

Improving urgent care services

A public consultation and questionnaire

26 February 2014 to 23 April 2014



Listening.
Responding.
Delivering.



Welcome

Dear reader,

Welcome to our public consultation about urgent care services (minor injury and illness) in East Leicestershire and Rutland. We are really excited to tell you about work we have undertaken to develop options for improving these important local services and we are looking forward to your views, through our consultation, which will help us make the right decision.

We started in 2012 when local people told us how confused they were about where to go for advice and treatment for problems that were not a life threatening emergency but needed the advice of a skilled clinician urgently – minor illnesses and injuries. They have also told us that because they don't know where to go and for what conditions, they often choose to visit A&E instead.

Going to A&E for anything which isn't life threatening or an emergency puts incredible pressure on these emergency services and can compromise the quality of care provided to very seriously ill or injured people. It also means long waits for assessment and treatment and for many, a long journey into a city.

It is clear from public feedback, that local services like minor injury units in local towns are really highly valued by people. When we looked into this more, it was clear that the services differed in what they offered from place to place and also did not meet some of the principles of good care set out in national guidance.*

You will discover as you read on that we have looked in great detail at these concerns and have never lost sight of the need, or local people's desire, to keep services local. We have analysed, assessed, and reviewed all data and information available to us along with continuing to listen to what patients and the public have told us. This means we have a really clear picture of how to make it easier for local people and how to ensure the right services are available at the right locations and at the times people need them most.

* The Urgent and Emergency Care Review (NHS England, January 2013)

In this document you will find details of three options for the future of urgent care services and we need your help to decide on the best one. It is really important to remember that no decisions have yet been made. We do however have one option which we prefer. If this option were to be selected, we believe that it will be better for local people because:

- there will be services available at the times we know they are needed most, seven days a week, including during the evening and at weekends and on Bank Holidays
- it will be clear about where to go, at what time, and with what type of condition
- you should be seen within a reasonable time and won't have to travel far to find a service.

It's important that we point out that what we're trying to do is not about saving money. In fact our preferred option would cost slightly more than the services available now. Naturally, our plans to improve services all take account of the need to use resources wisely. However they really are about doing things differently and better.

May we take this opportunity to thank you for reading this document and for we hope you will take the time to examine the options and let us know your views on which you feel would provide the best urgent care service for you and your family.



Dr Dave Briggs
Managing Director



Dr Tim Daniel
GP & Public Health Consultant



Graham Martin
Chair



Tim Sacks
Chief Operating Officer

What's in this document?

This document sets out the urgent care services available today, how they are used and details of how we have developed the three options for improving them. It also asks you to answer some questions. After you have read the background information, we would like you to choose one option and tell us why you prefer it. It also invites you to suggest further improvements and gives details of our public events.

What are urgent care services?

Urgent Care is care that is needed when you have an illness or injury that does not appear to be life-threatening, but also cannot wait for a routine appointment.

Urgent care is for minor injuries such as:

- bruises, strains and sprains
- minor burns, cuts and wounds
- skin complaints, rashes, bites and stings
- small eye injuries
- wound infections
- minor head injuries
- injuries to the back, shoulder and chest
- minor wounds to hands, limbs and feet.

Urgent care is also for minor illnesses such as:

- coughs, colds and flu-like symptoms, sore throats and earache
- stomach ache, constipation, vomiting and diarrhoea.

Services to assess and treat these injuries and illnesses are currently provided in a variety of places, including minor injury units and through most GP surgeries. You do not need to have an appointment or referral to go to a minor injury unit or urgent care centre.

It's probably just as important to understand what urgent care is not. Urgent care is not when something is life threatening or an emergency, at which point accident and emergency services should be used.



What is currently available?

In East Leicestershire and Rutland we offer urgent care in the following places, which are open for different hours and days of the week. They do not all provide the same services.

People told us through surveys and public events that they did not feel it was an option to continue to deliver these services in the same way as they are now. This is why we are not including this as an option for this consultation.

Location	Service available	Opening times
Rutland Memorial Hospital, Oakham	Minor Injury and Minor Illness X-ray facilities	Minor Illness (nurse-led), Monday to Friday, 9am to 5pm Minor Injury, 9am to 5pm No services at weekend or Bank Holidays
Market Harborough District Hospital	Minor Injury and Minor Illness X-ray facilities	7 days a week, 9am to 9pm
Melton Mowbray Hospital	Minor Injury and Minor Illness	Weekends and Bank Holidays, 9.30am to 1.30pm
Latham House Medical Practice, Melton Mowbray	Minor Injury Service	Monday to Friday, 8.30am to 6.30pm
Oadby and Wigston Walk-in Medical Centre	Minor Injury and Minor Illness	7 days a week, 8am to 8pm
GPs across ELR opting to offer Minor Injury Service	Minor Injury and Minor Illness	Monday to Friday, 8.30am to 6.30pm
The following service is temporarily suspended:		
Feilding Palmer Hospital, Lutterworth*	Minor Injury and Minor Illness	7 days a week, 9am to 9pm

* Minor injury services provided from the unit in Lutterworth have been suspended since April 2013. In the past the service here has always been provided by staff working on the adjacent hospital ward, who also had minor injury experience. When a walk-in patient arrived for minor injury treatment the staff had to leave their ward to treat them.

