



## Enter & View Visit Report

### Details of Visit

<b>Service Name and Address</b>	Oswestry Minor Injuries Unit (MIU), Oswestry Health Centre, Thomas Savin Road, Off Gobowen Road, Oswestry, Shropshire SY11 1GA
<b>Service Provider</b>	Shropshire Community Health NHS Trust
<b>Date and Time</b>	9.00 a.m. - 12.00 p.m. Monday 22 <sup>nd</sup> August 2016
<b>Visit Team (Enter &amp; View Authorised Representatives from Healthwatch Shropshire)</b>	2 Healthwatch Shropshire Authorised Representatives

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### Purpose of the Visit

To explore why people have come to this Minor Injuries Unity, and their experience of the service available.

### Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experience of all service users and staff, only an account of what was observed and contributed at the time.

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## Context of Visit

Over the last two years there has been considerable local public debate about how health services can best meet the needs for urgent (i.e. not 'emergency') care in a rural county like Shropshire. People are being encouraged to think about whether A&E is always the right place to go to for urgent care and to think about other urgent care services available to them. Minor Injury Units are provided across the county in the Community Hospitals in Bridgnorth, Ludlow and Whitchurch and Oswestry Health Centre. These visits will explore what is working well for patients and what may need to change. The findings will be used to contribute to the discussions on transformation of urgent and emergency care services in the county.

The Enter and View visits to all four Minor Injuries Unit were semi-announced. Healthwatch Shropshire's Enter & View Officer gave the hospital trust and MIU team leaders a window of four weeks when the visits would take place.

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## What we were looking at

We wanted to gain some insight into public awareness of urgent care services available, when a visit to an A&E is not needed, and to understand why people choose to attend a local Minor Injuries Unit (MIU). We also wanted to get feedback on the quality of the service experience provided in the MIU. We developed a structured questionnaire (Appendix 1), but also made observations on the environment within the MIU and spoke to the staff.

The questionnaire asked:

- Where people had come from to visit the MIU
- Whether they had used it before, and how they first heard about it
- How easy it is to get to and use
- Reasons for attending on the day we visited
- People's awareness of other sources of urgent care
- People's experience of using the MIU

We chose the busiest day of the week (Monday) and time of day (9am - 12pm) for these visits, in order to talk to as many people using the service as possible.

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## What we did

When we arrived we were shown in by the receptionist. One of the nurses on duty told us that the Team Leader was on annual leave. We were shown round the unit, and then spent 3 hours observing how the MIU works. We asked the people who attended for treatment if they would mind answering a questionnaire and talked with them about their responses. We spoke to 13 people who were either patients or relatives. We found out from staff members about the services and operation of the MIU.

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## What we found out

### How the service works

Patients are registered by the receptionist at the entrance to the unit. Confidentiality is preserved by a second door into the waiting room which is kept closed. Medical staff are alerted electronically and then pick up details from the receptionist. There is a triage room which overlooks the main waiting area. Not all patients see the triage nurse; some are called directly for treatment or x-rays<sup>1</sup>.

There are 4 consulting rooms. One is equipped for eye examinations. The MIU has doorways through to a GP practice in a purpose built facility where outpatient clinics are also held. One patient in the MIU was referred to and seen by a GP while we were there.

## Findings from the questionnaire

### Who comes to the MIU and how did they hear about it?

Of the 13 people who completed the questionnaire, five lived in Oswestry and two in Llanrhaeder just over the border in Wales. The other six respondents had come from Ellesmere, Nant Mawr, Shrewsbury, Wrexham and Trefonen.

Eight people had used this MIU before.

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<sup>1</sup> At the time of writing the report the Shropshire Community Health NHS Trust website says the x-ray service at Oswestry MIU is available 10am-2pm on weekdays.

Eight people said that they had always known about the MIU, three had been advised to go by family or a friend, one had been referred by their GP and one by Chirk Community Hospital.

