

Questionnaire

Same-day appointments
in Leicestershire

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Please
respond by
14 June
2026

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We can provide this document in easy-read format, large print, hard copy, or as a Word document for screen readers. You can also complete a questionnaire by phone. If you would like some help to complete a questionnaire or to request one of the alternative formats, please contact us using the details below.

 llricb-llr.beinvolved@nhs.net

 0116 295 7532

 Freepost Plus RUEE-ZAUY-BXEG
Same Day Questionnaire, NHS LLR ICB
Room G30, Pen Lloyd Building, County Hall
Glenfield, Leicester LE3 8TB

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

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

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

ਜੇ તમને આ દસ્તાવેજમાં આપેલ માહિતી સમજવા માટે મદદ જોઈતી 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.

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

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Jei norétumėte, 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.

The NHS in Leicester, Leicestershire and Rutland is making improvements to same-day GP appointments, available during evenings, weekends and bank holidays across Leicestershire (which covers the district council areas of Blaby, Charnwood, Harborough, Hinckley and Bosworth, Melton, North West Leicestershire, and Oadby and Wigston).

The improvements are part of a wider range of care options that make it easier for you to get help quickly for urgent, but not life-threatening health problems.

We are inviting you to share your views to help improve the appointments further.

How it worked previously

Before 1 April 2026, if you had an urgent health need and you contacted your GP practice later in the day, or NHS 111 in the evening or at weekends, you may have been booked into an appointment at one of the following locations:

Previous locations	Previous opening times
Enderby Leisure Centre	Weekdays 6.30pm to 10pm Weekends and bank holidays 8am to 8pm
Feilding Palmer Hospital	Weekends 9am to 7pm
St Luke's Treatment Centre	Weekdays 6.30pm to 9pm Weekends and bank holidays 9am to 7pm
Hinckley and Bosworth Community Hospital	Weekdays 7pm to 10pm Weekends and bank holidays 8am to 8pm
Melton Mowbray Hospital	Weekdays 6.30pm to 9pm Weekends and bank holidays 9am to 7pm
Coalville Community Hospital	Saturdays 9am to 12pm

These were sometimes known as 'extended access appointments' and took place in urgent care centres.

You may also have walked in to use the Enderby, Market Harborough, Lutterworth and Melton services without an appointment.

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What has improved?

Since 1 April 2026, same-day GP appointments have been provided through a new model with different opening hours and a mix of existing and new locations.

The main benefits of this new model are:

More locations across Leicestershire

We have increased the number of locations across Leicestershire where same-day GP appointments are available during evenings, weekends and bank holidays.

The opening times are now consistent, with appointments available at the following times:

- Monday–Friday: 6.30pm–8.30pm
- Saturdays: 9am–5pm
- Sundays and bank holidays: 10am–2pm

New locations	Appointment availability
Warren Lane Surgery, Leicester Forest East	7 days a week
Charnwood Surgery, Mountsorrel	7 days a week
Feilding Palmer Hospital, Lutterworth	Weekends only
St Luke's Treatment Centre, Market Harborough	7 days a week
The Centre Surgery, Hinckley	7 days a week
Melton Hospital, Melton Mowbray	7 days a week
Castle Medical Group, Ashby & Long Lane Surgery, Coalville – alternating weeks	7 days a week
Oadby Urgent Treatment Centre (Oadby) These are appointment-only slots delivered at the same premises as the Urgent Treatment Centre (UTC), in addition to normal UTC services	7 days a week

These appointments replace those previously provided during evenings, weekends and bank holidays in Coalville, Enderby, Hinckley, Market Harborough, Lutterworth and Melton - sometimes known as 'extended access appointments' and urgent care centres..

All appointments booked by NHS 111 and GP practices

This is now an appointment-only service, with appointments booked by NHS 111. A small number of appointments can also be booked by GP practices.

You don't need to do anything differently and should use your GP practice and NHS 111 as normal.

You cannot specifically request one of the new appointments. You may be booked into one of them when you contact NHS 111 or your GP practice if urgent same-day care is needed. GP practices only have access to a small number of the total appointments available.

When you contact NHS 111 or your GP practice, they will ask about your symptoms so they can book the most appropriate same-day appointment for you. This reduces the number of places you need to contact and avoids unnecessary waits or trips to services that may not be suitable.

This approach helps ensure resources are used in the best way for everyone in Leicester, Leicestershire and Rutland. It also supports the NHS aim of matching each patient to the right level of care, from the right health professional, in the right part of the NHS, first time - known as Right Care, Right Place.