With an average of only 13 patients a week using the unit, this meant that staff did not regularly practice their minor injury skills, which had the potential to affect the quality of care. It also affected the service to vulnerable patients on the wards. The temporary closure was also partly due to difficulties in recruiting appropriately qualified and experienced staff for these dual roles.

How people use services

Lots of local people make use of all available urgent care services:

Number of visits in 2012/13 to urgent care services	120,000
Number of visits to A&E for minor illness or minor injury when another more appropriate service was available	58,000 almost half of all visits

As you can see above, almost half (48%) of visits by ELR patients needing urgent care treatment for minor injury or illness are to emergency departments, such as the A&E department in Leicester. These visits were often at times when other, more appropriate services were available.

If we can improve local services and make sure they are advertised well, local people would be able to make a better choice about where to go when they need urgent care. This will not only reduce pressure on busy A&E services, the likelihood is people will wait for less time to be treated and will not have to travel as far.

It is also important to remember that existing urgent care services outside ELR such as those in Stamford, Rugby, Grantham, Corby, Leicester and Loughborough are also used by our patients.

What local people told us

Wide ranging public engagement over the past two years has played a key role in the preparation of this consultation. The wealth of information gathered has provided valuable insights into how local people would like their urgent care services provided. We would like to take this opportunity to thank all those who gave us their views.

We engaged with more than 1,000 stakeholder organisations, who also forwarded information on our behalf to their own members, extending our reach considerably. In addition we contacted more than 200 organisations which represent people and groups normally considered difficult to reach.

A total of 4,136 people are now part of ELR CCG's well-established membership scheme, called 'be healthy, be heard'. They have all been sent regular updates and opportunities to feedback on urgent

care services, meaning that in total over 5,500 stakeholders have been given the opportunity to comment on these services.

Our two-year engagement process has included three surveys and over 10 events, as well as outreach work at busy locations, where staff use a portable kiosk to invite and collect people's views. Over 450 people responded to the questionnaires and over 200 people have attended events. In addition press releases were issued in November and December 2013, as well as January 2014, resulting in coverage in more than 47,000 copies of local papers, with the potential to reach a readership of more than 100,000.

When we asked people for their views on the existing urgent care services, many people told us it is important to have them close to home and to be seen quickly by appropriately trained staff with the necessary skills and experience.

Many of the people who had used these services before, think the current services are good, but would like opening times to be clearer and for services to be available seven days a week.

Additionally, public feedback shows people want these services to be provided locally, such as in GP surgeries and community hospitals. Good transport links and parking are also important.

People recognise that keeping urgent care services local helps people avoid going to A&E for anything other than emergency care. The way people told us they use these services, along with analysis of the information we have about use, also tells us when it is best to have services open and when the demand is likely to be low.

We heard from some local people that they have difficulty being seen by their GPs, and as a result we are working hard with local practices to improve appointment systems and information about available services. GP practices in East Leicestershire and Rutland have confirmed that they would like their practices to provide urgent care services for minor injury within agreed access times for patients. They already provide minor illness services as part of their core services.

We have also welcomed members of Healthwatch Leicestershire and Healthwatch Rutland at our project meetings. They have given us insights from a patient's point of view and have been involved in the review throughout.

"It is very important that, through this public consultation process, we get as many comments on the options as possible to enable a fully informed decision on the future provision of urgent care services across East Leicestershire and Rutland. This will ensure our services for the future are responsive to the needs of local people. I would urge everyone to take this opportunity to comment and to have your say on the options.."

David Henson
Healthwatch Rutland

"As the local patient 'voice' for the county, Healthwatch Leicestershire has acted both to scrutinise the process and as a consumer champion on the project group for the urgent care services review. We realise that a great deal of work has gone into preparing this consultation, especially in terms of research and evidence into which services patients have been using, what they would like to see and their travel times to and from the care they need. We would like as many people as possible to read the background information and choose which option they prefer, then explain why, so that people's comments will play a real part in the final decision. It will make a great deal of difference to urgent care services for the people of Leicestershire for many years to come."

Sue Staples
Board member Healthwatch Leicestershire

Full details of the feedback we have received from local people is available in the Get involved section of our website at www.eastleicestershireandrutlandccg.nhs.uk or on request in a paper form.

All of these views have been carefully considered and have played a very important part in helping us to shape the options for improvement.

How much do urgent care services cost?

The total amount we currently spend on Urgent Care services in ELR is £2,051,138 (this does not include spend at A&E departments).

It costs the local NHS between £20 and £47 every time someone uses the current services ELR. These are very similar to the average costs elsewhere in the country.

