Updated **November 2026**

NHS
Leicester, Leicestershire and Rutland

Need help fast
and it isn't life threatening?

Get the right NHS care
in two simple steps

Find out more inside

Right Care, Right Place



www.leicesterleicestershireandrutland.icb.nhs.uk/need-help-fast

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

In this booklet you can learn more about the two steps, the services you will benefit from by following them, and other local services. This guide is designed to be a quick reference guide for you to keep handy for when you need help fast. You can find more detailed information on our website.

Is this document accessible to you?

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

अगर आपको इस दस्तावेज में शामिल जानकारी समझने में सहायता चाहिए तो कृपया 0116 295 2110 पर फ़ोन कीजिए।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਵਿਸ਼ਾ ਵਸਤੂ ਸਮੱਝਣ ਲਈ ਮਦੱਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ 0116 295 2110.

જો તમને આ દસ્તાવેજમાં આપેલ માહિતી સમજવા માટે મદદ જોઇતી હોય તો મહેરબાની કરીને 0116 295 2110 પર ફોન કરો.

এই ডকুমেন্ট'এর কোন বিষয় বুঝতে আপনার যদি সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে 0116 295 2110 নাম্বারে টেলিফোন করুন ।

Hadii aad u baahantahay in lagaa caawiyo fahmida qoraalka ku qoran documintigaan fadlan nagala soo xiriir telefoonkaan 0116 295 2110.

Jeśli potrzebujesz pomocy w zrozumieniu treści tego dokumentu prosimy o telefon pod numer 0116 295 2110.

"اگر آپ کو اس دستاویز کے مشمولات کو سمجھنے میں مدد کی
ضرورت ہو تو براہ کرم ہمیں 0116 295 2110 پر فون کریں۔"

Caso pretenda ajuda para compreender o conteúdo deste documento, por favor ligue para o 0116 295 2110.

如果您在理解本文档的内容时需要任何帮助，请致电 0116 295 2110.

Jei norėtumėte, kad kas nors padėtų suprasti šį dokumentą, skambinkite tel. 0116 295 2110.

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

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

Step 1: Try Self Care First

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

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

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

Step 2: Need More Help?

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

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

They'll help book the right appointment for you.

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

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

What is the right care?

So that NHS resources are being used in the best way for everyone in Leicester, Leicestershire and Rutland, the NHS aims to match each patient to:

- the right level of care,
- from the right health professional,
- in the right part of the NHS, first time.

We call this right care, right place.

Right Care, Right Place



Making general practice and NHS 111 the gateway to care will ensure we understand the symptoms of every patient, so the right appointment is booked. This reduces the need to travel to walk-in services that might not be suitable or have long waiting times.

You should only use 999 or go to the emergency department in a life or limb-threatening emergency. If you go to the emergency department and it isn't the right place for you, you may be asked to use another service instead. If it isn't life threatening, you are advised to contact your GP practice or NHS 111 before setting out.

If you have hearing loss, are deaf or have difficulty communicating

- Contact NHS 111 by dialling 18001 by textphone or the Relay UK App (www.relayuk.bt.com). British Sign Language (BSL) users can use the NHS 111 BSL interpreter service.
- Call for an ambulance by dialling 18000 by textphone or the Relay UK App (www.relayuk.bt.com).

Digital first where you can

The NHS is introducing more digital and online ways to use the NHS – for appointments, medication and information. We know this won't be suitable for everyone, but where you can, we ask that you consider whether there is a digital option you can use first. This will free up traditional methods of using the NHS, for example telephone lines, for people who aren't able to use digital options.

Scan the QR code to find out more about right care, right place and how the NHS is going digital.

Step 1
Self care

If you are generally in good health, you can look after minor illnesses and injuries yourself. This is known as self care. In most cases minor illnesses will get better by themselves, so you don't need to use your GP practice or another NHS service.

NHS 111 online

Visit www.111.nhs.uk to find out where to get help for your specific symptoms or general health information and advice. You can also NHS 111 in the NHS App (Services section).

NHS App

The NHS App is a simple and secure way for people to get to a range of NHS services on their smartphone or tablet, including getting health advice. It is available to download on iOS and Android devices.

You can browse health information on the app by looking for 'Services' then 'Find health information'. You will find the same information online by visiting www.nhs.uk.