Patients will still be able to walk in at:

Loughborough Urgent Treatment Centre	Oadby Urgent Treatment Centre
Merlyn Vaz Urgent Treatment Centre	Market Harborough Minor Injury Unit
Melton Minor Injury Unit	

Other improvements

- ✓ Appointments are now 15 minutes long, five minutes longer than they were previously, so people can get the care they need in one visit.
- ✓ All appointments are now with a GP, rather than a mix of different professionals.
- ✓ More general practice appointments are now available during evenings, weekends and bank holidays.
- ✓ There is now a broader variety of appointments across pharmacies, GP surgeries and health centres, with the number of Pharmacy First appointment slots increasing to 210,000 a year across Leicester, Leicestershire and Rutland.



Why improvements were needed

Same-day services have developed over time and now vary across Leicester, Leicestershire and Rutland. There were different names, opening times and referral processes, making it hard for patients to understand what's available and when to use each service. In some cases, appointments were going unused or were not in the most appropriate setting for a person's needs. For example, some conditions seen during the old appointments could have been better treated by a pharmacy, an urgent treatment centre, or through routine GP care.

We also now have new services, such as Pharmacy First, which allow people to get treatment and certain prescriptions directly from their local pharmacy, often without needing to see a GP. Access to Pharmacy First can be arranged by a GP practice, by NHS 111, or by walking into a pharmacy.

How the appointments work alongside other same-day services

Improvements to same-day appointments in Leicestershire fit within our consistent two-step approach to getting people the right care, first time:

-  **Step 1: Self Care**
Use the NHS App, NHS 111 online or a community pharmacy.
-  **Step 2: Contact your GP practice or NHS 111**
If symptoms worsen or self-care is not appropriate.

People who need to be seen on the same day may be offered an appointment at:






- ✓ Their own GP practice
- ✓ A pharmacy under the Pharmacy First scheme
- ✓ An urgent treatment centre
- ✓ A new same-day GP appointment during evenings, weekends and bank holidays.

Have your say

We'd now like to hear your thoughts on the new same-day appointments. Your feedback is important in helping us understand what's working well and what could be improved. Your views will play a key role in shaping any future changes to the service.

This questionnaire takes around 10 minutes and is open to anyone aged 16 or over.
Please complete this questionnaire to arrive by Sunday 14 June 2026.

You can:

-  Complete the questionnaire online and get more information www.leicesterleicestershireandrutland.icb.nhs.uk/be-involved/sda-leicestershire/
-  Email your views to: llicb-llr.beinvolved@nhs.net
-  Call 0116 295 7532 to receive a paper copy of the questionnaire or information in another format
-  Write to us at Freepost Plus RUEE-ZAUY-BXEG, Same Day Questionnaire, NHS LLR ICB, Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB
-  Follow our social channels: @NHS_LLRL

Due to the amount of feedback we expect to receive, we will not be able to respond to all communication, but we will do our best to respond to any questions.

What happens next?

The feedback we receive will be independently analysed and will be used to help the ICB decide on any changes that are needed to the appointments at the new locations in Leicestershire and to improve how you get NHS services quickly.

A report of findings will be published setting out the main themes from the feedback. If changes are made, a further report will detail how we have used the information to inform our decisions.

Any other feedback we receive will help inform and influence future services.

Data protection statement

NHS Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB) has commissioned an independent organisation to collect, handle and process the responses gathered for this engagement. Any information you provide will be handled in accordance with General Data Protection Regulations (GDPR) (rule about information privacy) and the Data Protection Act 2018.

The questionnaire asks you to provide your full postcode and demographic profiling data (age, gender, ethnicity etc.). This information is used to ensure the responses are representative of the local demographics (a study of the local population). You do not have to provide this information to take part in the questionnaire, but it helps the NHS to ensure that any decisions made meet the needs of a diverse communities.

Any reports published using the insights from the questionnaire will not contain personally identifiable information and will only show feedback in an anonymous format. These anonymised results may be shared publicly, for example, on NHS public facing websites or printed and distributed. Your involvement is voluntary (your choice) and you are free to stop completing the questionnaire at any time. Only submitted responses will be included in the analysis. You don't need to answer all the questions. All information collected via the questionnaire will be held for a period of five years from the date the questionnaire closes, in line with the Records Management Code of Practice for Health and Social Care 2020, which all NHS organisations work under.

By returning this questionnaire, you agree with the data protection information provided.

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The only compulsory question is Q2.