A&E for something that could have been treated elsewhere	£81
Urgent care service at a GP practice or urgent care	£20 to £47

However, when someone goes to A&E for urgent but not emergency care it costs the NHS about £81, almost twice as much as if they had used their local service or visited their GP.

At the moment the costs of our minor injury units in Market Harborough, Oakham and Melton Mowbray include payment for illness services during the day. As GP practices are paid to provide the same illness services in the daytime, this means that by continuing to keep minor injury units open in the day we are paying twice for making the same type of service available.

All of the options we've developed come within 5% of the existing amount we pay (£2,051,138) for urgent care services. The efficiencies and improvements we are proposing therefore are not about financial savings but mean reinvestment of the money we have available into the delivery of services in a way that offers better patient care across our area.

What you said is important
"Good quality staff"

What you said is important
"Seeing staff with the right skills and experience first time"

How did we develop our options for improvement?

Public views and all the facts and figures you've read so far, as well as the detailed data behind them, have been used by local doctors and other health professionals to help draw up the options to improve urgent care.

Local GPs, other clinical experts including the National Clinical Advisory Team (NCAT) along with healthcare managers examined current services, their quality, effectiveness and costs, as well as how they are used. They compared what was available with national and locally agreed aims. Options for change began to emerge from these discussions.

Local people's views have influenced the development of the options and there have been several opportunities throughout our review for people to give us their views. This has included surveys, public events and conversations at several community meetings.

We've also undertaken very detailed analysis of a variety of information about our communities. Public health experts at Leicestershire County Council analysed the make-up of the population in different areas, and the location of places where urgent care is available and the distances patients travel to receive their care. We also looked at things like social deprivation and access to a car. The aim of this in-depth study was to help identify the right places for future urgent care services that would best meet people's needs. We have also looked at the likely impact of planned housing developments in ELR over the next five years.

In exploring our options, we also commissioned a helpful review of public transport links to GP surgeries and urgent care centres. Since then there have been some changes to public transport services, however, we will continue to work with Rutland and Leicestershire County Councils to measure the effects of any timetable changes on our options.

A number of options for future locations are considered within the study, including alternative locations across the Oadby and Wigston and Blaby and Lutterworth areas. The evidence shows that most of the current units are in the right place to best meet the needs of local people. It's a different picture for Lutterworth and Oadby and you can find more details on this in the next section.

In all the options we considered, we took into account that patients could continue to use other urgent care services, such as those in Stamford, Rugby, Grantham, Corby, Leicester and Loughborough, as well as local A&E services. The organisations that plan, purchase and provide these services have confirmed that they will remain available.

More information on this study is available in the Get Involved section of our website at www.eastleicestershireandrutlandccg.nhs.uk or on request in a paper form.

Your views have already influenced our plans

The minor injury service at Feilding Palmer Hospital in Lutterworth has been temporarily suspended since April 2013. This service has historically seen a low number of patients, with many residents choosing to receive their care in nearby Rugby, which offers a 24 hour a day, seven day a week urgent care with x-ray and other diagnostic facilities.

It had been thought that an option for urgent care services to be provided in either Lutterworth or Blaby would be included in the consultation. This changed after careful consideration of expert national advice the evidence of low usage of the service in Lutterworth and patient feedback regarding the ability to use services elsewhere including the services in Rugby.

In two of the options we are now proposing, patients in Lutterworth will have access to minor injury and illness services through GP surgeries Monday to Friday during normal opening hours, as well as being able to continue to access services in Rugby or elsewhere. This will mean, however, that we would not deliver urgent care services through the Minor Injury Unit at Feilding Palmer Hospital. This would be permanent.

The Oadby and Wigston Walk-in Centre based in Oadby, is now included in all proposals, because the CCG will take over responsibility for the walk-in services from April 2015. The registered practice list there remains the responsibility of NHS England and we have been working closely with them to ensure our plans for the future are compatible.

Based on suggestions that the CCG review the current location of the walk-in service in Oadby, we asked local in Oadby, Wigston and Blaby where they would prefer to go. Naturally most people chose their own location, but the most popular second choice for people in Blaby and Oadby was Wigston. The future location of the walk-in service currently provided in Oadby now forms part of our consultation and in the questionnaire at the end of this document you will be asked for your views on where the right location is.

Over 31,600 patients go to the Oadby and Wigston Walk-in Medical Centre each year. We think that if we were to change this service to minor injuries only, this would result in significant pressure on local primary care services. Therefore, all of our options for the Oadby or Wigston centre include both urgent minor injuries and urgent minor illness services.

What you said is important
*"Local accessibility matters.
Not everyone has a car."*

What you said is important
*"Ease of access
and well publicised
locations and times"*

What you said is important
"Open at a reasonable time"



What you said is important
*"Close to your
home and not
far to travel"*

The options

Making sure the right kind of care is available is as important as the places where you can get it. In developing these options we have drawn on work done to improve the 'urgent care pathway' for Leicester, Leicestershire and Rutland - a 'pathway' is the route through the network of services available to deal with patients needing urgent care. The way urgent care will be provided in future is based on a walk-in service, led by nurses with the appropriate skills and expertise, who have additional medical back up from GPs when needed. This is known as the 'see and treat' model of urgent care. All of the options below are based on this.

