



**Leicester, Leicestershire
and Rutland**

APPENDIX

OVERVIEW OF THE UEC OFFER OUTSIDE OF THE LRI SITE

Health Overview & Scrutiny Committee

43

March 2025

NHS Leicester, Leicestershire and Rutland is the operating name of
Leicester, Leicestershire and Rutland Integrated Care Board



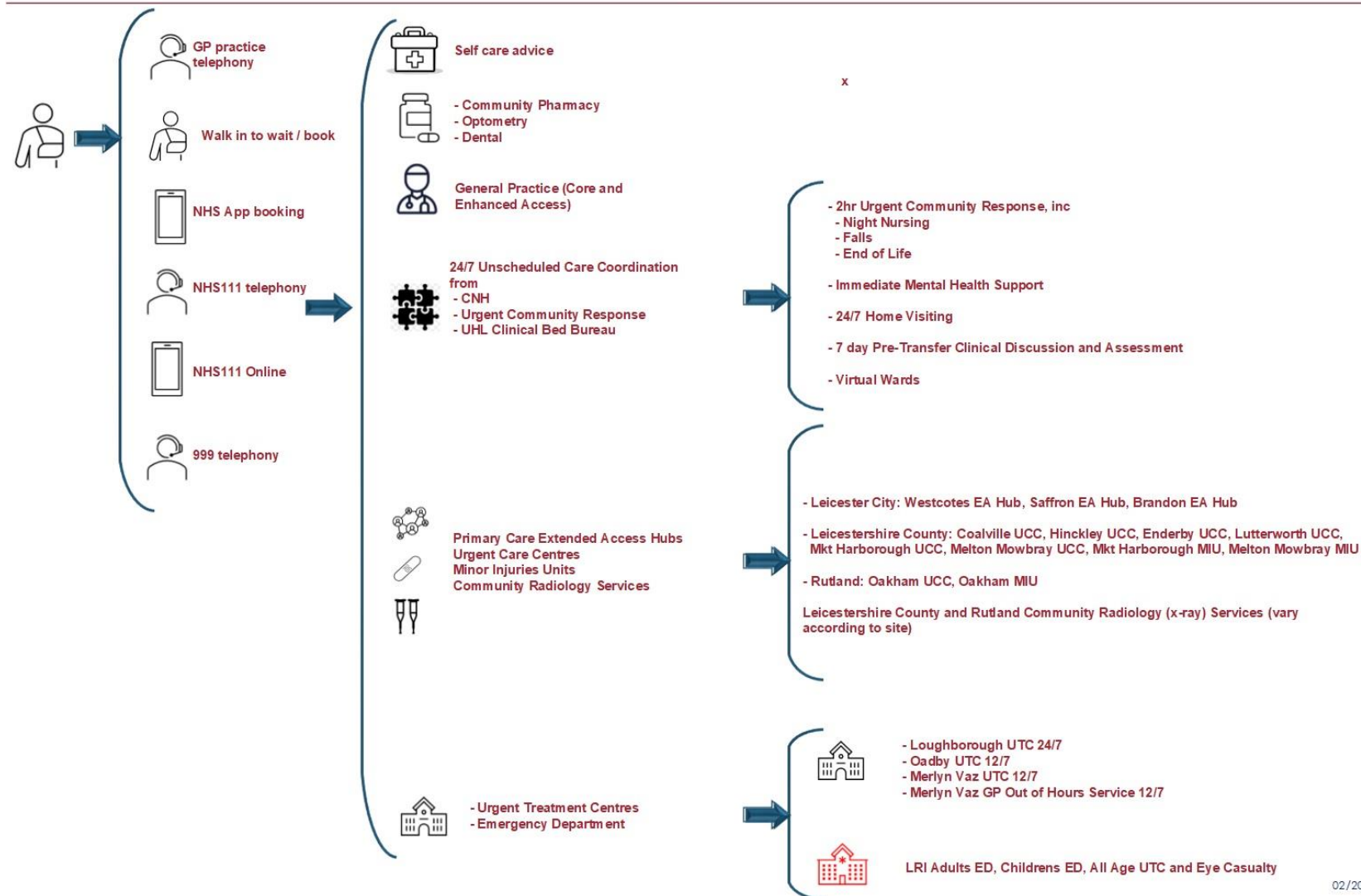
A proud partner in the:

**Leicester, Leicestershire
and Rutland**
Health and Wellbeing Partnership

Current provision

Integrated Urgent and Emergency Care in LLR – Architecture

v0.2.3



Current provision

Your guide to local NHS urgent care services

Help us keep Emergency Services Hospital clear for life-threatening emergencies

For urgent care when your GP practice is closed, call NHS 111 or use [111 online](#). If you need to be seen they can arrange an appointment or arrival time at a local urgent care service.