Q1	How did you hear about this questionnaire? (Select all that apply.)	
	Text/letter/app notification from my GP practice	<input type="checkbox"/>
	Social media (e.g. Facebook)	<input type="checkbox"/>
	Email	<input type="checkbox"/>
	Staff communication	<input type="checkbox"/>
	Radio	<input type="checkbox"/>
	Newspaper	<input type="checkbox"/>
	Poster or leaflet	<input type="checkbox"/>
	Friend or family member	<input type="checkbox"/>
	Event/stand. Please tell us:	<input type="checkbox"/>
	Voluntary and community group. Please tell us:	<input type="checkbox"/>
Other. Please tell us:	<input type="checkbox"/>	

Q2	In what capacity are you completing this questionnaire? (Select one.) This question is compulsory	
	In a personal capacity, as a patient/member of the public (go to Q4)	<input type="checkbox"/>
	In a professional capacity, as an interested partner or stakeholder	<input type="checkbox"/>

If you would like to submit a formal response on behalf of your organisation, please email: llricb-llr.beinvolved@nhs.net or call 0116 295 7532 instead. This questionnaire is for individual responses only.

If you are responding in a professional capacity, as an interested partner or stakeholder, not all questions will be relevant to you, so please only complete questions 3,5,6 and 7. We will mark these with a ■ symbol.

Q3 ■	As an interested partner or stakeholder, where do you work or volunteer? (Please select the one that best reflects the hat you're wearing for this response.)	
	A GP practice or Primary Care Network	<input type="checkbox"/>
	Leicester, Leicestershire and Rutland Integrated Care Board	<input type="checkbox"/>
	University Hospitals of Leicester NHS Trust	<input type="checkbox"/>
	Leicestershire Partnership NHS Trust	<input type="checkbox"/>
	Local authority	<input type="checkbox"/>
	A community pharmacy	<input type="checkbox"/>
	The voluntary sector. Please specify:	<input type="checkbox"/>
	Other. Please specify:	<input type="checkbox"/>

Q4	Are you registered with a GP practice in Leicestershire? (Select one.)	
	Yes. Please tell us which GP practice:	<input type="checkbox"/>
	No, I am not registered with a GP practice anywhere	<input type="checkbox"/>
	No, but I would still like to comment on Leicestershire services	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>

A summary of the key changes:

- ✓ Same-day GP appointments are now provided through a new model with consistent opening times:
 - Monday to Friday: 6.30pm – 8.30pm
 - Saturdays: 9am – 5pm
 - Sundays & bank holidays: 10am – 2pm
- ✓ More locations offer same-day GP appointments.
- ✓ All appointments are booked through NHS 111 and a small number by GP practices – walk-in access is no longer available.
- ✓ All appointments are face-to-face with a GP.
- ✓ You may be offered one of the new appointments when you contact NHS 111 as normal with an urgent health need. A small number of appointments are also available through GP practices.
- ✓ Some conditions may still be treated in other same-day services such as Pharmacy First or urgent treatment centres.

We would like to hear your feedback.

You may wish to provide comments on the locations below (listed by district)::

- A** The new same-day appointment service as a whole
- B** Blaby – Warren Lane Surgery, Leicester Forest East
- C** Charnwood – Charnwood Surgery, Mountsorrel
- D** Harborough – Fielding Palmer Hospital, Lutterworth
- E** Harborough – St Luke’s Treatment Centre, Market Harborough
- F** Hinckley and Bosworth – The Centre Surgery, Hinckley
- G** Melton – Melton Hospital, Melton Mowbray
- H** North West Leicestershire – Castle Medical Group, Ashby & Long Lane Surgery, Coalville (alternating weeks)
- I** Oadby and Wigston – Oadby Urgent Treatment Centre, Oadby (appointment-only slots delivered at the same premises as the UTC, in addition to normal UTC services)

Strengths of the new service

Q5 ■ If there’s anything that you particularly like about the new service, please describe it below. **If not, go to Q6.**
 You can give feedback on the service as a whole, on individual locations, or both. For each of your comments, please use the letters on the previous page (A – I) to indicate whether it refers to the service as a whole or a specific location.

Challenges of the new service

Q6 ■ If there’s anything that you particularly dislike or that concerns you about the new service, please describe it below. **If not, go to Q7.**
 You can give feedback on the service as a whole, on individual sites, or both. For each of your comments, please use the letters on the previous page (A – I) to indicate whether it refers to the service as a whole or a specific location.