It is important to remember that existing urgent care services outside ELR such as those in Stamford, Rugby, Grantham, Corby, Leicester and Loughborough are also available to local patients and will remain available in future.

We would also like to stress that the NHS 111 free helpline service, which offers an assessment and advice on the most relevant local care options is available 24/7.

We recognise the importance of really good advertising so people are made aware of what services are available locally. Once the consultation feedback has been analysed and we have determined the best option, we will undertake a period of awareness raising and advertising to help let local people know about the services, their opening times and the types of conditions they can treat.

Option 1

When		Where	What	
			Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	34 GP Practices	✓	✓
	9am to 5pm	Urgent Care Centres in Oakham, Market Harborough, Melton Mowbray Urgent Care Centre in Oadby or Wigston (location to be confirmed)	✗ ✓	✓ ✓
Weekends and Bank Holidays	10am to 3pm	Urgent Care Centres in Oakham, Market Harborough, Melton Mowbray	✗	✓
		Urgent Care Centre in Oadby or Wigston (location to be confirmed)	✓	✓

Strengths

- urgent care centres (only for minor injuries) in Market Harborough, Melton Mowbray and Oakham, as well as the urgent care centre (for minor injuries and illness) in Oadby and Wigston will open and close at the same times, so it will be clearer what is available and when
- provides choices during known peak periods of demand
- you would have the additional option of being seen at any practice across East Leicestershire and Rutland, for minor injury.
- avoids duplication, because urgent care centres would not provide minor illness services when GP practices are open

Weaknesses

- patients' choices after daytime services close will be limited to call-centre based services
- minor illness care would not be available in the urgent care centres in Market Harborough, Melton Mowbray and Oakham in the daytime, evenings, at weekends nor on Bank Holidays
- there will still be duplication of minor injury services in the daytime, which means that the NHS is paying extra money for a service that we already pay general practices for
- there will only be one minor injury and minor illness service at weekends and Bank Holidays (ie, in the Oadby and Wigston area).



Option 2

When		Where	What	
			Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	34 GP Practices	✓	✗
	8am to 8pm	Urgent Care Centres in Oakham, Market Harborough, Melton Mowbray and Oadby or Wigston (location to be confirmed)	✓	✓
Weekends and Bank Holidays	9am to 5pm	Urgent Care Centres in Oakham, Market Harborough, Melton Mowbray and Oadby or Wigston (location to be confirmed)	✓	✓

Strengths

- provides a weekday morning-to-evening minor injury and minor illness service, ie, with longer hours than option 1
- simpler to understand, because minor injury and illness services are available at the same four locations every day, 8am till 8pm
- avoids duplication, because GPs would not provide minor injury services
- provides a weekend and Bank Holiday minor injury and illness service across a wider area than option 1
- as only a few places will be delivering minor injury care, more people will be going through the doors which provides more opportunities for staff to use their skills

Weaknesses

- minor injury care would not be available from our 34 GP surgeries
- many injured patients will have less choice
- some patients, particularly from more rural areas in ELR would therefore need to travel further for treatment.

Option 3 - This is our preferred option

When		Where	What	
			Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	34 GP Practices	✓	✓
	8am to 9pm	Urgent Care Centre in Oadby or Wigston (location to be confirmed)	✓	✓
	6pm to 9pm	Urgent Care Centres in Oakham, Market Harborough, Melton Mowbray	✓	✓
Weekends and Bank Holidays	9am to 7pm	Urgent Care Centres in Oakham, Market Harborough, Melton Mowbray and Oadby or Wigston (location to be confirmed)	✓	✓

Strengths

- in the daytime patients can go to their practice, whose staff are most familiar with their health needs
- patients do not have to be registered with a specific surgery to get treatment for minor injury meaning there would be additional locations available across ELR for minor injury treatment during the day in the week
- it is easy to remember where to go – GP practice during the daytime on weekdays, urgent care centres on weekday evenings, at weekends and on Bank Holidays
- stops duplication of daytime services
- offers longer opening times for minor injury services than options 1 or 2.

Weaknesses

- patients may be worried that there would be longer waiting times in the day for minor injury treatment, due to existing demands on each GP surgery from its registered patients. It should be noted that all our practices have said that they would be happy to provide this service with patients not having to wait longer than 2 hours for minor injury treatment.

Why is option 3 preferred?

We believe this option would create a simple but effective service, available seven days a week in locations which allow the best access for the greatest number of people. It would mean care was available in our communities at the times people need it most, so they don't feel the need to go to A&E for treatment of minor injuries and illnesses.

While in some areas, the opening hours may be reducing overall, services will be available at the times they are needed the most, meaning we are not paying for services to be open when we know very few people use them.

