

#YourVoiceCounts



**Find an Urgent Care Centre
near you on page 6**



Your voice counts

Helping you get the best out of your local health and social care services

Healthwatch Leicestershire is the county's patient and public champion for health and social care services which include:

- GPs and practices
- Mental health services
- Hospitals
- Social care
- Community health services
- Carers services
- Children and young people services

Our aim is to listen to the local community, patients and public and use what we hear to challenge and influence how existing services are delivered.

We're here to work on your behalf, to ensure your views and experiences are heard by those who run, plan and regulate local health and social care services.

Event: *Leicester*

Staying Healthy

Tell us your views

1. Who would you contact if you wanted to get information on how to stay healthy?

<input type="checkbox"/> Public Health England	<input type="checkbox"/> Doctor/ GP/ Nurse	<input type="checkbox"/> District Council
<input type="checkbox"/> Google/ Online	<input type="checkbox"/> NHS Choices	<input type="checkbox"/> Department of Health
<input type="checkbox"/> Pharmacy	<input type="checkbox"/> Friend/ Family	<input type="checkbox"/> Clinic/ Hospital
<input type="checkbox"/> Local Authority	<input type="checkbox"/> Local Community Group	<input type="checkbox"/> Have no idea
<input type="checkbox"/> Other		

2. Do you know the difference between cold and flu symptoms?

☐ Yes (please describe below) ☐ No ☐ Unsure

3. Have you been offered a flu jab?

☐ Yes ☐ No

3a. Would you have one if offered for free?

☐ Yes ☐ No ☐ Unsure

4. Have you ever heard of 'Seasonal Affective Disorder' (SAD)?

☐ Yes ☐ No ☐ Unsure

5. Does your GP practice allow you to book appointments online?

☐ Yes ☐ No ☐ Unsure

6. What is the name of your GP practice?

7. On a scale of 1 to 10, how are you feeling today. 1 being the lowest and 10 being the highest?

Healthwatch Leicestershire 01533 2514 999

How we work



Healthwatch Leicestershire exists to help the public get the best out of their local health and social care services. We do this by:



Listening to the local community, consumers and health and social care providers to understand what matters most.



Providing an information and signposting service that is supported and developed with health and social care providers.



Keeping up-to-date with local and national health and social care plans to understand how these will affect local people.



Challenging and scrutinising services, gathering evidence and recommending ways to improve the service for local people.



Representing local people by presenting the evidence gathered to health and social care boards and committees with the aim to influence change for the better.

Talk to us

We are seeking your views and experiences of:



GPs

- Making appointments
- Ongoing care plans
- Out of hours service



Hospitals

- Waiting times
- Treatment
- Discharge



Community Care

- Receiving care services
- Receiving care in your local community



Long term health conditions

- Access to services
- Support available
- Ongoing care



Young people mental health

- Access to CAMHS Services
- Available support services



Older People

- Discharge from hospital
- Care homes
- Carers



You can also tell us your experiences and views of using other local health and social care services such as:

- Mental health
- Social care
- Children and young people services
- Care homes
- Dentists
- Urgent Care
- Pharmacies
- Ambulances

We want to know what you like and dislike, what is good and could be improved.

Your views will be represented to the people who run, plan and regulate health and social care services with the aim of improving them for the future.



Choose Better

1. Self-care

Keep your first aid kit and medicine cupboard well stocked, minor illnesses and injuries can be treated at home.

2. Pharmacy

Talk to your local pharmacist they can provide expert advice for a range of common illnesses and complaints.

3. NHS 111

Call 111 to receive expert health advice and information 24 hours a day. This service may help to avoid a visit to the hospital or GP.

4. GP Practice

Make an appointment at your local GP if your illness or injury is getting worse or will not go away.

5. Urgent Care

Walk in to your Urgent Care Centre if your illness or injury is not life threatening.