Same day healthcare in Leicestershire

Q7 ■ **If there's anything else we need to consider to make the new same-day appointments accessible or suitable for you, your family or your community (e.g., travel, disability, caring responsibilities, language, or other needs), please describe it below. If not, go to Q8.**
 For each of your comments, please use the letters on page 10 (A – I) to indicate whether it refers to the service as a whole or a specific location.

Equality monitoring questions

Please answer as many of the following questions as you feel comfortable with. Your responses will help us understand who is taking part and improve services for all communities. This data is used for monitoring and analysis and is protected under data protection laws.

If you are completing this questionnaire on behalf of someone else, please complete the equality monitoring form about them.

Q8 **What is your sex? (Select one)**

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q9 **Do you identify as the gender you were assigned at birth? (Select one)**

Yes	<input type="checkbox"/>
No, please tell us your gender identity:	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q10 **What is your age? (Select one)**

16 – 19 years	<input type="checkbox"/>
20 – 24 years	<input type="checkbox"/>
25 – 34 years	<input type="checkbox"/>
35 – 49 years	<input type="checkbox"/>
50 – 64 years	<input type="checkbox"/>
65 – 74 years	<input type="checkbox"/>
75 – 84 years	<input type="checkbox"/>
85+ years	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q11 **What is your religion or belief? (Select one)**

No religion	<input type="checkbox"/>
Bahá'í	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>
Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>
Jain	<input type="checkbox"/>
Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>
Sikh	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>
Other, please tell us:	<input type="checkbox"/>

Q12 **What is your ethnicity? (Select one)**

Asian or Asian British:	
Bangladeshi	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Any other Asian background, please tell us:	<input type="checkbox"/>

More ethnicity options on next page →

Q12 cont.

Black or Black British:

African background, please tell us:	
Caribbean	
Somali	
Any other Black background, please tell us:	

Mixed:

Asian and White	
Black African and White	
Black Caribbean and White	
Any other Mixed or multiple background, please tell us:	

White:

British, English, Northern Irish, Scottish, Welsh	
Irish	
Gypsy/Irish Traveller	
Polish	
Roma	
Any other White background, please tell us:	

Other:

Arab	
Any other ethnicity, please tell us:	
Prefer not to say	

Q13 Are you pregnant or have you given birth in the last 26 weeks? (Select one)
The Equality Act 2010 protects women who are pregnant or have given birth within a 26-week period.

Yes	
No	
Prefer not to say	

Q14 Do you consider yourself to have a disability or suffer from poor health? (Please select all boxes that apply.)
The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12-month period or longer) or substantial adverse effects on their ability to carry out day to day activities.

Yes, I have a disability	
Yes, I am in poor health	
No (go to Q16)	
Prefer not to say (go to Q16)	

Q15 If you selected 'yes', which disability/condition(s) do you have? (Select all boxes that apply.)

Physical	
Partial or total loss of vision	
Learning disability/difficulty	
Partial or total loss of hearing	
Mental health condition	
Speech impediment or impairment	
Long standing illness or condition	
Other medical condition or impairment, please tell us:	
Prefer not to say	

Q16 Do you provide unpaid care to someone who could not manage without your support? (Select one)
This could be a family member, partner or friend of any age who needs help because of illness, frailty, disability, mental health problems or addiction.

Yes	
No	
Prefer not to say	

Q17 What is your sexual orientation (preference)? (Select one)

Bisexual (relationship with any gender/s)	
Gay or lesbian (same sex relationship)	
Heterosexual/straight (male to female relationship)	
Other, please tell us:	
Prefer not to say	

Q18 Are you a member of the farming community?

Yes	
No	

Q19 Which of the following applies to you? (Select one)

I am regular serving personnel in HM Armed Forces	
I am a reserve in HM Armed Forces	
I have previously served in HM Armed Forces (a veteran)	
I am in an Armed Forces family (a spouse, civil partner or child of serving personnel)	
I am Ministry of Defence (MOD) employed civilian personnel	
I have a different connection to HM Armed Forces, please tell us:	
None of the above (I have no connection to the Armed Forces Community)	
Prefer not to say	

Q20 What is your full postcode?

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Thank you for your time in completing this questionnaire.

Your feedback is valuable.

Please return this questionnaire to arrive by
Sunday 14 June 2026 to:

Freepost Plus RUEE-ZAUY-BXEG
Same Day Questionnaire,
NHS LLR ICB
Room G30, Pen Lloyd Building, County Hall
Glenfield, Leicester LE3 8TB

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