This option means we would be enhancing urgent care services by offering both minor injury and minor illness services at multiple locations across East Leicestershire and Rutland on weekdays and services for minor injury and illness will be available across our area at weekends and on Bank Holidays.

Additionally, and importantly, this option reflects what people said they wanted – local services with clear opening times provided at GP practices or community hospitals.

Notes on the options

Weekend GP opening is excluded from all the options, and is still subject to national discussions. A pilot scheme is being trialled in some parts of England.



What do the options mean where you live?

Market Harborough area

Please note that the urgent care centre is likely to be in its current location at the Market Harborough District Hospital. Space for urgent care facilities has been allocated in the future development of St Luke's Hospital.

Current services: Market Harborough District Hospital provides a minor injury and minor illness service 7 days a week, 9am to 9pm, with x-ray facilities.

Option 1

When	Where	What	
		Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	✓	✓
	9am to 5pm	✗	✓
Weekends and Bank Holidays	10am to 3pm	✗	✓

Option 2

When	Where	What	
		Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	✓	✗
	8am to 8pm	✓	✓
Weekends and Bank Holidays	9am to 5pm	✓	✓

Option 3 - This is our preferred option

When	Where	What	
		Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	✓	✓
	6pm to 9pm	✓	✓
Weekends and Bank Holidays	9am to 7pm	✓	✓

Melton Mowbray area

Please note that the urgent care centre is likely to be in its current location at Melton Mowbray Hospital.

Current services: Latham House Medical Practice provides a minor injury service, Monday to Friday, 8.30am to 6.30pm. Melton Mowbray Hospital provides a minor injury and minor illness service on weekends and Bank Holidays, 9.30am to 1.30pm.

Option 1

When		Where	What	
			Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	GP Practices	✓	✓
	9am to 5pm	Urgent Care Centre	✗	✓
Weekends and Bank Holidays	10am to 3pm	Urgent Care Centre	✗	✓

Option 2

When		Where	What	
			Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	GP Practices	✓	✗
	8am to 8pm	Urgent Care Centre	✓	✓
Weekends and Bank Holidays	9am to 5pm	Urgent Care Centre	✓	✓

Option 3 - This is our preferred option

When		Where	What	
			Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	GP Practices	✓	✓
	6pm to 9pm	Urgent Care Centre	✓	✓
Weekends and Bank Holidays	9am to 7pm	Urgent Care Centre	✓	✓

Rutland area

Please note that the urgent care centre is likely to be in its current location at the Rutland Memorial Hospital.

Current services: Rutland Memorial Hospital, Oakham, provides a nurse-led minor illness service, Monday to Friday, 9am to 5pm, and a minor injury service, Monday to Friday, 9am to 5pm, with x-ray facilities. There is no service at weekends or on Bank Holidays.

Option 1

When		Where	What	
			Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	GP Practices	✓	✓
	9am to 5pm	Urgent Care Centre	✗	✓
Weekends and Bank Holidays	10am to 3pm	Urgent Care Centre	✗	✓

Option 2

When		Where	What	
			Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	GP Practices	✓	✗
	8am to 8pm	Urgent Care Centre	✓	✓
Weekends and Bank Holidays	9am to 5pm	Urgent Care Centre	✓	✓

Option 3 - This is our preferred option

When		Where	What	
			Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	GP Practices	✓	✓
	6pm to 9pm	Urgent Care Centre	✓	✓
Weekends and Bank Holidays	9am to 7pm	Urgent Care Centre	✓	✓

For the Oadby and Wigston area

Please note that the future location of the service in the Borough of Oadby and Wigston forms part of this consultation and you can have your say on your preferred location in our questionnaire later in this document.

Current services: Oadby and Wigston Walk-in Medical Centre provides a minor injury and minor illness service 7 days a week, 8am to 8pm.

Option 1

When		Where Minor Illness	What Minor Injury	
Weekdays	8.30am to 6.30pm	GP Practices	✓	✓
	9am to 5pm	Urgent Care Centre in Oadby or Wigston (location to be confirmed)	✓	✓
Weekends and Bank Holidays	10am to 3pm	Urgent Care Centre in Oadby or Wigston (location to be confirmed)	✓	✓

Option 2

When		Where Minor Illness	What Minor Injury	
Weekdays	8.30am to 6.30pm	GP Practices	✓	✗
	8am to 8pm	Urgent Care Centre in Oadby or Wigston (location to be confirmed)	✓	✓
Weekends and Bank Holidays	9am to 5pm	Urgent Care Centre in Oadby or Wigston (location to be confirmed)	✓	✓

Option 3 - This is our preferred option

When		Where Minor Illness	What Minor Injury	
Weekdays	8.30am to 6.30pm	GP Practices	✓	✓
	8am to 9pm	Urgent Care Centre in Oadby or Wigston (location to be confirmed)	✓	✓
Weekends and Bank Holidays	9am to 7pm	Urgent Care Centre in Oadby or Wigston (location to be confirmed)	✓	✓

Blaby and Lutterworth area

These areas have access within what local people told us was a reasonable travel distance, to urgent care services available 24/7 for 365 days of the year, and which also offer x-ray diagnosis. These include Rugby Urgent Care Centre (for Lutterworth) and the Urgent Care Centre at the Leicester Royal Infirmary (for those living nearer to Leicester City in Blaby). These services are commissioned by neighbouring NHS organisations and are therefore outside the scope of our consultation meaning we cannot include them in the tables below.

