



Reception & Minor Injuries Unit


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Enter & View Report

Oakham Minor Injuries Unit
March 2024

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List of acronyms

DHU	DHU Health Care
E&V	Enter and View
HWR	Healthwatch Rutland
ICB	Integrated Care Board
LLR	Leicester, Leicestershire and Rutland
LPT	Leicestershire Partnership Trust
MIU	Minor Injuries Unit
OMP	Oakham Medical Practice
RMH	Rutland Memorial Hospital

Introduction

Details of visit:

Information	
Service Address	Oakham Minor Injuries Unit Rutland Memorial Hospital Cold Overton Road Oakham Rutland LE15 6NT
Service provider	DHU Healthcare
Managers	Jane Petcher – Operations Manager
Dates and timings of visits	Monday 26/02/2024 10:30am – 12:30pm 2:30pm – 4:30pm Wednesday 28/02/2024 1:30pm – 4pm
Healthwatch Authorised Representatives	Tracey Allan-Jones Hollie Hughes Janet Underwood Andrew Nebel Shirley Murray

Acknowledgements

Healthwatch Rutland would like to thank the Oakham Minor Injuries Unit (MIU) staff and DHU Healthcare for accommodating the visits. We would also like to thank the public for providing feedback.

Disclaimer

Please note that this report relates to findings observed on the specific dates, set out above, along with online survey responses from people who had used the service in the last 12 months. This report is not a representative portrayal of the experiences of all service users.

What is Enter and View?

Healthwatch Rutland has the statutory right under the Health and Social Care Act 2012 to carry out 'Enter and View' visits to NHS health and adult social care services.

Healthwatch staff and volunteers (Authorised Representatives) work together to carry out these visits.

The aim of these visits is to primarily listen to the feedback of service users, their families, carers and staff and to observe service delivery and the facilities available for patients. The feedback and observations are then collated into a report, including any suggested recommendations. The service has the opportunity to comment on the report before it is published.

A service can be visited for several different reasons such as:

- The public has provided feedback about the provision.
- It is part of a rolling program of visits to similar services.
- A service is running well, and good practice could be implemented in other places.

Purpose of the visit

Background

We have received feedback from the public and observed many instances on social media where Rutland people are confused about access to Urgent Care services and Minor Injuries Units.

This includes:

- When and where the services run
- How patients can access the services
- What health issues or injuries can be treated at each centre

This visit completed a rolling programme to visit the Urgent Care and Minor Injuries Units that are used by Rutland patients, to understand their views of the services.

Objectives

- To observe the service and how it runs.
- To understand the views of patients, family members, carers, and staff within the service.
- To identify best practice or areas of concern.
- To provide a short report, including recommendations that will be made available to the service provider, commissioners, and the public.

Method

- Visits to the Minor Injuries Unit were prearranged.
- The visits comprised of a two- or three-person team made up of at least one staff member with volunteers.
- Patients were asked for their before-treatment feedback using a pre-planned questionnaire which included additional free-form comments. This was then followed by a short after-care survey.
- A wider reach of service users was accessed through an online survey to gather Rutland patients' views.
- Throughout the visits, the teams observed the environment and interactions between staff and patients.

Details about Oakham Minor Injuries Unit



The Oakham Minor Injuries Unit operates from Rutland Memorial Hospital and is run by DHU Healthcare.



The service operates from 10am-6pm Monday to Friday.



This is a walk-in service for people who have had a minor injury such as fractures, grazes, and minor burns.



Care is given by Emergency Practitioners. The Oakham MIU can offer X-ray facilities on a Wednesday and Thursday.

Summary

- Patients value the Minor Injuries Unit and are satisfied with treatment they received.
- Clarity and awareness of the services which are available at the Minor Injuries Unit is needed for patients.
- The entrance to the Minor Injuries Unit is not accessible for wheelchair users and there is no signage for alternative, suitable access.
- Patients to whom we spoke at the visits gave a higher satisfaction rate compared to those who completed the online survey.
- Most patients contact other services before attending the unit rather than 'walking in'.
- Staff flexibility means that care for urgent illnesses is provided at quiet times in the Minor Injuries Unit. This can lead to confusion for patients and an expectation that urgent care is always available during the Minor Injuries Unit opening times.

Recommendations

1. Provide a private space for patients to use for discussions with reception.
2. Display the Minor Injuries Unit open hours externally to the entrance of the building.
3. Remove the 'no portable phones' sign.

4. Upgrade the doors to the building so that people with disabilities can enter more easily.
5. Remove or repair the out of order phone which is fitted in the waiting area.
6. Regularly use cleaning time logs in the male and female toilets.
7. Amend the time on the clock above the accessible toilet.
8. Replace the baby changing mat in the accessible toilet.
9. Enhance training for reception staff to ensure high standards of patient care and privacy during conversations at reception.
10. Give patients clarity of what services are on offer at the Minor Injuries Unit.

Response from DHU

This report was agreed with the service provider DHU as factually accurate. They have provided the following responses to our recommendations:

1. Provide a private space for patients to use for discussions with reception.
Given the parameters of the current footprint and accommodation available. The operational team will look at the possibility of identifying a potential space.
2. Display the Minor Injuries Unit open hours externally to the entrance of the building.
We have an ongoing DHU signage project for all our sites. We are aware of the lack of signage at Oakham MIU and will be communicating with our contacts at LPT to get this replaced. We are in process of seeking permission from landlords and then taking suggestions from our DHU SLT/Site managers to ensure the correct information is displayed.
3. Remove the 'no portable phones' sign
We can have a conversation with the owners of the building in relation to this request about removal of signage as this is not a DHU building.
4. Upgrade the doors to the building so that people with disabilities can enter more easily.
Automatic doors are something that the Trust would need to consider and ensure is on their capital programme. It is not always feasible to have automatic opening doors.

DHU Estates Team is planning to have a conversation with LPT about their responsibilities under The Equality Act 2010.

5. Remove or repair the out of order phone which is fitted in the waiting area
This will be escalated to LPT as the building owner.
6. Regularly use cleaning time logs in the male and female toilets
In terms of the cleaning/schedules/rotas at Oakham MIU, this has been escalated to LPT previously and we will ensure that another meeting is set up.
7. Amend the time on the clock above the accessible toilet
This will be escalated to LPT as the building owner.
8. Replace the baby changing mat in the accessible toilet
This will be escalated to LPT as the building owner
9. Enhance training for reception staff to ensure high standards of patient care and privacy during conversations at reception.

DHU appreciates the efforts of Healthwatch Rutland in bringing attention to the feedback and concerns regarding certain members of the Reception Team at Oakham Minor Injuries Unit. We value this feedback as it allows us to consistently evaluate our service, pinpoint areas for enhancement, and ensure we provide the best possible care to our communities and partners.

We have been actively collecting and analyzing patient feedback across our services and were already aware of concerns regarding some members of the Reception Team at Oakham. Management had already addressed these concerns with the staff in question. Through ongoing analysis of patient feedback, we identified a recurring theme in a limited number of care instances, leading us to develop a Customer Care program. This program is currently being implemented for all Reception colleagues under the guidance of a dedicated non-clinical trainer. Initial sessions have been conducted, and based on feedback, the training has been refined to cover all relevant aspects, with full implementation currently in progress.

Our management team will continue to monitor all feedback to gauge improvements and address any lingering concerns promptly and appropriately.

10. Give patients clarity of what services are on offer at the Minor Injuries Unit.

The issue of confusion among the local population regarding the services available at the MIU is highlighted in various reports and patient feedback platforms such as Civica and Datix. Several factors contribute to this confusion:

1. Ambiguous physical signage in the local area and a lack of clarity among the population, GP surgeries, and Pharmacies regarding terminology like Urgent Care Centre (UCC)/Urgent Treatment Centre (UTC)/Minor Injuries Unit (MIU).
2. Inaccurate information on NHS and DHU websites regarding MIU availability and access.
3. Improper referrals and redirections to the MIU from other providers, leading to patient frustration and placing strain on our Reception and Clinical staff when redirecting patients to their GP Practices or NHS111.