Pharmacy

Pharmacists are qualified health professionals and are the right people to see if you need advice about minor illnesses and medicines that you can buy from the pharmacy without a prescription.

They are trained in dealing with many illnesses. They can check your symptoms, recommend the best treatment, or just reassure you. Some of the problems they can help with are coughs, colds, sore throats, earache, and other aches and pains. They can also tell you when you need to see a doctor or nurse.

Many of us live near a pharmacy and you don't need an appointment to speak to a pharmacist. They are often open in the evenings and at weekends, so they offer fast, convenient support.

Most also have a private consultation room, so you can have a conversation where other people can't hear you.

Your GP practice may also book you an appointment at a pharmacy if it is the right place for you (see page 10) or you can walk in and ask for one.

Scan the QR code to read more about self care on our website, including:

- useful first aid items to keep at home
- self care advice for common conditions
- how to use the NHS App
- how pharmacies can help.

Step 2
GP practice or NHS 111

A GP practice is a team of health professionals who oversee all aspects of your physical and mental health care throughout your life. You should contact them for medical advice and treatment for conditions you can't treat yourself or that aren't getting better.

Standard GP practice opening times are 8am to 6.30pm Monday to Friday, excluding bank holidays.
You can usually contact your practice in three ways:

- By telephone
- By using an online form on the practice's website or the NHS App
- By going into the practice in person.

When your practice is closed, use NHS 111 instead – by calling 111, visiting NHS 111 online at www.111.nhs.uk or using the NHS App (Services section).





If you need to be seen on the same day

If you need to be seen on the same day, your practice or NHS 111 will arrange an appointment for you in one of four places:

- Your own GP practice (see below)
- A pharmacy (Pharmacy First)* - see page 10
- An urgent treatment centre* - see page 11
- Another GP practice or health centre (including evenings, weekends and bank holidays)* - see page 11.

* In some cases, you might be asked to walk in to these locations rather than having a booked appointment.

You can read more about these four options below and on the next two pages.

Appointments at your own GP practice

An appointment will be made for you with the most appropriate member of the practice team. Those who are most seriously unwell or have the most complicated health problems will usually be seen by a doctor. There is also a varied mix of other highly skilled health professionals who will be able to help you, such as advanced nurse practitioners, clinical pharmacists, social prescribers and mental health practitioners. Your appointment could take place over the telephone, by video or in person.

Step 2
GP practice or NHS 111

Pharmacy First appointments

Your GP practice may arrange an appointment for you at a pharmacy under the Pharmacy First scheme. You can also go into a pharmacy and ask for an appointment.

Your local pharmacist can now offer treatment and provide prescription medicines for a range of conditions, without the need for a GP appointment or prescription. This is known as Pharmacy First.

The conditions include:

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

Scan the QR code or visit:
www.leicesterleicestershireandrutland.icb.nhs.uk/pharmacy/
for the latest information on Pharmacy First

Appointments at urgent treatment centres

Your GP practice or NHS 111 may offer you an appointment at an urgent treatment centre.

Loughborough Urgent Treatment Centre, Loughborough Hospital, Hospital Way, Loughborough LE11 5JY
Oadby Urgent Treatment Centre, 18 The Parade, Oadby LE2 5BJ
Merlyn Vaz Urgent Treatment Centre, Spinney Hill Road, Leicester LE5 3GH

Appointments at another GP practice or health centre

If you contact your GP practice later in the day, or NHS 111 during evenings, weekends or bank holidays, you may be given an appointment at a location different to your own practice. This could be another GP practice or health centre, and the appointment may be with a GP or another health professional, supported by a GP.

Where you may be seen depends on your GP practice's location:

Leicester city: at one of 10 GP practices or health centres in Leicester city each day

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

Leicestershire and Rutland:

- at one of 8 GP practices or health centres in Leicestershire
  - ✓ Monday to Friday: 6.30pm to 8.30pm
  - ✓ Saturdays: 9am to 5pm
  - ✓ Sundays and bank holidays: 10am to 2pm
- Rutland Minor Illness and Injury Service: 1pm to 9pm, seven days a week

Full address details will be provided when you book. Opening times may vary. You may also get an appointment booked for you if you go to the emergency department and it isn't the right place for you.