They are however, available to patients from East Leicestershire and Rutland and it has been confirmed that they will remain so. It is important to note that other services which we do commission, like an urgent care centre in the borough of Oadby and Wigston would also be available.

Current services: The former minor injury and minor illness service at Feilding Palmer Hospital, Lutterworth, was available 7 days a week, 9am to 9pm, but has been suspended since April 2013.

Option 1

When		Where	Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	GP Practices	✓	✓

Option 2

When		Where	Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	GP Practices	✓	✗

Option 3 - This is our preferred option

When		Where	Minor Illness	Minor Injury
Weekdays	8.30am to 6.30pm	GP Practices	✓	✓

What would each option cost?

All of our three options for the future come within 5% of the available budget. This consultation is about finding the option that best provides the urgent care patients need, improving services in a cost-effective way and using resources wisely, but it is not about cutting costs.

The following table show the projected costs for the three options.

Urgent care Forecast Spending (2015-16) Our current spend is £2,051,138m	Total
Option 1	£2,120,000
Option 2	£2,048,000
Option 3	£2,083,000

Have your say

We would like you to think about these options, and then let us know which one you prefer and any other comments you may have on why you chose it.

Please complete this questionnaire, and return to us by midnight on Wednesday 23 April. The Freepost address is on page 26.

You can either fill it in by hand, or complete it online at www.eastleicestershireandrutlandccg.nhs.uk

Come to one of our open events

You are also welcome to come to one of the following public drop-in events to have your say and hear what others are saying. See page 21 for a list of places where you can share your views using our listening booth, a portable kiosk that goes out into the community to encourage people to leave their comments, which are written down and stored anonymously.

Market Harborough

Thursday 27 February, 3.30pm-5pm, Congregational Church Hall, High Street, Market Harborough, LE16 7JD

Melton Mowbray

Thursday 6 March, 5.30pm-8pm, The Samworth Centre (Sure Start Centre), Burton Street, Melton Mowbray, LE13 1AE

Blaby

Thursday 13 March, 5.30pm-8pm, The Council Chambers, Blaby District Council, Desford Road, Narborough, LE19 2EP

Lutterworth

Thursday 20 March, 1.30pm-4pm, The Pavilion, Coventry Road Recreation Ground, Coventry Road, Lutterworth, LE17 4RB

Rutland

Wednesday 26 March, 1.30pm-4pm, Voluntary Action Rutland, Rutland Volunteer Centre, Lands' End Way, Oakham, Rutland, LE15 6RB

Wigston

Thursday 3 April, 12noon-3pm, Bassett Street Community Centre, Bassett Street, Wigston, LE18 4PE

Oadby

Friday 28 March 2014 10am - 12.30pm, Walter Charles Community Centre, Wigston Road, Oadby, LE2 5QE

What are the next steps?

Your answers to this consultation and questionnaire will be independently analysed and the results combined into a report. The findings will be thoroughly examined and discussed by an independent panel. They will assess the findings against criteria including quality, patient experience, safety and accessibility and produce a recommendation, which will go before the ELR CCG Governing Body for approval. If approved, a service specification will be drawn up for would-be providers. Any necessary procurement of services will begin and, if needed, changes in existing provider contracts will be negotiated. Patients will be involved in the development of the service specification and in evaluating tenders. All of the information that you give us will be analysed by May, and a final decision made in June. The new arrangements for minor injuries and illness will begin in 2015.

Cabinet Office Code of Practice on Consultation

This consultation is being carried out in accordance with the guidelines published by the Cabinet Office published 17 July 2012, and available at www.gov.uk/government/publications/consultation-principles-guidance

Making sure we consider equalities

A 'due regard' assessment in line with the Equality Act 2010, has been completed, which indicates that the preferred option is unlikely to have a negative impact on people from the groups protected by this legislation. This assessment covered issues such as age, race, gender, maternity, disability, marital or civil partnership status, sexual orientation, religion or belief. A copy is available on request, please contact our Engagement Team on 0116 295 4183.

Want to talk to someone about how this consultation has been run?

If you would like to talk to someone about how this consultation has been put together and delivered, please contact Daljit Kaur Bains, Head of Corporate Governance at ELR CCG on 0116 295 5105 or email enquiries@eastleicestershireandrutlandccg.nhs.uk

Listening booth

Please come to our listening booth, a portable kiosk which goes out into the community to encourage people to leave their comments, which are written down and stored anonymously.