Efforts are underway to address these challenges:

1. Ongoing review and updating of the Directory of Services to ensure accuracy and consistency, reducing inappropriate referrals and improving the patient journey.
2. Collaboration with other providers to minimise inappropriate referrals and enhance the patient experience, including dialogue and coordination with NHS111 to ensure the accuracy of the Directory of Services (DoS).
11. Provide information regarding translation support or information in different languages.
Information in relation to additional language support provision is available and approved by our IPC Lead. Again, we will remind our staff to ensure it is visible at all times when the MIU is open.

Section 1: Findings from the visits

1.1 Observations by the visit teams

1.1.1 External Entrance

When approaching the Rutland Memorial Hospital site, there is adequate signage from the road with 'Minor Injuries Unit' displayed and an arrow towards the car park.

The Minor Injuries Unit shares the same premises as the Urgent Care Centre and the Same Day Access Clinic for Oakham Medical Practice patients.

There are 14 parking spaces plus an additional 4 spaces reserved for people with disabilities. There is no fee to park directly outside the Minor Injuries Unit. However, space is not guaranteed. On two occasions during the visits, members of the Healthwatch Rutland team found alternative parking as the spaces were taken. There is no signage directing people to alternative parking if there is none available at the unit.

There is a clear 'Reception and Minor Injuries Unit' sign over the entrance doors. There are no opening hours displayed outside or details of alternative urgent care if the Oakham MIU is closed. There is also an outdated sign displayed upon the entrance which says, 'do not use portable phones'.

Heavy outwards opening manual doors are not easy for a frail person and inaccessible for a person in a wheelchair if alone. No bell/buzzer is evident - Receptionist said they can see outer doors from reception and would help if they saw a wheelchair user needing help. I saw them doing so later.

(authorised representative)

There is a 'breastfeeding welcome' sign displayed upon the entrance but there is no private space available for people to access to breastfeed. The receptionist on duty said that they would do their best to find a quiet, private space upon request.

1.1.2 **Reception Area**

Upon entering the Minor Injuries Unit there are clear signs stating that the unit is open 10am-6pm Monday to Friday and x-ray facilities are available on a Wednesday and Thursday. There are no times given for the x-ray facilities.

There are face masks available and hand sanitizer containers fixed to the wall to the right of reception.

Two wheelchairs are available along the corridor to the left of reception. These were not folded away on one of our visits and obstructed part of the corridor. They were folded when we returned on a separate visit.

There is a sign indicating that a hearing loop is available which has been put in place since our last visit in September 2023. There is no indication of availability of translation support or information in different languages.

There are 'comments and complaints' forms available on the reception desk to which patients can help themselves.

Having 2 reception stations of different heights makes the area appropriate for wheelchair users. There was 1 receptionist on duty during our visits.

1.1.3 Waiting Area

The waiting area in the Minor Injuries Unit has 18 moveable seats available. There is no space for lying down or an obvious space for a wheelchair to park. There were 2 patients in wheelchairs during one of our visits and they 'parked' in the only space that kept the walkways clear. This restricted access to approximately one third of the waiting area seats.

We asked a patient if they felt there was enough space between the chairs, they replied that the space was 'adequate'.

*The décor is basic, tired but clean, warm, and well lit.
(authorised representative)*

There were some leaflets available about local services and useful posters setting the patients' expectations about the order in which they will be seen. For example, 'cases needing immediate help may be seen before you.' Other posters included patient transport, NHS 111, mental health café, measles and blood donation. All posters displayed are in English.



There is nothing available to engage children in the waiting area. There is no background music, and it is very easy to overhear all conversations, especially at the reception desk.

If patients are arriving from another area of the hospital, they are clearly signposted to the Minor Injuries Unit reception.

There are no digital screens with information or appointment calls. The clinician comes to the waiting area to call the patient by name and take them to the treatment room.

There is a water cooler available and a public phone however this is 'out of order' and has been on previous Healthwatch visits to the unit. There is a sign which has fallen behind stating 'This coinbox is emptied every night'.

1.1.4 **Facilities**

There is a male toilet and a separate female toilet close to reception. The toilets looked clean but there were no cleaning time logs available on either date that we visited. The walls could benefit from repair and repainting where there have been previous items removed and the surface damaged.

There is an accessible toilet with baby changing facilities at the end of the corridor. This is clearly signed with directions at reception. There are also notices on the male and female toilets with directions to the accessible toilet.

The clock above the accessible toilet was showing the wrong time. On one of our visits, the cleaning rota had not been signed off for the morning or afternoon for that day (observation was made at 2:45pm). Within the accessible toilet there is plenty of free floor space, grab rails and an emergency cord. There is a counter with a baby changing mat which was stained in places.

My overall conclusion was that it was functional facility offering a reasonable service in an acceptable, but old-fashioned environment. That it was not more used might indicate low levels of community awareness of its services.

(authorised representative)

1.1.5 The Minor Injuries Unit Staff

The staff members all wore identification and were appropriately dressed. They spoke to people calmly, with professionalism, and a smile. They expressed a desire to give the best care they could.

(authorised representative)

“Slots are bookable by NHS 111, and some can be booked by GP practices. We then balance the booked slots with walk-in patients. Sometimes walk-ins have to be signposted elsewhere because of capacity and sometimes because they are not suitable for MIU.”

(staff member)

“People often think they can walk in with anything. They don’t understand the difference between minor illness and minor injury. They will turn up and say “I’ve got a chest infection” – they don’t like being signposted somewhere else because they are here with the expectation of being seen. We will see them with illness if not busy – but it can create confusion for them next time.”

(staff member)

The staff told us that they have been dealing with urgent care cases if the demand on MIU was low, but this was becoming a problem as more and more people were attending for urgent care and so compromising their ability to deliver the MIU service. They also said that the over-riding complaint on their feedback forms was from patients who were confused by which service was available and when.

(authorised representative)

1.2 What patients told us – before care survey

We spoke with 11 patients who were attending the unit. We also spoke to 2 members of staff, a carer and a family member who were accompanying a patient.

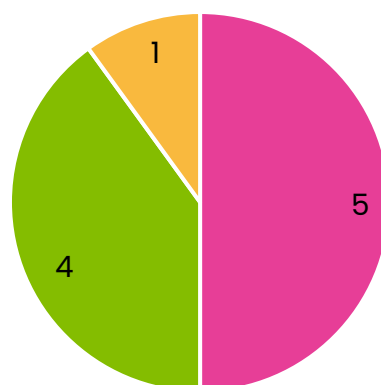
1.2.1 Where the patients travelled from

Location	Number of patients
Oakham	4
Empingham	2
Stamford	1
North Luffenham	1
Manton	1
Langham	1
Barleythorpe	1

Most of the patients (4) travelled from Oakham. 1 patient travelled from outside of Rutland (Stamford). Both patients who had travelled from Empingham had contacted their GP practice to request an appointment before being directed to the Minor Injuries Unit.

1.2.2 Which services, if any, the patients contacted before attending the Minor Injuries Unit.

- Contacted GP practice to request a GP appointment
- NHS 111
- Pharmacist



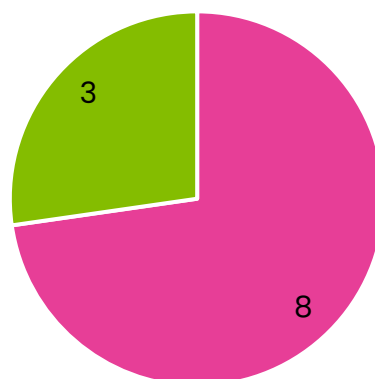
5 patients tried to make a GP appointment before attending the Minor Injuries Unit. It is not clear whether these people were directed to the unit or if they chose to attend once they could not get an appointment. 4 patients contacted NHS 111 before attending the Minor Injuries Unit and 1 person was in touch with a pharmacist before attending.

