

**Need help fast
and it isn't life threatening?**

**Get the right NHS care
in two simple steps**

Stakeholder toolkit: GP practices

**Right
Care,
Right
Place**



Introduction

- This toolkit has been created to help GP practices promote the following to patients:
 - ‘Need help fast?’ and ‘right care, right place’ approaches
 - Opportunity to share their views on the above, and their experiences of local services, in a questionnaire
 - **Leicester City patients only:** are also invited to share their views about a new same-day appointment offer, commencing 1 October 2025.

Full toolkit and promotional resources available at:
<https://leicesterleicestershireandrutlandhwp.uk/partner-toolkit/>



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Key messages

- The NHS in Leicester, Leicestershire and Rutland has introduced a simple, two-step process to help you get the right NHS care when you need it quickly, for situations when it isn't life-threatening.
 - **Step 1:** Try to manage the problem yourself or get help from a local pharmacy, NHS 111 online, or the NHS App/nhs.uk
 - **Step 2:** If that doesn't work or the problem is more serious, contact the practice or NHS 111 (when your GP practice is closed). They will help arrange the **right** appointment.
- So that NHS resources are being used in the best way for everyone, through this process the NHS aims to match each patient to the right level of care, with the right health professional, in the right part of the NHS, first time. This is known as **right care, right place**.
- If it's a **life or limb-threatening emergency**, go straight to the closest **emergency department** or **call 999**. You may be redirecting to an appropriate service if you attend the Emergency Department and your symptoms could be managed in an urgent care centre or pharmacy.
- In a mental health crisis, call NHS 111 and select the mental health option, 24/7.
- You can find out more about the two steps and the services you can use by following the steps at:
<https://leicesterleicestershireandrutland.icb.nhs.uk/need-help-fast/>
- In addition, to help make improvements in the future, the NHS would like to hear your views about the two-step process, as well as your experiences of general practice and pharmacy services, and invites you to complete a questionnaire:
www.leicesterleicestershireandrutland.icb.nhs.uk/be-involved/need-help-fast-engagement/
- If you are registered with a Leicester City GP practices you are also invited to share your views about new evening, weekend and bank holiday appointments from 1 October 2025, replacing what has been available from the healthcare hubs at Saffron, Belgrave and Westcotes Health Centres.

Full toolkit and promotional resources available at:
<https://leicesterleicestershireandrutlandhwp.uk/partner-toolkit/>

Printed materials

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Printed materials

- The following printed materials will be delivered to practices:
 - A4 Questionnaires: versions for Leicester City, Leicestershire and Rutland
 - A5 brochures
 - A3 and A4 posters, promoting 'Need help fast?' and the questionnaire (two types)
 - Business card sized booklet.
- People should be encouraged to complete the questionnaire online if they are able to.
- There are also online equivalents of the 'Need help fast?' promotional materials which can be used on your websites, shared with Whatsapp communities and emailed or sent via text to patients.

Printed materials

Leicester City Questionnaire

NHS
Leicester, Leicestershire
and Rutland

Questionnaire
Getting NHS help fast
in Leicester City

Scan me

Find out more inside

Right Care, Right Place

Please respond by 7 December 2025

Please note: separate questionnaires are available for Leicestershire County and Rutland.

Leicestershire Questionnaire

NHS
Leicester, Leicestershire
and Rutland

Questionnaire
Getting NHS help fast
in Leicestershire

Scan me

Find out more inside

Right Care, Right Place

Please respond by 7 December 2025

Please note: separate questionnaires are available for Leicester City and Rutland.

Rutland Questionnaire

NHS
Leicester, Leicestershire
and Rutland

Questionnaire
Getting NHS help fast
in Rutland

Scan me

Find out more inside

Right Care, Right Place

Please respond by 7 December 2025

Please note: separate questionnaires are available for Leicester City and Leicestershire

People can complete the online questionnaires at:
www.leicesterleicestershireandrutland.icb.nhs.uk/be-involved/need-help-fast-engagement/

Printed materials

A5 Brochure



<https://bit.ly/need-help-fast-brochure>

A4 and A3 Posters



<https://bit.ly/need-help-fast-poster>

Business card sized booklet



<https://bit.ly/need-help-fast-card>

Full toolkit and promotional resources available at:
<https://leicesterleicestershireandrutlandhwp.uk/partner-toolkit/>

Waiting rooms

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Waiting rooms

- For waiting rooms, there are:
 - Roller banners (Please use contact details at the end of this toolkit to request one.)
 - Posters (see printed materials)
 - Range of formats for digital screens.



Roller banner

Text messages

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Text messages

- **Need help fast?**
 - Need help fast and it isn't life threatening? Get the right NHS care in two simple steps. Read new local advice at <https://bit.ly/need-help-fast> [146 characters]
 - Please keep this new NHS guide for when you need help quickly and it isn't life-threatening: <https://bit.ly/need-help-fast-brochure> [132 characters]
- **Need help fast and questionnaire (Leicestershire and Rutland)**
 - Need help fast? Read how to get the right NHS care in two simple steps. Plus, share your views on health services by 7 December. <https://bit.ly/need-help-fast> [158 characters]
- **Need help fast and questionnaire (Leicester City)**
 - Need help fast? Read how to get the right NHS care. Plus, share your views on services and changes to same-day care by 7 Dec. <https://bit.ly/need-help-fast> [155 characters]
- **Questionnaire only (Leicester City)**
 - Read about changes to same-day appointments and share your views by 7 Dec online. <https://bit.ly/need-help-fast-engagement> Hard copies available. [146 characters]
- **Questionnaire (Leicestershire and Rutland)**
 - Share your views about getting care, GP practice and pharmacy services by 7 Dec online. Hard copies available. <https://bit.ly/need-help-fast-engagement> [151 characters]