### **Were there difficulties in getting to, or finding the MIU once on site?**

Five of the thirteen respondents said they had no difficulty getting to or finding the MIU. Of the others, two lived nearby and had walked.

Six people said they had difficulty parking.

### **What were the main reasons for attending the MIU?**

All 13 people had gone to the MIU after an accident or injury.

Seven people had gone because they thought they might need an x-ray. Of these,

- two people had been told to return to the MIU after first going over the weekend when there is no x-ray service
- one person had been told to return to the MIU for an x-ray after visiting the MIU in the afternoon the previous week
- one person had been referred for an x-ray by Chirk Hospital

One person had been referred to the MIU by their GP.

### **Awareness and previous use of other services for urgent health care or advice**

All 13 people were aware that they could go to their GP for urgent health care or advice and four had done this in the past. All 13 people knew they could go to A&E and 11 of them had used A&E previously.

Twelve people knew about ShropDoc and eight had used this service.

Ten people knew they could speak to a Pharmacist and eight had gone to their pharmacist in the past for urgent health care or advice.

Four of the eight people who knew about the NHS 111 phone line had used it previously. Three out of six people who knew about the NHS Choices website had used it and one person had heard of the Shropshire Choices website but not used it.

Three people we spoke to knew about the Walk-in-Centre, one of them had used it before.

### **Feedback on the whole experience of attending the MIU today**

We asked “Please give us your feedback on your experience of using Oswestry MIU today. Please circle a number from 1 (unhappy) to 4 (very happy)”.

All people who gave us feedback said they were very happy with the service they had received at the MIU.

#### **Comments from people using Oswestry MIU:**

‘It’s quick, a nice environment - amazing’

‘Fantastic facility. Very efficient. I’ve used it a few times. Best thing that’s happened since we lost the Oswestry and District Hospital years ago. It would be good if they extended the facilities and had x-ray over the weekend’

‘I’ve had good experiences in the past. You don’t wait too long. They are helpful, informative and reassuring. Could do with longer x-ray opening hours, e.g. over the weekend’

‘It’s very good, top-notch. Having lost the local hospital years ago, it’s good for the community’

‘Fantastic. They are very helpful’

‘Very helpful’

‘It’s always great’ [which is why this patient who lives in Shrewsbury travels here for treatment]

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## Additional Findings

### Discussions with staff

#### Staffing

On duty when we visited were: Receptionist, Triage nurse, 3 Emergency Nurse Practitioners (ENPs) and two trainee ENPs, two radiographers in the x-ray Unit.

Members of staff we spoke with told us they enjoy working in the unit. Their aim is to treat as many people in the local area as possible to keep visits to hospital A&Es to a minimum.

#### Observations of the environment

The MIU section of the building is well-signed. The unit is new, spotlessly clean and uncluttered, and well-laid-out. The facilities include an x-ray suite, a room set up for eye examinations, and a wet room for anyone who comes in needing to be cleaned up before treatment, as well as 4 consulting rooms.

There is a separate waiting room for children, with toys and books, away from the main waiting room. We spoke to the parent of a young patient who really appreciated this.

A notice-board has the photographs and names of the MIU staff. There are other notice-boards with general information including what services are available in the MIU. There was also information about x-rays. One noticeboard with the heading 'Teenzone' displayed information on health issues and resources particularly relevant for that age-group. We noticed that not all of the information displayed was easy to read: some of it was in very small print and/or printed in white on a coloured background.

There is an electronic notice-board which scrolls through information, and gives the current waiting time. This was inaccurate during our visit as it had not been changed since the previous day.

There is also an electronic feedback station close to the entrance/exit, and a suggestions box.

Jugs of water and cups for the use of patients are prominently placed in the main waiting area and in the x-ray waiting area.

There is a hand gel station close to the entrance.

