

Press Release

December 2014

Local Minor Injuries Unit given “10/10 for everything, including waiting times”

Malvern residents who need medical treatment or advice which is not an emergency should visit the local Minor Injuries Unit (MIU) at Malvern Community Hospital, where the average waiting time is less than 20 minutes.

Patients with a wide range of minor injuries including cuts, grazes, wounds, sprains, strains and minor burns can be treated at the MIU, which is run by Worcestershire Health and Care NHS Trust.

The current average waiting time is only 16 minutes and it is likely the total time spent in a visit - including travel - will be less than that spent at A&E.

Sara Taylor, MIU Team Leader, said: *“Most patients are happy because they are in and out before they have time to pay for parking. Our service is regularly audited to ensure we are providing a good standard of service. Our most recent patient experience audit showed that 89% of patients attending all of the Trust’s MIUs across the county would highly recommend attendance there.”*

If more people with minor injuries used this service it would free up capacity at A&E so staff there can support those people who do need emergency care.

Veronica, a patient who came for a wrist injury said: *“I give this unit 10 for everything, including waiting times. I didn’t have time to finish my crosswords, I don’t think I even waited 10 minutes. Service is excellent, charming, courteous, I’m absolutely delighted.”*

MIUs do not treat medical conditions such as colds, coughs, urine, chest or ear infections. For these ailments you should contact your local pharmacy, GP or ring 111 (available 24 hours a day, 7 days a week) for advice. If you are unsure whether your injury can be treated at the MIU then you can also call in advance on 01684 612619 and a member of staff will be able to advise.

For regular follow ups, suture removal, ear syringing and redressing of wounds/burns then practice nurse appointments at your regular GP should be made at the earliest opportunity as same day appointments are difficult to make.

Malvern’s Minor Injuries Unit is located at Malvern Community Hospital, 185 Worcester

Road, Malvern, WR14 1EX. It is open 9am-12.30pm and 1.30pm-9pm, 7 days-a-week (last appointment at 8.55pm, X-Ray open 9am to 5pm Monday – Friday).

Other MIUs run by Worcestershire Health and Care NHS Trust are located in Bromsgrove, Evesham, and Tenbury, and there is also a unit in Kidderminster run by the local acute trust. Please visit www.hacw.nhs.uk/our-services/minor-injuries-units/ for the locations and opening hours.