Text for websites, newsletters and emails

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Text

- LLR ICB has created content on its website which practices can link to.
- Text has been provided on the next few pages for you to include on your website and in newsletters/emails, about:
 - the new two-step process to get help fast
 - The questionnaire
 - New same-day appointment offer in Leicester City.
- There are supporting graphics available.
- **Web pages:**
 - Patient advice: <https://leicesterleicestershireandrutland.icb.nhs.uk/need-help-fast/>
 - Questionnaires: <https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/need-help-fast-engagement/>
 - Using general practice online hub: <https://leicesterleicestershireandrutland.icb.nhs.uk/your-health/find-the-right-service/your-gp-practice/>

Text (Patient advice)

Short form

Need help fast and it isn't life-threatening?

The NHS in Leicester, Leicestershire and Rutland has issued new advice to help you get the right NHS care when you need it quickly, for situations when it isn't life-threatening. Find out more about the two simple steps you are recommended to take.

<https://leicesterleicestershireandrutland.icb.nhs.uk/need-help-fast/>

Text (Patient advice)

Longer form

Need help fast and it isn't life-threatening?

The NHS in Leicester, Leicestershire and Rutland has issued new advice to help you get the right NHS care when you need it quickly and recommends just two simple steps for situations when it isn't life-threatening.

- **Step 1:** Try to manage the problem yourself or get help from a local pharmacy, NHS 111 online, or the NHS App.
- **Step 2:** If that doesn't work or the problem is more serious, contact the practice or NHS 111 (when we are closed). We will help arrange the right appointment at the practice or other nearby services, including appointments for the same day if you need it.

Following this advice will help you get care from the right place, with the right health professional, and avoid long waits or trips to walk-in services that might not be suitable.

Find out more about at <https://leicesterleicestershireandrutland.icb.nhs.uk/need-help-fast/>

You can also download a new [online guide](#) to keep for future reference.

Text (Questionnaire)

For Leicestershire and Rutland practices

Share your views of local health services by 7 December 2025

The NHS in Leicester, Leicestershire and Rutland would like to hear your views about a new two-step process for getting help when you need it quickly, as well as your views and experiences of GP practice and pharmacy services. Complete the questionnaire [online](#) or pick up a hard copy in the practice if you are unable to complete it online.

Text (Questionnaire)

For Leicester City practices

Share your views about local health services by 7 December 2025

The NHS in Leicester, Leicestershire and Rutland would like to hear your views about the local health services you use when you need help quickly, including:

- a new two-step process for getting help fast
- your views and experiences of GP practice and pharmacy services
- changes to evening, weekend and bank holiday appointments, replacing the healthcare hubs from 1 October.

Complete the questionnaire [online](#) or pick up a hard copy in the practice, if you are unable to complete it online.

Text (Appointments)

For Leicester City practices

New evening and weekend appointment availability for urgent health needs from 1 October 2025

From 1 October 2025, if you need to be seen on the same day, we will be able to book you a 15-minute face-to-face GP appointment, taking place in the evenings between 6:30pm and 8pm, at one of ten GP practice or health centre locations in Leicester City. This replaces appointments that have previously been available from the healthcare hubs at Saffron, Westcotes and Belgrave Health Centres.

This is in addition to the appointments available at this practice from 8am to 6:30pm.

When you contact NHS 111 when we are closed, they will also be able to book these new same-day appointments, taking place at the following times:

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

You can share your views about these new appointments in an [online questionnaire](#) until 7 December 2025. You can pick up a hard copy questionnaire in the practice if you are unable to complete it online.

Social media

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Full toolkit and promotional resources available at:
<https://leicesterleicestershireandrutlandhwp.uk/partner-toolkit/>

Social media messages

Need help fast and it isn't life threatening? Read new local advice to get the right NHS care in two simple steps. <https://bit.ly/need-help-fast> #NeedHelpFast #RightCare

Download this new NHS guide for when you need help quickly and it isn't life-threatening: <https://bit.ly/need-help-fast-brochure> #NeedHelpFast #RightCare

Leicestershire and Rutland

Need help fast? Read how to get the right NHS care in two simple steps. Plus, share your views on health services by 7 December 2025. <https://bit.ly/need-help-fast> #NeedHelpFast #RightCare

Share your views about health advice for when you need help quickly, and your experiences of GP practice and pharmacy services. Closing date: 7 December 2025. <https://bit.ly/need-help-fast-engagement> #NeedHelpFast #RightCare

Leicester City

Need help fast? Read how to get the right NHS care. Plus, share your views on getting help quickly, GP practice and pharmacy services, and changes to same-day appointments for Leicester City patients. Closing date: 7 December 2025. <https://bit.ly/need-help-fast> #NeedHelpFast #RightCare

New same-day appointments will be available during evenings, weekends and bank holidays from 1 October 2025, for patients registered with Leicester City GP practices. Find out what's new and share your views by 7 December 2025 <https://bit.ly/need-help-fast-engagement> #NeedHelpFast #RightCare

Please also follow the ICB's social media posts for a greater variety of posts that can be easily shared:
@NHS_LLR

Full toolkit and promotional resources available at:
<https://leicesterleicestershireandrutlandhwp.uk/partner-toolkit/>

Where to get support

Practices can contact the ICB's communications and engagement team for help with this toolkit and the questionnaire:

- llricb-llr.beinvolved@nhs.net
- 0116 295 7532
- Patients can also use these contact details for support with completing the questionnaire.

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