You can use many services without an appointment but by using NHS 111 you can be sure it is the right place for you to go and it will keep your waiting time down.

You don't need an appointment for these services

- | | |
|--|---|
| <p>1 Enderby Urgent Care Centre
Enderby Leisure Centre
Mill Lane, Enderby LE19 4LX
Opening hours: weekdays 18:30-21:00
weekends & Bank Holidays 09:00-19:00</p> | <p>6a Oakham Urgent Care Centre
Opening hours: weekdays 18:30-21:00
weekends & Bank Holidays 09:00-19:00</p> |
| <p>2 Merlyn Vaz Urgent Treatment Centre
Spinney Hill Rd, Leicester LE5 3GH
Opening hours: Mon-Sun 08:00-20:00</p> | <p>6b Minor Injury Unit
Opening hours: weekdays 10:00-18:30
X-ray facilities
Opening hours: Wednesday & Thursday 08:30-16:30</p> |
| <p>3 Oadby Urgent Treatment Centre
18 The Parade, Oadby LE2 5BJ
Opening hours: weekdays 08:00-21:00
weekends & Bank Holidays 08:00-20:00</p> | <p>7a Market Harborough Urgent Care Centre
Opening hours: weekdays 18:30-21:00
weekends & Bank Holidays 09:00-19:00</p> |
| <p>4 Loughborough Urgent Treatment Centre
Loughborough Hospital
Hospital Way, Loughborough LE11 5JY
Opening hours: 24/7
X-ray facilities
Opening hours: weekdays 08:30-17:00
weekends 09:00-17:00</p> | <p>7b Minor Injury Unit
Opening hours: weekdays 8:30-18:30
X-ray facilities
Opening hours: weekdays 8:15-16:30
(excluding Bank Holidays)</p> |
| <p>5a Melton Mowbray Urgent Care Centre
Melton Mowbray Hospital
Thorpe Rd, Melton Mowbray LE13 1SJ
Opening hours: weekdays 18:30-21:00
weekends & Bank Holidays 09:00-19:00
X-ray facilities
Opening hours: weekdays 8:30-16:30</p> | <p>8 Lutterworth Urgent Care Centre
Falding Palmer Hospital
Gilmorton Rd, Lutterworth LE17 4DZ
Opening hours: weekends only 09:00-19:00</p> |
| <p>5b Minor Injury Unit
Sage Cross St, Melton Mowbray LE13 1NX
Opening hours: weekdays 8:30-18:30</p> | |



For the latest urgent care information visit: bit.ly/LLRUrgentCare

You need an appointment for these services

- | | | | | |
|--|--|--|---|--|
| <p>9 Westcotes Healthcare Hub
Westcotes Health Centre
Fosse Road South,
Leicester LE3 0LP</p> | <p>10 Saffron Healthcare Hub
Saffron Group Practice
509 Saffron Lane,
Leicester LE2 6UL</p> | <p>11 Belgrave Healthcare Hub
Belgrave Health Centre
52 Brandon St,
Leicester LE4 6AW</p> | <p>12 Hinckley Urgent Care Centre
Hinckley and Bosworth
Community Hospital
Ashby Road, Hinckley LE10 3DA
(use hospital name for sat nav)</p> | <p>13 Coalville Urgent Care Centre
Coalville Community Hospital
Broom Lays Road, Coalville,
Leicestershire LE67 4DE</p> |
|--|--|--|---|--|

Current Services based on 2024/25 – Leicestershire Urgent Treatment Centres

Loughborough Urgent Treatment Centre

- Loughborough Community Hospital
- 24/7

Oadby Urgent Treatment Centre

- Oadby UTC
- Mon – Fri 09:00 – 21:00
- Sat, Sun and BH – 08:00 – 20:00

Service delivery

April 24 – Jan 25

- Loughborough Contracted activity – 58, 820
- Loughborough Attendances – 73,546
- Oadby Contracted activity – 28,734
- Oadby Attendances – 35,287