Wednesday 26 February, 2pm-3pm, at Oakham Drop-in Centre, Oakham Congregational Church

Monday 3 March, 1pm-2.30pm, at Visions Children's Centre, Catmose Campus, Huntsmans Drive, Oakham

Friday 7 March, from 10.30am Glebe Garden Centre, Foston Road, Countesthorpe

Saturday 15 March from 10.30am, at Rutland Parent Carer Voice Family Day, Greetham Community Centre, Great Lane, Greetham LE15 7NG

Tuesday 4 March – A Place To Grow, Mill Lane, Enderby (next to Leisure Centre)

Monday 10 March – Harborough Leisure Centre, Northampton Road, Market Harborough

Tuesday 18 March – Melton Farmers Market, Scalford Rd, Town Centre, Melton Mowbray

As other dates are arranged they will be posted in the Get Involved section of our website.

Talking to your councils and elected representatives

We have also arranged meetings with the county and district councils to discuss the consultation with elected members and their officers. Briefings and discussions with local MPs have also been arranged.

Community group meetings

Here is a range of community organisations, for whom we aim to provide a presentation for their members. At the time of publishing, some needed to be confirmed. Please note that these are not public events.

Better Health Group
Blaby District Youth Council
Bottesford Youth Council (Melton)
Oadby & Wigston Youth Council
Rutland Health & Social Care Forum
Young Parents (Harborough)
Young Carers (Melton)

If your organisation would like us to attend to discuss this consultation, please contact our Engagement Team on 0116 295 4183.

You can attach additional sheets if you need more space.

Q1. Have you used urgent care, such as minor injury or illness services in East Leicestershire and Rutland, over the last 12 months?

Yes No

Q2. Which future option do you prefer? (please see pages 15 to 19 for detailed information about the options, then tick one only)

OPTION 1

OPTION 2

OPTION 3

Q3. Why did you choose this option? (please include a separate sheet , if needed)

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.....

.....

Q4. We can only provide one urgent care centre in the borough of Oadby and Wigston.

Please indicate your preferred location.

Oadby

Wigston I do not have a preference

Q5. If you would like to add to or otherwise change one or more of the options, please say which one(s) and explain your change(s) here:

.....

.....

.....

Q6. What did you think of the consultation?

Overall, how do you feel about the way you have been consulted and the level of information that you have been given?

Very satisfied Quite satisfied Neither satisfied nor unsatisfied

Quite unsatisfied Very unsatisfied

Any further comments about the consultation?

.....

.....

Please tell us something about you

Equalities Monitoring Form (strictly confidential)

East Leicestershire and Rutland Clinical Commissioning Group recognises and actively promotes the benefits of diversity and is committed to treating everyone with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

To ensure that our services are designed for the population we serve, we would like you to complete the short monitoring section below. The information provided will only be used for the purpose it has been collected for and will not be passed on to any third parties.

Data Protection Statement - All information will be kept strictly confidential and in accordance with the Data Protection Act 1998 and associated protocols. Please () the relevant box

Q7. Are you responding to the consultation as...

A member of the public	Please answer Q7 to Q18 only
On behalf of a stakeholder organisation	Please go to Q19
A healthcare professional	Thank you for completing this questionnaire
An elected representative	Thank you for completing this questionnaire
Other, please give details. Please go to Q19	

Q8. What is your postcode? The first four letters/numbers of your postcode will help us understand where services may need to be directed. (We will not be able to identify your address from this.)

First part of postcode eg, LE12						I'd prefer not to say
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Q9. What is your age group? Please complete your age group:

Under 16	16 – 24	25 – 34	35 – 59	60 – 75	76+	
I'd prefer not to say						

Q10. What is your current relationship status?

Please choose one option that best describes your relationship status:

Single	In a relationship	Living with partner
Married/Civil Partnership	Separated	Divorced/Dissolved Civil Partnership
Widowed/Surviving Civil Partner	Other	I'd prefer not to say

Q11. What is your gender/sex?

Male		Female	
------	--	--------	--

Q12. Have you gone through any part of a process (including thoughts or actions) to change from the sex you were described as at birth to the gender you identify with, or do you intend to? (This could include changing your name, wearing different clothes, taking hormones or having gender reassignment surgery.)

Yes		No		I'd prefer not to say	
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Q13. What is your sexual identity/orientation? Please choose one option that best describes how you think of yourself:

Heterosexual / Straight		Gay / Lesbian		Bisexual	
Other		I'd prefer not to say			

Q14. Do you look after, or give any help or support to family members, friends, neighbours or others because of either?

Long-term physical or mental-ill-health/disability		Problems related to old age	
No		I'd prefer not to say	Other, please describe:

Q15. Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply.)