1.2.3 How patients travelled to the Minor Injuries Unit

Out of the patients we spoke to, 2 patients drove their own car to the unit and 3 were driven by a friend or relative.

1.2.4 How long it took patients to travel to the unit

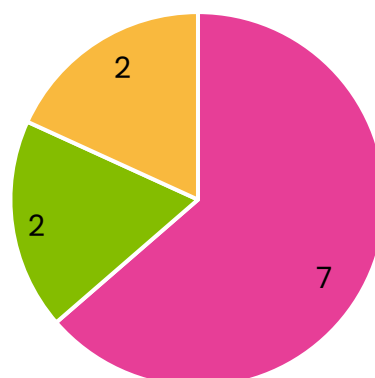
■ Under 15 minutes ■ 15-30 minutes



All of the patients travelled under 30 minutes to get to the unit. It took most patients (8) less than 15 minutes to arrive.

1.2.5 How many times the patients had been to the Minor Injuries Unit in the last 12 months.

■ This is my first visit ■ 2-3 times ■ 4-5 times



7 of the patients we spoke to had not visited the Minor Injuries Unit before. 2 patients had attended 2-3 times previously and 2 other patients had attended 4-5 times before.

1.2.6 **Did patients have appointments before attending the Minor Injuries Unit?**

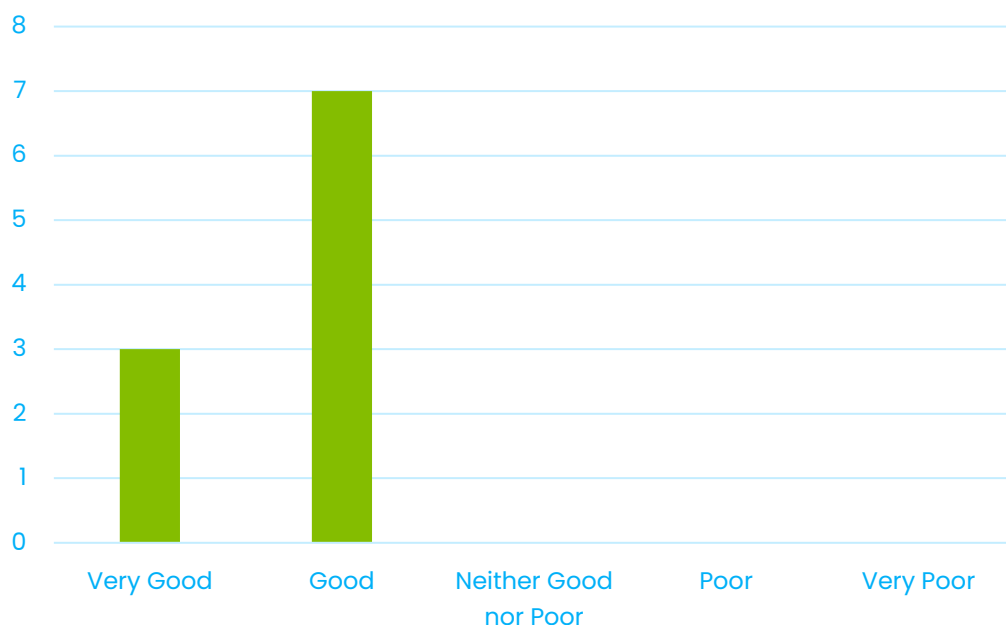
7 patients had appointments booked ahead of arriving at the unit, 4 patients arrived without a booked appointment. Patients told us:

"I was told different things and batted between the practice and NHS111 and ended up here."

"The 111 man made the appointment. It was very easy. I didn't think I needed to come but he was very insistent. He said it is better to be safe than sorry."

[The appointment was] "made by my GP practice - they couldn't see me."

1.2.7 **How patients rated their experience at reception**



All patients felt that they had a good or very good experience with reception at the Minor Injuries Unit. Comments included:

"Polite and helpful. It is so difficult to get into the GP service, people are pushed out to extra services, and we do not know where to turn."

"When I've been here before I witnessed a receptionist send someone away then heard the receptionist and the nurse [talking] about the person – shocking."

1.2.8 **Patients' privacy**

When asked if they were given enough privacy at reception, 8 patients felt that they did have enough privacy at reception. 1 person said that they didn't feel there was enough privacy.

Patients commented:

"There is no privacy. I didn't need it today but it's just a piece of plastic – I'd appreciate more."

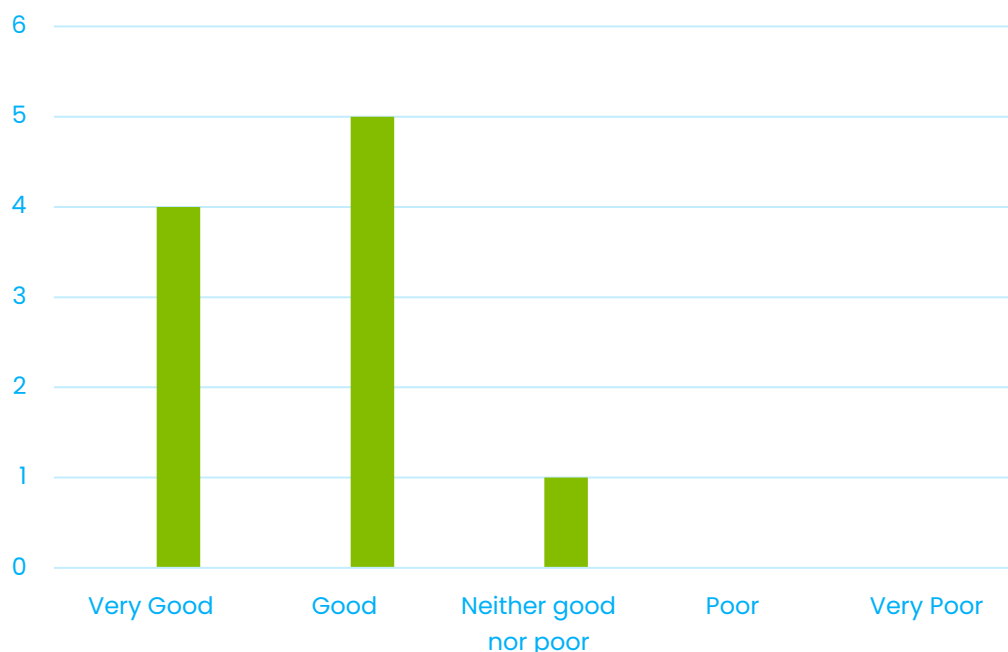
"Privacy wasn't needed"

"We were the only people here [when talking to reception]!"

I could hear all the patients' conversations with the receptionists. There is no privacy given with the proximity of the reception desk to the waiting area. Patients must talk through a glass screen to the reception staff.

(authorised representative)

1.2.9

Overall, how patients rated their initial experience within the Minor Injuries Unit?

Most of the patients had a good or very good experience initially within the unit. 1 person felt that it was neither good nor poor.

Comments from the patients included:

"I thought this [service] was linked to NHS 111 and was surprised that my GP surgery sent me here. I've needed to use NHS 111 recently because the surgery is so busy – over the last 2/3 years its more difficult to make an appointment."

"It is tricky, especially when you have a child with a known condition. Having to travel to Leicester or Kettering is too far. No access to an ECG machine in the past has been quite frightening as a Mum as we didn't know if an ambulance would be needed. Sometimes it feels like we are alone with healthcare, especially because it struggles to cater for the population."

