

Urgent Care Services for Patients Living In Lutterworth

As part of their publicity for the new urgent care services in East Leicestershire and Rutland, the ELR Clinical Commissioning Group sent all households in the area an urgent care 'wheel'. This wheel was designed, with input from Healthwatch, health professionals and patient groups, to help people get the right treatment for their illness or injury at the right place.

Our patient group are concerned that this wheel does not meet the needs of the people of Lutterworth and we thought it would be helpful to answer some of the questions that have been raised in our newsletter.



I live in Lutterworth and would not go to any of the centres listed as they are too far away. Where would I go for the same service?

If you visit www.eastleicestershireandrutlandccg.nhs.uk/urgentcareservices you will find an interactive map and addresses and contact details for urgent care centres outside East Leicestershire and Rutland. This information is available on your smart phone/tablet at the same web address.

Many of The Wycliffe Medical Practices patients find the services provided by St Cross Hospital at Rugby are suitable for their needs and very easy to get to. The Urgent Care Centre at Hospital of St Cross is open 24 hours per day, seven days a week including bank holidays and can deal with all minor injury and illness. Their address is Barby Road, Rugby, CV22 5PX and the phone number is 01788 572 831

What do I do when the GP surgery and urgent care centres are closed?

When your GP surgery and nearest urgent care centre is closed we advise you call NHS 111 for help and advice. They can also signpost you to the best place for treatment, which may be an out of hours pharmacy or GP out of hours service or a 24-hour urgent care centre.

There appears to be no weekend urgent care service for Market Harborough anymore.

The urgent care service is open at Market Harborough District Hospital from 9am until 7pm weekends and bank holidays. The positioning of the hole in the wheel has created a gap between the three centres that are open weekends, bank holidays and from 5-9pm weekdays. We apologise if this means the opening hours are not clear from these centres.

All the opening hours and locations of all four urgent care centres can be found at:

www.eastleicestershireandrutlandccg.nhs.uk/urgentcareservices/about-urgent-care-

My wheel has not arrived. How can I get one?

We paid Royal Mail to deliver these wheels to every household (more than 125,000) in East Leicestershire and Rutland. In some cases they were delivered alongside other material. If you have not received yours, please contact the CCG (details below) and they will send one out.

If you have any further questions about the urgent care service that we have not addressed here, please:

Email: enquiries@eastleicestershireandrutlandccg.nhs.uk

Telephone: East Leicestershire and Rutland CCG on: 0116 295 5105

Online: www.eastleicestershireandrutlandccg.nhs.uk/contact-us.



Patients who “Do Not Attend”

The phrase DNA is used to refer to patients who fail to attend pre-booked appointments. This is something that concerns all GP Practices and hospitals too as every time a patient fails to attend services and resources are wasted.

Our patient group have asked us to bring this wastage to the attention of all of our patients. For several months we have been advising how many appointments have been wasted with a special message on the patient call board...

In May there were 141 and in June 169!

About 4 weeks ago we also switched on the facility to send an automatic text to anyone with a mobile phone number recorded who missed an appointment.

If 140 appointments are wasted in this way in per month it equates to a whole day of appointments per week for one doctor or nurse.

We do appreciate that from time to time major problems do occur which prevent people from attending their pre-booked appointments but we hope that you will always endeavour to let us know in advance if this happens to you do so we can offer the appointment slot to another patient.

Are you a Carer?

Do you help and support someone who can't manage on their own?

If so we want to ensure you get help and support too and to do this we need to know certain facts about your caring situation. If you are agreeable we will pass your information onto the Carers Service which can provide you with local support. You do not need to be receiving Carer's Allowance to access support.

You can ask for your needs to be assessed by Adult Social Care. There is no charge for this, it is your chance to discuss your role as a carer and what help you may need to:

- Support you as a carer
- Maintain your own health
- Balance caring with other aspects of your life like work and family, looking at your current and future needs

It is not about judging the way you are caring, nor should Social Services presume you wish to become, or carry on, being a carer. It can also look at the needs of the person being cared for. Call the Health and Wellbeing Advisor on 1858 411380 or speak to our Reception Team.



There are a range of support services offered in Lutterworth for carers via the One Stop Shop: www.northamptonshire-carers.org/support-in-lutterworth