Vision (such as due to blindness or partial sight)	
Hearing (such as due to deafness or partial hearing)	
Mobility (such as difficulty walking short distances, climbing stairs)	
Dexterity (such as lifting and carrying objects, using a keyboard)	
Ability to concentrate, learn or understand (learning disability/difficulty)	
Memory	
Mental ill-health	
Stamina or breathing difficulty or fatigue	
Social or behavioural issues (for example, due to neuro diverse conditions such as autism, attention deficit disorder or Asperger's syndrome)	
No	
I'd prefer not to say	
Any other condition or illness, please describe:	

Q16. What is your ethnic group? Please choose one option that best describes your ethnic group or background

White

English/Welsh/Scottish/Northern Irish/British	
Irish	
Gypsy or Irish Traveller	
Any other White background, please describe:	

Mixed/multiple ethnic groups

White and Black Caribbean	
White and Black African	
White and Asian	
Any other mixed/multiple ethnic background, please describe:	

Asian/Asian British

Indian	
Pakistani	
Bangladeshi	
Any other Asian background, please describe:	

Black/African/Caribbean/Black British

African	
Caribbean	
Any other Black/African/Caribbean background, please describe:	

Chinese

Chinese	
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Other ethnic group

Arab	
Any other ethnic group, please describe:	
I'd prefer not to say	

Q17. What is your religion? Please choose one option that best describes your religious identity

No religion		Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	
Buddhist		Hindu	Jewish
Muslim		Sikh	Baha'i
Jain		I'd prefer not to say	

Q18. What is your main language? Please choose one option used for communicating and interpreting information identity

English		Arabic		Bengali	
BSL (British Sign Language)		Chinese		Farsi	
Gujarati		Hindi		Pashtu	
Polish		Portuguese		Punjabi	
Slovak		Somali		Turkish	
Urdu					

Any other preferred language, please describe:

Q19. If you represent an organisation, which of the following best describes it?

Independent healthcare provider	
Third sector organisation	
Regulatory body	
Patient representative organisation	
Other, please describe	
Not applicable	

The postal address for your responses is:

**East Leicestershire & Rutland CCG
Urgent Care Services Consultation
Freepost ADMAIL 4228
Market Harborough
LE16 7ZZ**

For more copies of this document, please call our Engagement Team on 0116 295 4183 or email communications@eastleicestershireandrutlandccg.nhs.uk

A summary of responses to the consultation will be available, and you can request it via email at communications@eastleicestershireandrutlandccg.nhs.uk or by post to the above address.

Thank you for taking part.

Other languages and formats

We can provide versions of this leaflet in other languages and formats such as Braille and large print on request. Please contact the Engagement Team, telephone 0116 295 1486.

Somali

Waxaan ku siin karnaa bug-yarahaan oo ku qoran luqado iyo habab kale sida farta indhoolaha Braille iyo daabacad far waa-wayn markii aad soo codsato. Fadlan la soo xiriir qaybta Ka-qaybgalka iyo Dhex-gelidda, lambarka telefoonka waa 0116 295 1486.

Polish

Jeżeli chcieliby Państwo otrzymać kopię niniejszej ulotki w tłumaczeniu na język obcy lub w innym formacie, np. w alfabecie Braille'a lub w powiększonym druku, prosimy skontaktować się telefonicznie z zespołem ds. zaangażowania (Engagement and Involvement) pod numerem telefonu 0116 295 1486.

Cantonese

如有要求，我們可以將本宣傳手冊用其他語言或格式顯示，如盲文或大號字體。

請致電我們的“參與部門” (Engagement and Involvement Department) 0116 295 1486.

Gujarati

અમે આ ચોપાનિયાનું ભાષાંતરો બીજી ભાષાઓમાં અને શૈલીઓમાં જેમ કે બ્રેઇમાં અને વિનંતી કરવાથી મોટા અક્ષરોમાં છાપેલા પૂરાં પાડી શકીએ છીએ. ઇંગેજન્ટ અને ઇન્વોલ્વમેન્ટ વિભાગનો ટેલિફોન 0116 295 1486 દ્વારા સંપર્ક કરો.

Hindi

हम आपको यह परचा दूसरी भाषाएँ में और ब्रेल एवं बड़े अक्षरों जैसी रूपरेखा में निवेदन करने पर प्राप्य कर सकते हैं। कृपया कर के इनगेज्मन्ट और इन्वाल्वमन्ट विभाग में टेलिफॉन द्वारा 0116 295 1486 पर संपर्क कीजिए।

Urdu

م درخواست کرنے پر لیفلٹ کے اس ترجمے کو دیگر زبانوں اور صورتوں مثال کے طور پر بریل اور بڑے حروف میں بھی فراہم کر سکتے ہیں۔ براہ کرم اس ٹیلی فون نمبر 0116 295 1486 پر اینگیجمنٹ اینڈ اینوالومنٹ ڈیپارٹمنٹ کے ساتھ رابطہ قائم کریں۔

Arabic

مکننا تقديم نسخ من هذه النشرة بلغات أخرى وصيغ مثل برايل والطباعة الكبيرة في الطلب. يرجى الاتصال انخراط إشراك وزارة، والهاتف 0116 295 1486.



Listening.
Responding.
Delivering.

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