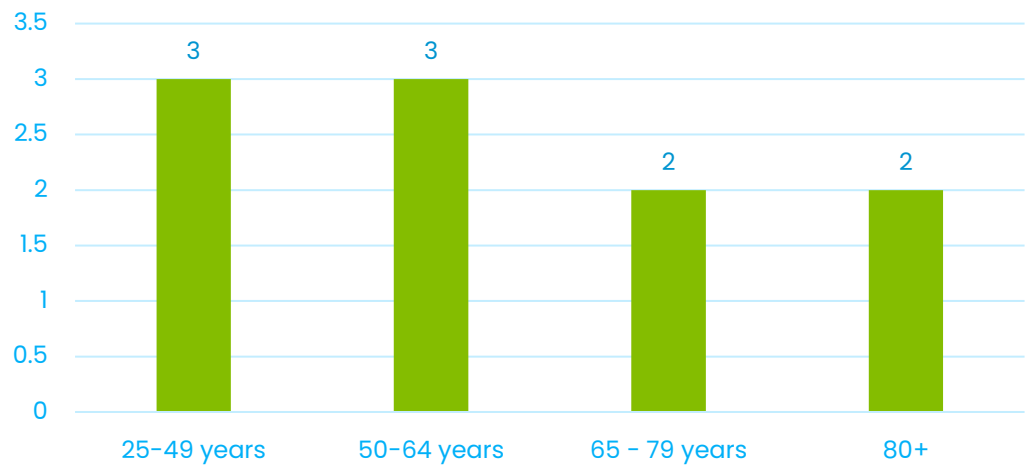
"Friendly, efficient service"

"The signage is not very good, I had to go round a bit before I found where I should be going."

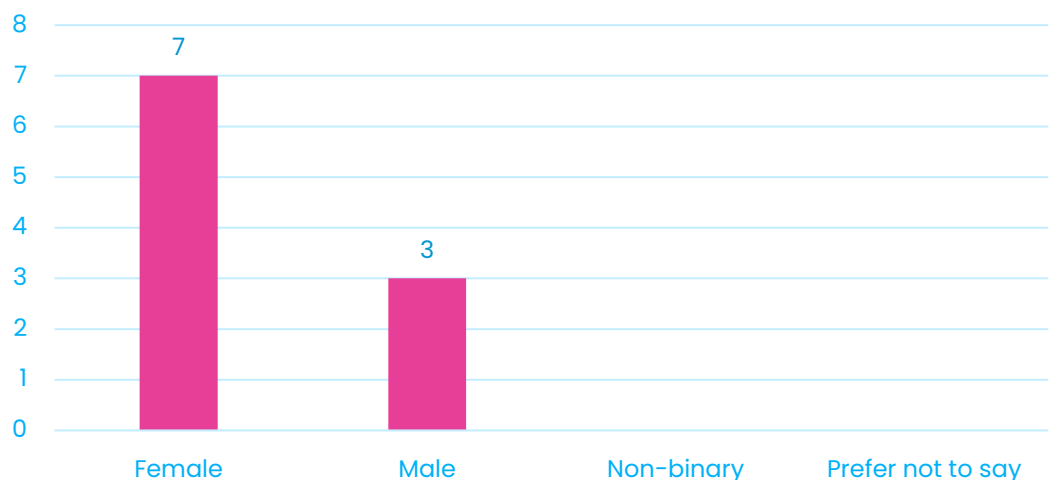
"The staff here work very hard, but services seem to operate separately – they do work together sometimes but it can be piecemeal."

1.2.10 Demographics

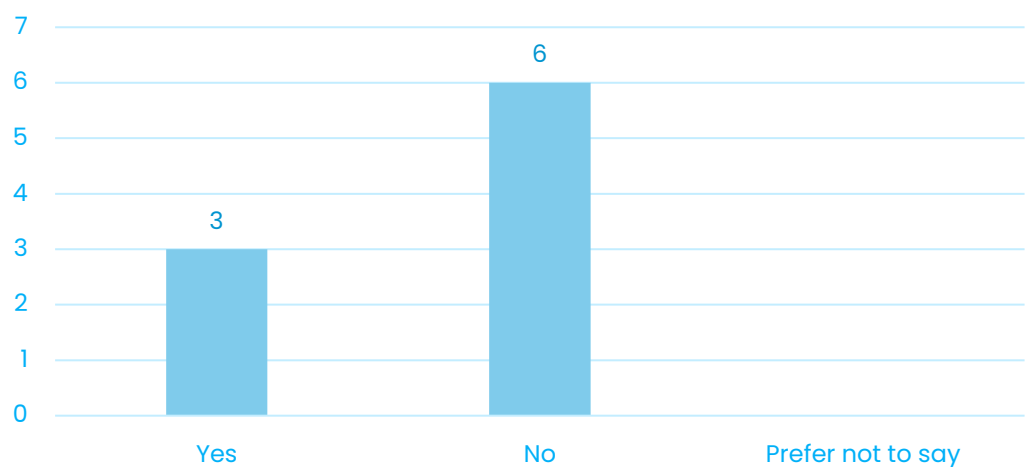
What is your age?



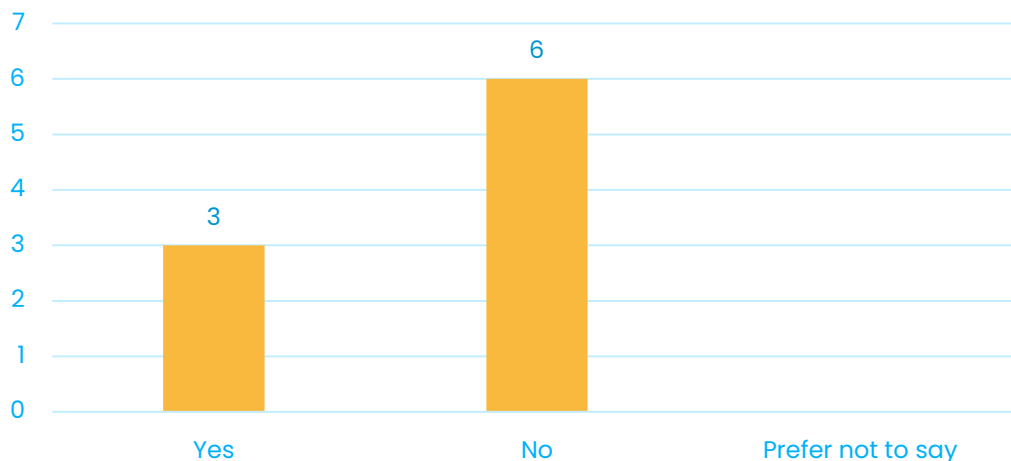
Please tell us your gender:



Do you consider yourself to be a carer?



Do you have a disability?



1.3 What patients told us - After Care Survey

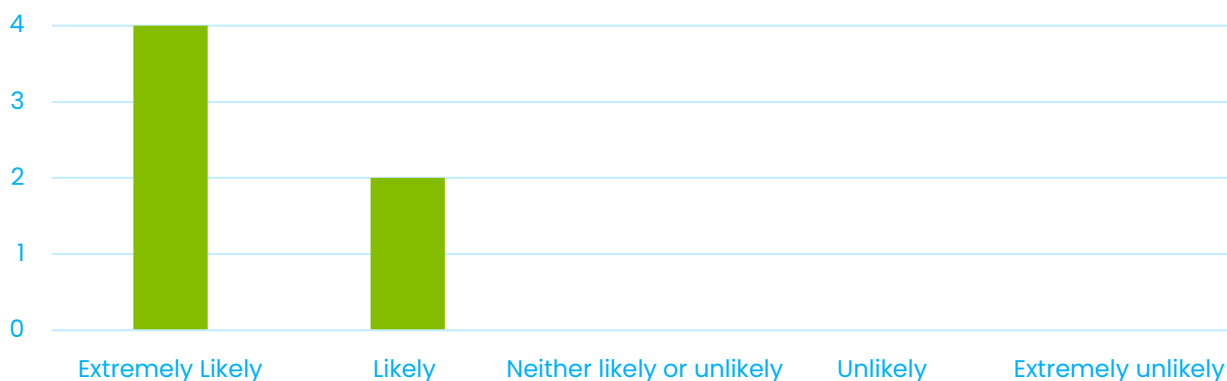
1.3.1 Patients rated their overall experience on a scale of 1 – 5 (1 being poor, 5 being excellent)

6 people rated their experience as excellent (5), another 2 people rated their experience as good (4).