Current Services based on April – Dec 2024

Leicestershire Urgent Care Centres

Market Harborough

- St Luke's Treatment Centre
- Mon – Fri 18:30 – 21:00
- Sat, Sun and BH – 09:00 – 19:00

Melton Mowbray

- St Marys Hospital
- Mon – Fri 18:30 – 21:00
- Sat, Sun and BH – 09:00 – 19:00

Lutterworth

- Feilding Palmer Hospital
- Sat, Sun and BH only – 09:00 – 19:00

North Blaby

- Enderby Leisure Centre
- Mon – Fri 18:30 – 21:00
- Sat, Sun and BH – 09:00 – 19:00

Hinckley

- Hinckley Hospital
- Mon – Fri 19:00 – 22:00
- Sat, Sun and BH – 08:00 – 20:00

North West Leicestershire

- Coalville Community Hospital
- Sat only – 09:00 – 12:00

Service delivery

- Mixed clinical delivery model (GP & Advanced Nurse Practitioner) for ALL LLR patients
- Enderby UCC – 4877 appts
- Lutterworth UCC – 2777 appts
- Market Harborough UCC – 5088 appts
- Melton UCC – 4679 appts
- Hinckley & Coalville – 5952 appts

Current Services based on April – Dec 2024 Minor Injury Units

Market Harborough

- Market Harborough Medical Centre
- Mon – Fri 08:30 – 18:30

Melton Mowbray

- Latham House Medical Practice
- Mon – Fri 08:30 – 18:30

Service delivery

- Market Harborough April 24 – Dec 24 – 2,029 appts
- Latham House April 24 – Dec 24 – 1,307 appts

What have we learned through audit and data

(This covers both City and County provision)

50-80% of activity is Primary Care type presentations for **both** routine and same day need.

A minimum of 10% (up to 30%) of activity could be managed by Pharmacy First

A minimum of 10 – 30% of activity had to be redirected to urgent care services (multiple episodes of care for 1 patient)

6-13% of appts were Do Not Attends

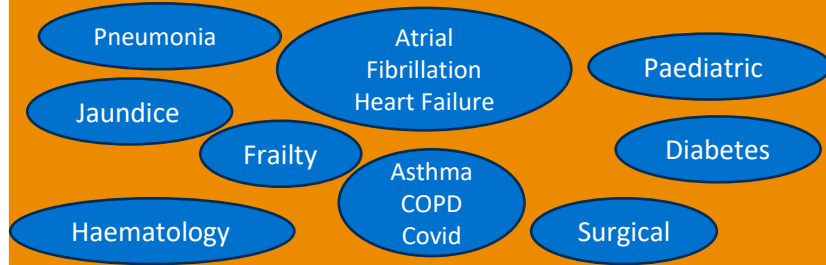
Same day primary care offer is required on Sundays to avoid patients presenting to UTC/ED when not required

Supporting patients in the place they call home:

Virtual Wards

Step up and Step down care to enable early discharge or admission avoidance

April 2024-Dec 2024 VW programme has supported 3,732 pts and met the 80% occupancy target since Sept 24 (LLR)



Urgent Community Response

April 2024- Dec 2024 Our UCR services have supported 12,250 patients in crisis, with 92% of responses achieved within the 2 hour target (against a national target of 80%) (LLR)

Accessed by any Health or Care professional.

Provides a home based response within 2 hours from Community Nurse, Therapist or ASC carer, to provide appropriate support, plan and deliver short term care and prevent admission to hospital.

PTCDA

Accessed by Ambulance crews, GP Home visiting

Clinical discussion to agree whether home based service or hospital admission is required.

April 2024-Dec 2024 PTCDA has supported 2,089 patients with approximately 1,420 attendances avoided (LLR)

Home Visiting

Accessed by Clinical navigation hub, PTCDA, and general practice

Referrals to 31st Dec 2024 27,545 (LLR)

See, Treat and Discharge 88% in hours, 79% Out of Hours (LLR)

Provides Health Care Professional support for patients at risk of admission to hospital