## Observations of Compassionate Care

During our visit:

- We noted that the approach of all staff to patients and those with them was relaxed and friendly.
- A patient in a wheelchair and their relative received great consideration as they moved about the unit. While they were being treated the nurse came out to get water for the patient.
- A patient with advanced dementia and their relative were treated very kindly and attentively by members of staff, who used their names and helped them gently and efficiently through the treatment process.
- The Triage nurse went to the children's waiting room to speak with the child patient's parent rather than calling them to the triage room. He spoke with them at length, in a calm and friendly voice.

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## Summary of Findings

- People attending Oswestry MIU during our visit came mainly from the town itself or from towns and villages within a 10-mile radius of Oswestry.
- 62% of patients had used the MIU before. All had learned about it from local people, because they live in the town, or had been referred by their GP or other treatment centre.
- Everyone we spoke to had either driven or walked to the MIU, some having used public transport to get to Oswestry. Most people who drove had difficulty parking. The visit team observed that parking areas were very full.
- The MIU section of the health centre is well signed. No-one we spoke to said they had difficulty finding the MIU.
- Everyone on the morning we visited had come to the MIU because of accident or injury. Two had come for x-ray after attending at the weekend,

when the x-ray suite is closed. One had come for x-ray having attended the MIU on a previous afternoon, when the x-ray suite is closed.

- There is a noticeboard in the unit that says what services are available there.
- Awareness of other sources of urgent care is very mixed. Some people are aware of many or most of those listed, even if they haven't used them; others are aware only of GPs and A&E. The Shropshire Choices website was known about by fewest people.
- The experience of people attending the Oswestry MIU is overwhelmingly positive.
- We observed high-quality compassionate care from members of the MIU staff.

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## Recommendations

We recommend that:

- Staff look at ways of making all the information displayed on notice boards easier to read, as some of the useful information is hard to read.
- Information about waiting times is kept up to date.
- The problem of insufficient parking is addressed at a higher level.
- More is done locally to publicise the range of urgent care services available.
- Consideration is given to increasing the hours when x-ray is available during the week and opening the x-ray suite over the weekend, as this would give local patients a better service and reduce attendance at hospital A&Es.



- The good practice at Oswestry MIU is recognised and shared. In particular we were impressed by:
  - the design and facilities available in this purpose-built unit
  - the level of confidentiality for patients
  - the provision of a waiting room for children which is quite separate from the main waiting area
  - the flexibility of the medical staff in the way they worked with different patients
  - the high level of compassionate care we saw being delivered by the team.

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## Service Provider Response

Healthwatch Shropshire received the following update and action plan in response to our recommendations from the Shropshire Community Health NHS Trust on 18<sup>th</sup> October 2016:

**Staff look at ways of making all the information displayed on notice boards easier to read, as some of the useful information is hard to read.**

- Discuss with staff at the team meeting
- All notice boards to be reviewed
- Information to be updated
- Ensure useful information is clearly visible to patients
- Key person to be identified to monitor notice board and ensure that current and up to date information is clearly visible

This is to be overseen by the Clinical Services Manager and completed by 15<sup>th</sup> October 2016.

**Update:** The team meeting is planned for October 2016 and the noticeboard was reviewed on 5<sup>th</sup> October 2016 and unnecessary information removed.

**Information about waiting times is kept up to date.**

- Staff to be reminded of this responsibility
- TV screen to be kept up to date by reception staff with support from the nursing team
- Reception staff to make patients aware of potential waiting times on arrival to the department

To be discussed at the team meeting, overseen by the Clinical Services Manager and completed by the 15<sup>th</sup> October 2016.

**The problem of insufficient parking is addressed at a higher level.**

The action the Trust will take is to work together with the relevant parties (local council, GP and Dental Services and NHS Property Services) to ensure all the opportunities to address this are taken in as timely a manner as possible. To be completed by January 2017.

**Update:** This is being reviewed by the Trust and NHS Property Services with the support of the Oswestry Local Health Forum to secure a local piece of land for development and extension of the existing car park facilities. The dental practice has now indicated a requirement for additional parking as well. The Health Forum in September noted the liaison with Shropshire Council by the local council had created more priority in regard to this general issue. Await feedback from the local council.