We received the following comments from the patients:

- "Got an appointment, I have been seen and got what was needed."*
- "Great service, helped with advice and next steps."*
- "Kind and efficient, [the clinician] was very nice – and good."*

1.3.2 Would patients recommend the Minor Injuries Unit?



All patients said that they would be either likely or extremely likely to recommend the Minor Injuries Unit to their family or friends if similar treatment was needed.

1.3.3 **Comments from patients after their experience at the unit**

“Seen very promptly, it’s good to have [the service] here in Rutland.”

“Exceeded expectations”

“Practitioner understood my son’s rare condition and I don’t have to repeat myself. I have confidence in the practitioners here. For example, my son was given items to keep him occupied in the appointment.”

“It was really quick – I only phoned an hour ago and we are done now.”

Section 2: Online Survey Results

Between 18th February and 14th March 2024 an online survey was available for people who have used the Minor Injuries Unit in the past 12 months. This was promoted through our website, in our newsletter and on social media. We received a total of 125 responses to the survey.

2.1 **Where patients travelled from**

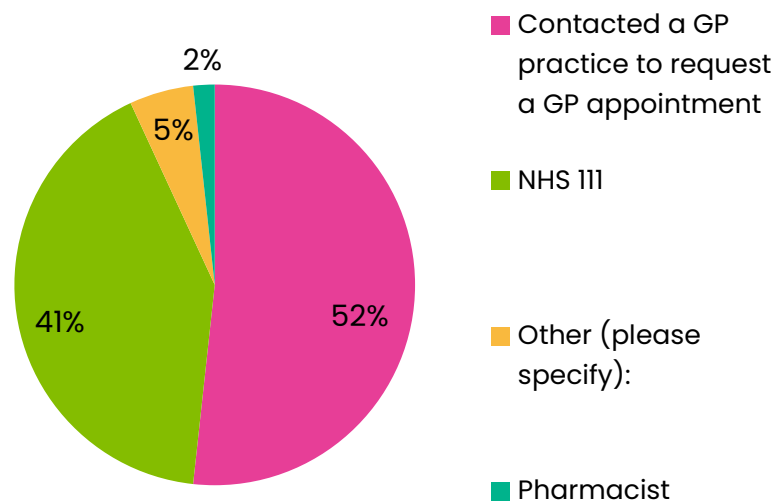
The table below shows a list of towns and villages that the participants travelled from. Most patients (68) travelled from Oakham. 2 patients travelled from outside of Rutland, 1 from the village Tilton on the Hill and another from nearby town Melton Mowbray.

Location	Number of patients
Oakham	68
Greetham	7
Langham	5
Whissendine	5
Uppingham	5
Barleythorpe	4

Braunston	4
Empingham	3
Manton	2
Ashwell	2
Edith Weston	1
Tilton on the Hill	1
Clipsham	1
Melton Mowbray	1
Lyddington	1
Essendine	1
North Luffenham	1
Market Overton	1
Burley	1

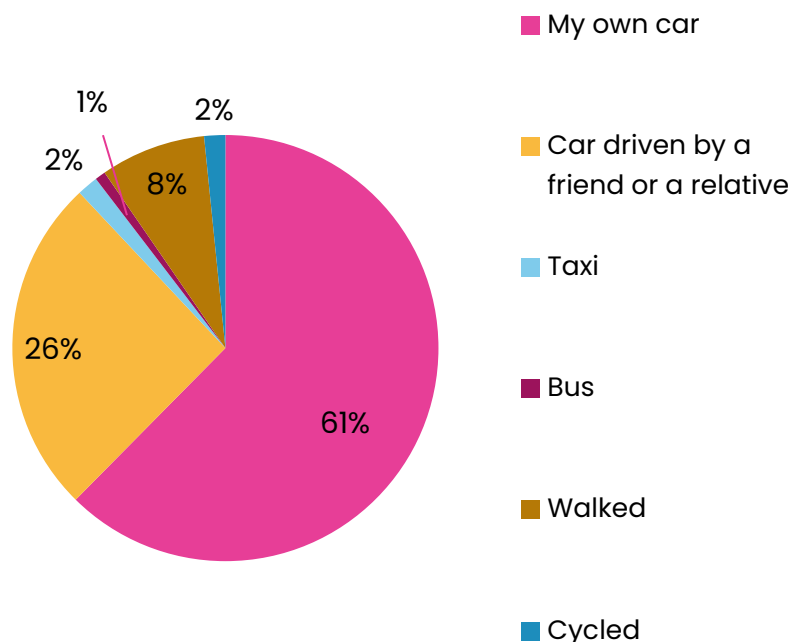
2.2 Did the patients contact any other service for help before attending the Minor Injuries Unit?

67 patients did not contact any other services before attending the Minor Injuries Unit. The chart below shows those services which the remaining 58 patients did contact before attending the unit.



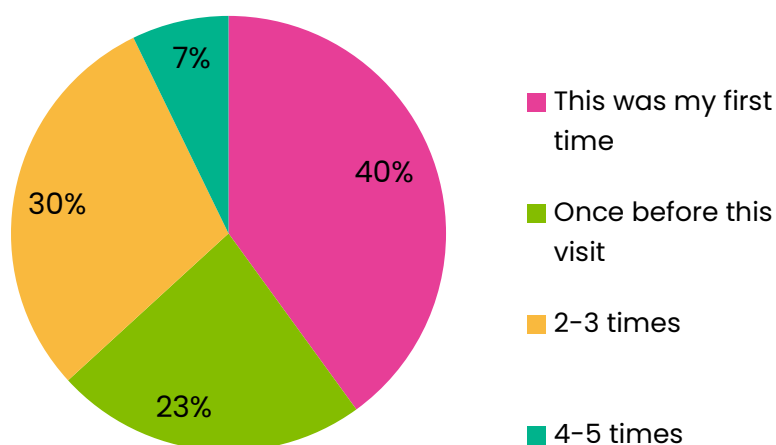
The 'other' category included physiotherapy. Another patient reported that they were attending a GP practice when they were referred to the Minor Injuries Unit.

2.3 How the patients travelled to the Minor Injuries Unit



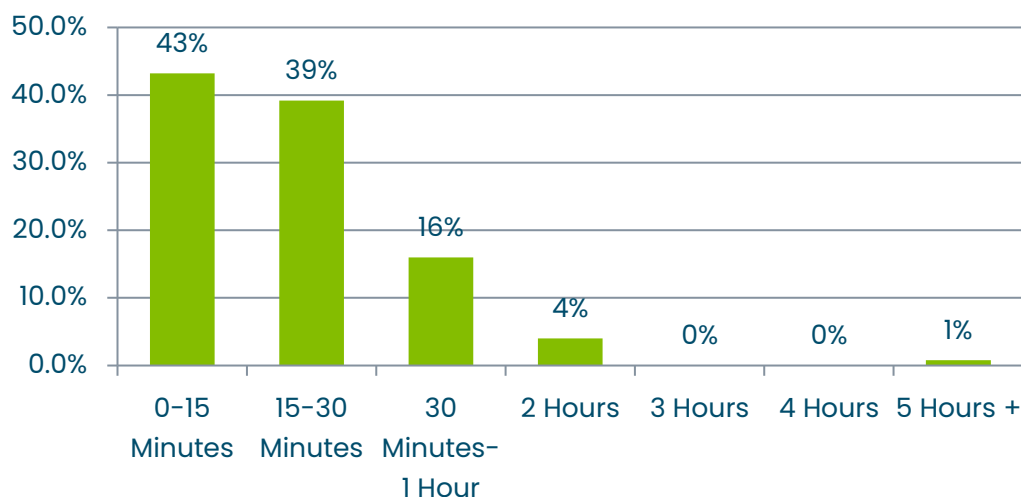
78 people drove to the Minor Injuries Unit in their own car and 32 patients travelled in a car which was driven by a friend or relative. 2 people cycled, 2 people used a taxi and 10 people walked. 1 person caught a bus to travel to the unit. It took all patients under an hour to travel to the Minor Injuries Unit with 103 (82%) participants stating it took under 15 minutes.

