
Logan Neighbourhood Forum, Market Harborough	2	<0.5%
Vale Patient Participation Group	2	<0.5%
Friend or family member	30	3%
Newspaper	17	2%
Poster or leaflet	17	2%
Event/stand (please tell us)	3	<0.5%
<i><u>NB: The most commonly mentioned 'events/stands' are:</u></i>		
Community Wellbeing Event, Braunstone	3	<0.5%
Radio	0	0%
Other (please tell us)	50	6%
<i><u>NB: The most commonly mentioned 'other' ways (2 or more mentions) are:</u></i>		
Via Local/Parish Council	7	1%
Via text (unspecified)	5	1%

<i>From GP surgery (e.g. via text, saw display, saw website)</i>	5	1%
<i>LLR ICB email (Five for Friday)</i>	4	<0.5%
<i>NHS App/NHS website</i>	2	<0.5%
<i>PPG meeting (e.g. coffee morning)</i>	2	<0.5%
<i>At/through workplace</i>	2	<0.5%
<i>At a community centre (e.g. Marlene Read Centre Coalville, John Storer House)</i>	2	<0.5%
<i>WhatsApp Group</i>	2	<0.5%
NET: Aware of one channel only	829	96%
NET: Aware of more than one channel	32	4%