

Need help fast
and it isn't life threatening?

Get the right NHS care
in two simple steps

Stakeholder toolkit: Partners and VCSE

Right
Care,
Right
Place



Introduction

- This toolkit has been created to help partners and community and voluntary sector organisations promote the following to patients:
 - ‘Need help fast?’ and ‘right care, right place’ approaches

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 the 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/>

Printed materials

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Printed materials

- The following printed materials are available:
 - A5 brochures
 - A3 and A4 posters, promoting ‘Need help fast?’
 - Business card sized booklet.
- 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

A5 Brochure

NHS
Leicester, Leicestershire and Rutland

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Find out more inside

Right Care, Right Place

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

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

A4 and A3 Posters

NHS
Leicester, Leicestershire and Rutland

Scan me

Need help fast
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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, 24/7.

Right Care, Right Place

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

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

Business card sized booklet

NHS
Leicester, Leicestershire and Rutland

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Right Care, Right Place

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.

! If it's a life or limb-threatening emergency, go to the emergency department or call 999. In a mental health crisis, call NHS 111 and select the mental health option, 24/7.

Step 2: Need More Help?
If it's more serious or Step 1 didn't work:

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

They'll help book the right appointment for you.

Scan the QR code for more information on local services.

bit.ly/need-help-fast

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

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

Waiting areas

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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 message

- **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]

Text for websites, newsletters and emails

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Text

- LLR ICB has created content on its website which can be linked 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
- There are supporting graphics available.
- **Web pages:**
 - Patient advice: <https://leicesterleicestershireandrutland.icb.nhs.uk/need-help-fast/>
 - 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 your GP practice or NHS 111 (when your practice is closed). They will help arrange the right appointment at your GP 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.

Social media

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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

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

Where to get support

Partners 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

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