2.4 How many times the patients have been to the Minor Injuries Unit in the last 12 months



9 patients had attended the Minor Injuries Unit 4-5 times in the past 12 months. The largest proportion, 50 of the 125 patients (40%), attended for the 1st time.

2.5 The length of time patients waited to be treated.



54 (43%) respondents were treated in under 15 minutes at the Minor Injuries Unit.

“Quick and helpful service”

(survey respondent)

“I had a piece of glass in my foot and was seen basically straight away”

(survey respondent)

123 patients waited under 1 hour for their treatment. 5 patients waited up to 2 hours and 1 patient waited over 5 hours for treatment. We received the following comments from the participants on waiting times:

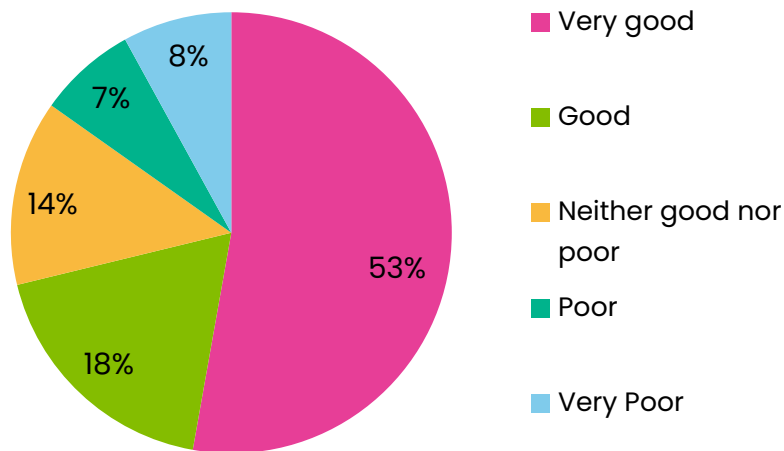
“Very quickly seen”

“As you approach changeover of staff you can wait a lot longer. There is a reluctance to see anyone within a 30-minute window prior to hand over. The x-ray and minor injuries do not appear to be joined up. They tend to close to admit patients if there is a bit of a queue”

"Waited a while on 1 visit, turned away on others as [Minor Injuries Unit] keep saying it's not a walk in. This is only by 1 team member every time this [receptionist] is on, says you must call 111 or visit Doctors."

"Can't fault the service"

2.6 How patients rated their experience with reception at the Minor Injuries Unit



17 respondents rated their experience with reception as neither good nor poor. 89 people (71%) had a good or very good experience and 19 (15%) people had a poor or very poor experience.

Positive comments

Good reception and knowledgeable clinician

Very professional staff, very thorough and helpful, I got an X-ray within 20 minutes and diagnosis there and then.

Very impressed with the Minor Injuries Unit

I took my daughter for a foot injury, the clinician was patient, reassuring and thorough. She was checked and we were out within an hour. The alternative would have been Corby urgent care centre where we would have likely waited over 4 hours.

Negative comments

2 guys with head injuries playing sport sent away to drive to Corby. Irresponsible.

Checked in at reception, no advice that the clinic was running late. Over the last few years, reception is usually poor. Little information: I have had very long waits before which is met with an apathetic response.

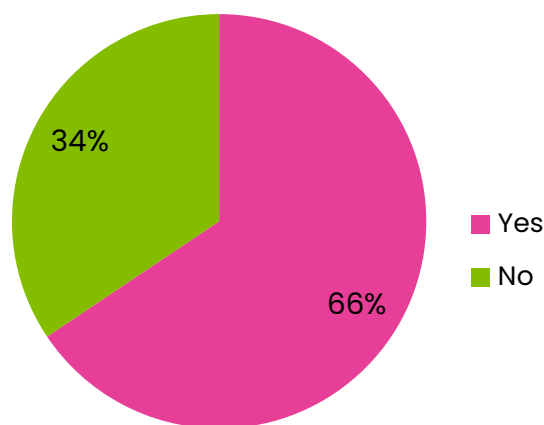
Presented for an X-ray on the instruction of my GP practice. Receptionist asked when the injury happened. As it was over 72 hours, [they] refused to allow me to be seen. My leg was broken.

Mixed feelings

The nurse was absolutely fantastic! Unfortunately, [one] receptionist has no empathy for people coming through the door needing medical attention, I had just had spinal surgery 2 weeks previous, and I asked for a nurse to look as my wound was leaking and [the receptionist] was refusing to let me be seen! Upon [being seen] the nurse said I did the right thing by coming there...What a shocking reception I received!

2.7 Privacy at reception

We asked, were you given enough privacy when discussing your condition with the receptionist?



66% of the respondents felt that they did have enough privacy. 34% felt that they did not have enough privacy when discussing their condition.

An emerging theme from the comments was that patients felt overheard by others when discussing their condition or information at reception:

“There is no privacy as seating area is right beside [the reception] and silent so people waiting hear all.”

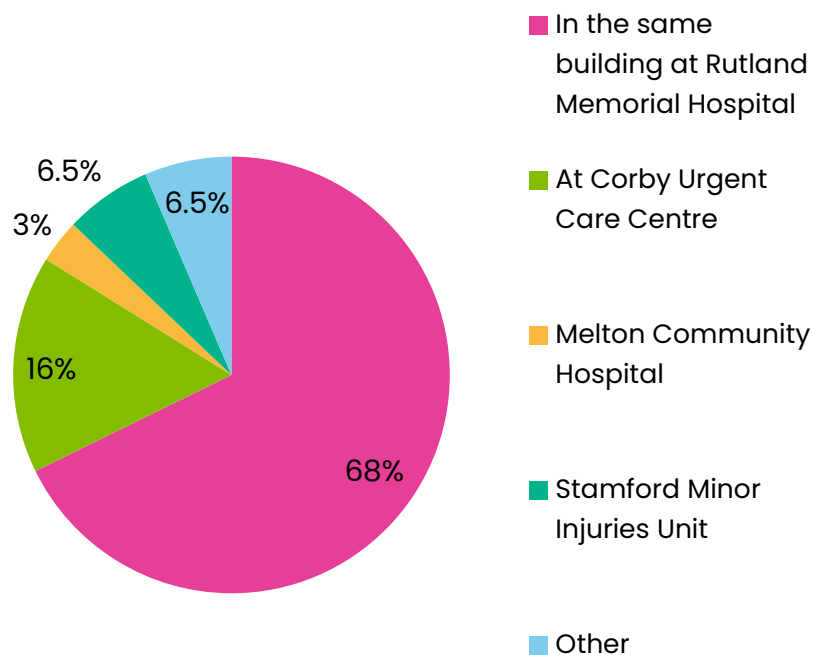
“It was fine for me, but conscious that it is possible for other people waiting in reception to hear. Perhaps they could offer a private room if required?”

2.8 X-ray facilities

The survey asked about Minor Injuries Unit users’ need for X-ray facilities.

25% of patients who attended the unit needed an X-ray as part of their treatment.

Where patients had their X-ray:



The majority of patients were able to receive an X-ray in the same building as the Minor Injuries Unit (Rutland Memorial Hospital). 25.5% of patients attended an X-ray clinic outside of Rutland.

2 patients selected 'other' and left feedback:

1 patient returned to the Rutland Memorial Hospital the following day for an X-ray

1 patient was not given an x-ray however, it is not clear if this is due to not needing one or the unit having no availability to provide one.

2.9 **Accessibility**

122 (98%) patients felt that the Minor Injuries Unit building was easy to access.