Other Services
Walk-in services

You can use the services below and opposite on a walk-in basis, but you are advised to use your GP practice or NHS 111 before setting out, to make sure it is the right place for you to go.

Minor injury and illness services

These are nurse-led services providing treatment for conditions which are minor and not life-threatening.

Market Harborough Minor Injury Unit, St Luke's Treatment Centre, 33 Leicester Road, Market Harborough LE16 7BN	8.30am to 6.30pm weekdays, excluding bank holidays
Melton Minor Injury Unit, Latham House Medical Practice, Sage Cross Street, Melton Mowbray LE13 1NX	8.30am to 6.30pm weekdays
Rutland Minor Illness and Injury Service, Rutland Memorial Hospital, Cold Overton Road, Oakham LE15 6NT. Initially there will be a few walk-in slots for minor injuries only. If you do walk in, you will be offered an appointment later in the day.	1pm to 9pm 7 days a week

Urgent treatment centres

Urgent treatment centres are for urgent, but not life-threatening, injuries and medical problems. Care is led by senior clinicians supported by a range of health professionals. They can provide some further tests on site.

Loughborough Urgent Treatment Centre, Loughborough Hospital, Hospital Way, Loughborough LE11 5JY	24/7. X-ray available (See page 13).
Oadby Urgent Treatment Centre, 18 The Parade, Oadby LE2 5BJ	8am to 9pm weekdays, 8am to 8pm weekends and bank holidays.
Merlyn Vaz Urgent Treatment Centre, Spinney Hill Road, Leicester LE5 3GH	8am to 8pm, 7 days a week.

X-rays

Loughborough Urgent Treatment Centre, Loughborough Hospital, Hospital Way, Loughborough LE11 5JY	X-rays available 8.30am to 5pm weekdays and 9am to 5pm weekends
Melton Hospital, Thorpe Road, Melton Mowbray LE13 1SJ	GP referral needed for x-rays. They are available. Monday to Friday 9am to 4.30pm
Rutland Minor Illness and Injury Service, Rutland Memorial Hospital, Cold Overton Rd, Oakham, LE15 6NT	Due to refurbishment, x-rays are temporarily unavailable at this site after 20 November 2026
Market Harborough Minor Injury Unit, St Luke's Treatment Centre, 33 Leicester Road, Market Harborough LE16 7BN	GP referral needed for x-rays. They are available weekdays 9am to 4.30pm (excluding bank holidays)
Emergency Department, Leicester Royal Infirmary, Infirmary Square, Leicester LE1 5WW	X-rays available 24/7

Other Services

Emergency department

You should only call 999 or go to the emergency department if you think you have a life or limb-threatening emergency. If you go to the emergency department and it isn't the right place for you, you may be asked to use another service instead. If it isn't life threatening, you are advised to contact your GP practice or NHS 111 before setting out.

Urgent dental care

If you need urgent dental care you should contact your usual dental practice for advice and treatment.

If you do not have a usual dental practice, or you need urgent dental care after 5pm on a weekday evening, or during a weekend or bank holiday, you can book an urgent appointment via NHS 111 online at www.111.nhs.uk or by phoning 111.

Scan the QR code for more information about **urgent dental care.**

Immediate mental health support

In a mental health crisis, call NHS 111 and select the mental health option, 24/7. You can also text 0748 063 5199 and a health professional will aim to get back to you within four hours.

You can also visit a neighbourhood mental health café. Full list available at:

www.leicspart.nhs.uk/service/neighbourhood-mh-cafes

There are neighbourhood mental health cafés spread around Leicester, Leicestershire and Rutland, run by trained and supportive staff, who are there to listen and provide practical support when you need it most.

If you are struggling with your mental health, they can help you make plans to enable you to feel safer and more in control, and can explain who to turn to for help in your local community.

Scan the QR code to find more local **mental health support.**

NHS

Leicester, Leicestershire and Rutland

llricb-llr.corporatecomms@nhs.net

0116 295 3405

NHS Leicester, Leicestershire and
Rutland Integrated Care Board
Room G30, Pen Lloyd Building,
County Hall, Glenfield
Leicester, LE3 8TB

You may also find it useful to visit your GP practice's website.

For more information on all of our services, please visit our website at:
www.leicesterleicestershireandrutland.icb.nhs.uk

Right Care, Right Place