**More is done locally to publicise the range of urgent care services available.**

- Mail shot to GP practices
- Mail shot to local pharmacies
- Press release

This is to be overseen by the Clinical Services Manager and Communications & Marketing Manager and completed by 1<sup>st</sup> November 2016.

**Update:** There have been two recent press releases regarding Oswestry MIU.

Consideration is given to increasing the hours when x-ray is available during the week and opening the x-ray suite over the weekend, as this would give local patients a better service and reduce attendance at hospital A&Es.

- Review of the existing Service Level Agreement and x-ray provision taking place between Shropshire Community Health NHS Trust and The Robert Jones and Agnes Hunt Orthopaedic Hospital

This will be overseen by the Clinical Services Manager and Service Delivery Group Manager and completed by February 2017.

**Update:** A meeting has been arranged for 13<sup>th</sup> October 2016.

The good practice at Oswestry MIU is recognised and shared.

Thank you, information will be shared at the next team meeting in October.

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## Acknowledgements

Healthwatch Shropshire would like to thank the service provider, service users, visitors and staff for their contribution to this Enter & View.

## Appendix 1: The Questionnaire

Healthwatch Shropshire is inviting people using the Minor Injuries Unit (MIU) to tell us about their experience of accessing the service. We would like you to fill in this short questionnaire and/or talk to the Healthwatch Shropshire Volunteers who are here today.

Please return this questionnaire when you have finished. The information you provide will be anonymous and handled confidentially in line with the Data Protection Act 1998. You will not be identifiable in the final report.

*Please tick appropriate answers*

<b>1. Where do you live? (Please tell us the village/town you are from or give us your postcode)</b>			
<b>2. Have you used this MIU before?</b>		Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>3. How did you know about this MIU?</b>			
Family/Friend <input type="checkbox"/>	GP referral <input type="checkbox"/>	Pharmacy <input type="checkbox"/>	Website <input type="checkbox"/>
Other <input type="checkbox"/>	Details .....		
<b>4. Did you have any difficulty getting here?</b>		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Hard to find <input type="checkbox"/>	Difficulty parking <input type="checkbox"/>	Transport <input type="checkbox"/>	Needed someone to come with me <input type="checkbox"/>
Other <input type="checkbox"/>	Details .....		
<b>5. Tell us your reason for coming to the MIU today</b>			
<i>*'Condition' includes a mental health condition</i>			
Accident/injury <input type="checkbox"/>	Sports injury <input type="checkbox"/>	Illness <input type="checkbox"/>	Victim of crime <input type="checkbox"/>
Thought might need x-ray <input type="checkbox"/>	Referred by GP/111/Pharmacist <input type="checkbox"/>	New or existing symptom/condition <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>



Other reason/details:
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<b>6. Are you aware of / have you used any other services when you have needed urgent health advice or care?</b>								
	Aware of	Used today	Used before		Aware of	Used today	Used before	
GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ShropDoc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NHS Choices Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
111	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shropshire Choices Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Walk-in-Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Comments/feedback:
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Please give us your feedback\* on your experience of using Oswestry MIU today

*\*Please circle a number from 1-4*

 1	←—————→	2	3	 4
Comment/feedback:				

*Thank you for your time*

## Who are Healthwatch Shropshire?

Healthwatch Shropshire is the voice for people in Shropshire about the health and social care services delivered in their area. We are an independent body providing a way for people to share their experiences to help people get the best out of their health and social care services. As one of a network of Local Healthwatch across England we are supported by the national body Healthwatch England, and our data is fed to the Care Quality Commission (CQC).

## What is Enter & View?

Healthwatch Shropshire gather information on peoples experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being delivered: these visits are called 'Enter & View', they are not inspections.

Teams of specially trained volunteers carry out visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Healthwatch authorised representatives to observe service delivery and talk to services users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

## Get in Touch!

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