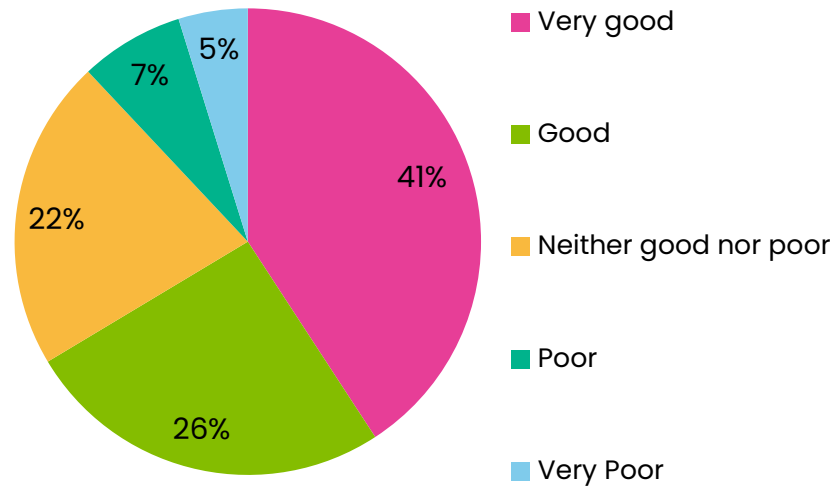
3 people felt that it was not easy to access.

"From a neurodiversity perspective, it is very stressful. There is no guidance or explanation [if it is] easily accessible on the internet explaining the process or what to expect. Even opening hours and what you can go there for seems top secret! Better signage and an easy read guide made available more widely would really help - I think they have a couple of notices on the wall in reception, but these should be available on the internet."

(survey respondent)

2.10 **Facilities**

The survey asked 'How would you rate the facilities at the Oakham Minor Injuries Unit?' We received a variety of responses.



The majority of patients (66%) felt that the facilities were either good or very good. The comments have been thematically sorted.

Expansion of facilities

"It would be better for Rutland if more services were offered at this hospital, for example, - blood tests etc. And if it was open on the weekend and until later, especially as it is useful when having small children."

"Needs to open more and longer. Oakham and Rutland is ever growing in population."

"Needs updating to provide better service to patients. Also, it needs to be open seven days a week and longer hours. The service at Corby drop-in is far better and more efficient."

X-ray

"X-ray should be available every day"

"Although I didn't need an X-ray there were people who did, and it wasn't available. It's also not available at weekends."

"The X-ray machine wasn't working the day I visited so had my daughter needed an X-ray of her foot we would have had to travel elsewhere."

Décor

"Ok but could definitely do with a refresh."

"Dated."

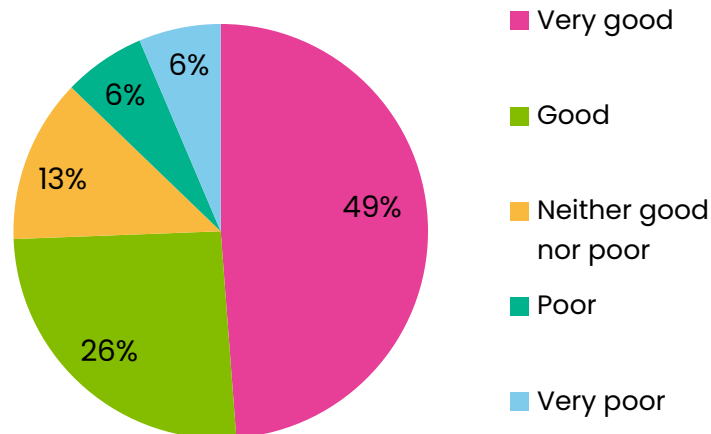
Positive comments

"Perfect for what it is used for."

"If only the access to hospitals and associated NHS services were this good."

2.11 Patients overall experience

Overall, how would you rate your experience at the Minor Injuries Unit?



The majority of respondents felt that they had a very good or good experience at the Minor Injuries Unit (75%). Comments from this question included:

Positive

"Thorough clinicians who are clearly experienced, swiftly treated and followed up appropriately."

"Quick and easy to use. I walked in and was seen within 15 mins. Great service"

"Got an X-ray very quickly, which showed I'd broken bone in my foot, got all sorted, very knowledgeable and friendly staff who made you feel at ease and confident"

Negative

"I had been to the chemist, and they said I needed antibiotics, but they did not have a pharmacist who could prescribe them at that time. I went to the Minor Injuries Unit, but they would not help. I dropped into the doctors and had to wait until the end of the day to get an appointment to see a nurse at the Minor Injuries Unit. I wasted a lot of time going from place to place. The appointment with the nurse took less than five minutes in the end."

"They didn't want to know - it was nearly home time they made me [...] drive myself to Peterborough hospital they didn't know if I was OK to drive."

"The service needs to offer a wider range of treatments for minor injuries/illnesses and not turn people away due to what their opinion of a minor illness is. Our only local service we need to make the most of it - more for elderly residents and residents who are unable to travel. It is very lacking and also it is not clear online."

Mixed feelings

"When you get to see a health care professionals, they take their time & are very helpful. It's getting to see a health care professional that's the problem."

"Adequate but not exceptional. Difficult booking in process at times. More of a triage service."

Reception

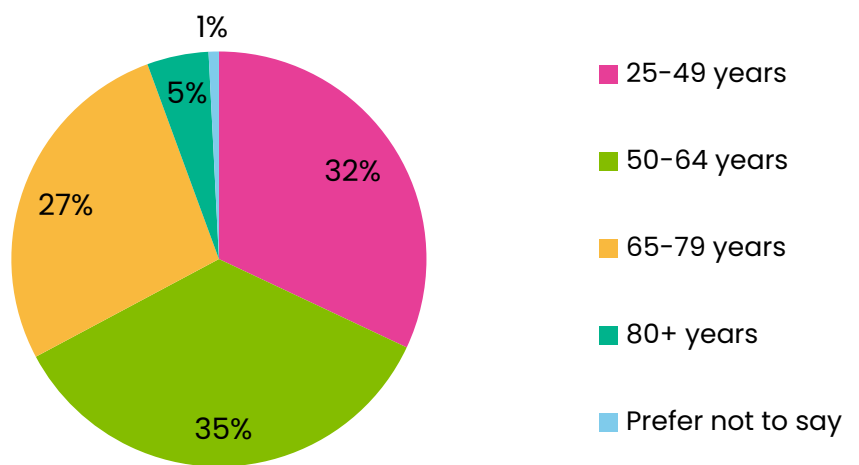
"Receptionist was lovely"

"Teach the receptionist some people skills. [They] are turning too many people away."

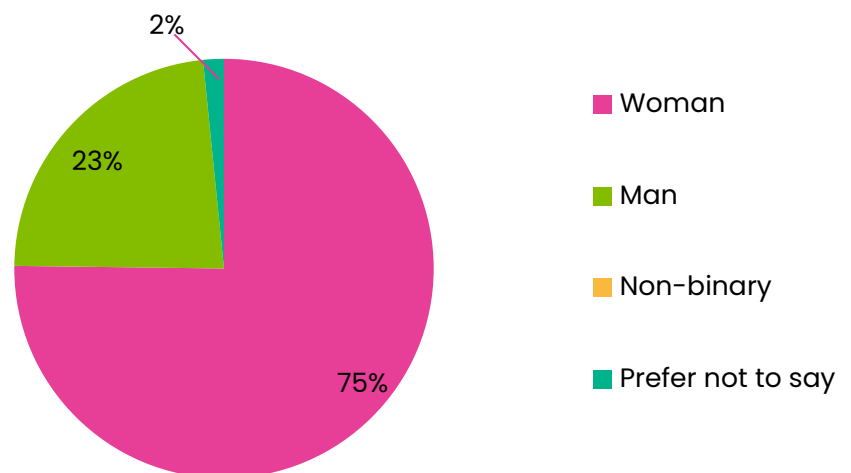
"After checking in with reception desk I nearly walked out due to attitude of receptionist."