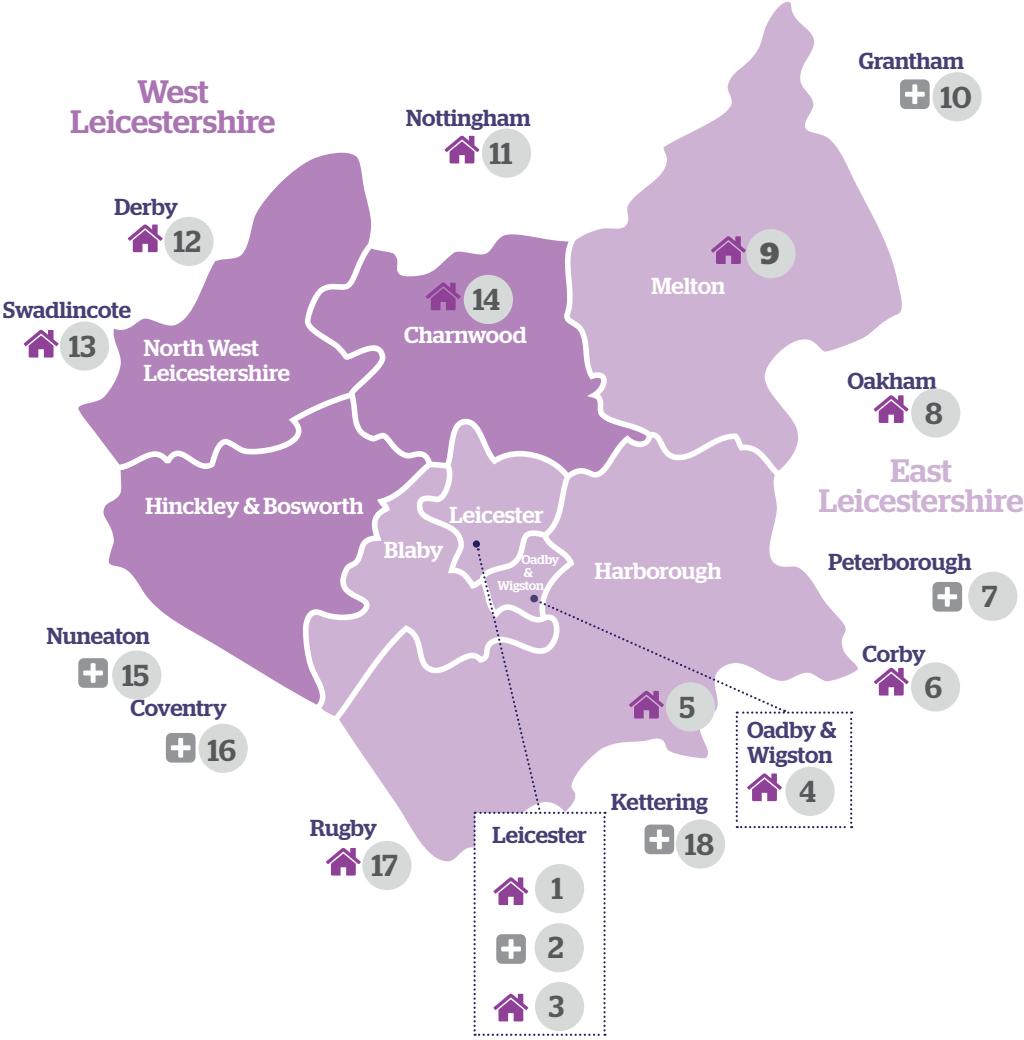
6. A&E

A&E and 999 should only be used in very serious critical or life threatening situations.

List of UCC and A&E

- 1 Urgent Care Centre Leicester
LE1 5WW
- 2 Leicester Royal Infirmary A&E
LE1 5WW
- 3 Merlyn Vaz Health & Social Centre
LE5 3GH
- 4 Oadby Urgent Care Centre
LE2 5BJ
- 5 Market Harborough District Hospital
LE16 9DD
- 6 Corby Urgent Care Centre
NN17 2UR
- 7 Peterborough City Hospital
PE3 9GZ
- 8 Rutland Memorial Hospital
LE15 6NT
- 9 Melton Mowbray Hospital
LE13 1SJ
- 10 Grantham & District Hospital
NG31 8DG
- 11 Nottingham City Walk In Centre
NG1 6LD
- 12 Derby Open Access Centre
DE23 8RJ
- 13 Swadlincote Urgent Care Centre
DE11 0AE
- 14 UCC Loughborough
LE11 5JY
- 15 George Eliot Hospital
CV10 7DJ
- 16 University Hospital Coventry & Warwickshire
CV2 2DX
- 17 Rugby Urgent Care Centre
CV22 5PX
- 18 Kettering General Hospital
NN16 8VZ

Find your local Urgent Care Centre (UCC)



Key:

- Urgent Care Centres
- Accident & Emergency

For full details of alternative NHS services visit www.choosebetter.org.uk

Signposting & Information



Sign up to our monthly Enewsletter to get the latest health and social care news, events and consultations.

www.healthwatchleicestershire.co.uk

Ask us

Contact our friendly and confidential information and signposting service to find out:

- How to access local health and social care services
- What care choices are available to you
- How to make a complaint about health and social care services

This service is independent from the NHS and the local authority.

Contact us

Healthwatch Leicestershire

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0116 2574 999



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www.healthwatchleicestershire.co.uk



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