2.12 Demographics

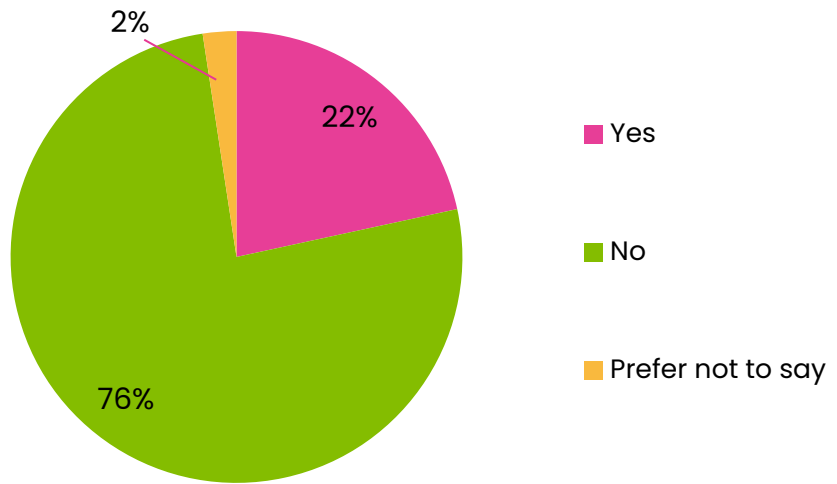
What is your age?



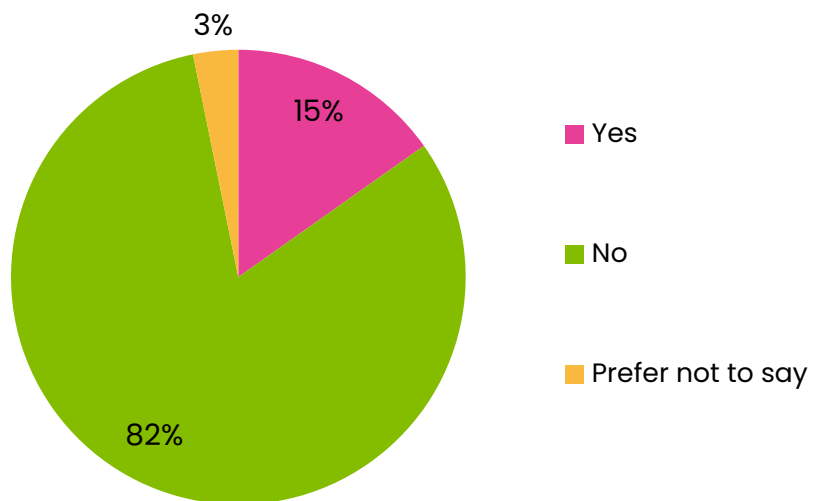
Please tell us your gender:



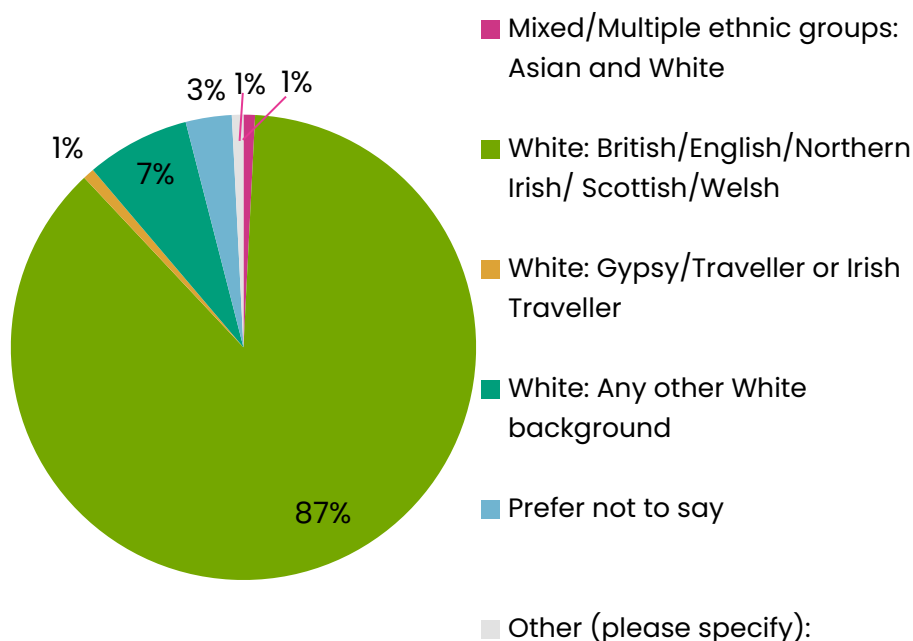
Do you consider yourself to be a carer?



Do you have a disability?



Please tell us your ethnicity:



Section 3: Comparing feedback from the visits and survey

3.1 Responses from patients interviews during visits compared to survey responses.

The number of patients interviewed was fewer than the number who completed the online survey and not statistically significant. However, here we compare the responses with percentages in the survey results to look for differences and similarities.

Question	Variables	Visits	Survey
Which services did you contact before attending the MIU?	Contacted a GP practice to request a GP appointment	50%	52%
	NHS 111	40%	41%

The table above shows that overall, the most popular way of accessing the Minor Injuries Unit is through either requesting a GP appointment first or by contacting NHS 111.

Question	Variables	Visits	Survey
How would you rate your experience at reception?	Very good	30%	53%
	Good	70%	18%
	Neither good nor poor	0%	14%
	Poor	0%	7%
	Very poor	0%	8%

A higher percentage of patients rated their experience as 'very good' in the online survey compared to the visits. However, a higher percentage of online survey patients also rated their experience at reception 'poor' or 'very poor'. None of the patients we spoke to during the visits rated their experience as 'poor' or 'very poor'.

*"My experience would be a lot better if I was greeted with a smile and spoken to in a nice caring way".
(Patient)*

Question	Variables	Visits	Survey
Were you given enough privacy when discussing your condition with the receptionist?	Yes	89%	66%
	No	11%	34%

Numerous comments were made about lack of privacy at reception. However, most patients from both the survey and the visits said that they felt there was enough privacy when discussing their condition with a receptionist.

During the visits, patients were asked to rate their overall experience of the Minor Injuries Unit. This was from a scale of 1 – 5 (1 being poor and 5 being excellent). All patients rated their experience as a 4 or a 5 showing a high satisfaction rate. The online survey results showed a mixed response to a similar question; **‘overall how would you rate your experience at the Oakham Minor Injuries Unit?’** The response was still positive with 75% of patients rating their experience as very good or good. 13% of patients rated their experience as neither good nor poor and 12% of patients gave a rating of poor or very poor.

Conclusion

This enter and view project involved 136 patients who had used the Oakham Minor Injuries Unit in the past 12 months.

The majority of patients were satisfied with the treatment they received at the Minor Injuries Unit. However, staff offering flexibility by seeing patients for urgent care during quiet times can lead to confusion for the patients. People may have an expectation of receiving urgent care for illness again in the future during a Minor Injuries Unit clinic, which may not be offered if it is busy. This could cause unnecessary stress for both patients and staff if the patients have to be directed elsewhere.

Further clarity is required in information available to patients to explain what services are available and when for minor injury, urgent care and out of hours health services in Rutland.

The patients we heard from during this enter and view project value having a local Minor Injuries Unit available to access.

“An excellent, vital option for people who live in Rutland. It was the first time I had used the service and would use it again if needed.”

(Patient)

About Healthwatch Rutland

Healthwatch Rutland is your health and social care champion. We make sure NHS leaders and other decision-makers hear your voice and use your feedback to improve care. We are part of a national network of 152 local Healthwatch in England. We have three main areas of work:

- Listening to people's experiences and seeking out feedback on health and social care services. Healthwatch has legal powers to undertake Enter and View visits to NHS and social care settings to observe and hear how users are experiencing the services.
- We also spend time building relationships and attending meetings within the local health and care system so that the patient's voice can be heard in the right places, at the right time.
- We provide information, advice and guidance to help people to navigate health and care services.

Your experiences matter, we strive to be a strong voice for local people to help shape how services are planned, organised and delivered.

About Connected Together CIC

Connected Together Community Interest Company (CT CIC) is the legal and governing body of Healthwatch Rutland. The remit of CT CIC includes:

- Contract compliance
- Legal requirements
- Financial and risk management
- Sustainability and growth
- Policies and procedures



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