



Enter and View Report

Stamford Minor Injuries Unit

March 2023

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1. Introduction

1.1 Details of visit

Information	
Service Address	Stamford Minor Injuries Unit Stamford and Rutland Hospital Ryhall Road Stamford Lincolnshire PE9 1UA
Service provider	Northwest Anglia NHS Foundation Trust (NWAFT)
Managers	Ian Sutor
Dates and timings of visits	Monday 13 March 10 am-4 pm Wednesday 15 March 10 am-4 pm
Healthwatch Authorised Representatives	Healthwatch Rutland Amy Crawford Una Ozga Georgia Collinson Healthwatch Lincolnshire Oonagh Quinn Jacqui Sclanders

1.2 Acknowledgements

Healthwatch Rutland would like to thank Stamford Minor Injuries Unit (MIU) staff and Northwest Anglia NHS Foundation Trust (NWAFT) for accommodating the visits and the public for providing feedback. Our thanks also to staff and volunteers at Healthwatch Lincolnshire for their help during the visits.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates set out above and online survey responses from people who had used the service in the last 6 months. This report is not a representative portrayal of the experiences of all service users.

2. 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 the visit is to primarily listen to the feedback of service users, their families, carers and staff and 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

3. Purpose of the visit

3.1 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 can be treated at each centre

This visit was part of a rolling program to visit the Urgent Care and Minor Injuries Units that are used by Rutland patients to understand their views of the services. As the Stamford Minor Injuries Unit is situated in Lincolnshire and used by Rutland and Lincolnshire patients, Healthwatch Rutland and Healthwatch Lincolnshire carried out the visit together.

3.2 Objectives

- To observe the service and how it runs
- To collect 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

3.3 Method

Healthwatch Rutland and Healthwatch Lincolnshire worked together to carry out the visit.

- This was a prearranged visit
- The visits comprised of a two-person team made up of one staff member and one volunteer
- Observations were carried out during the allotted period in terms of facilities, cleanliness etc
- Patients were asked for their 'before-treatment' feedback using a pre-planned questionnaire including 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

4. Details about Stamford Minor Injuries Unit



The Stamford Minor Injuries Unit operates from Stamford and Rutland Hospital and is run by NWAFT.



The service operates from 9am-5pm Monday to Friday except bank holidays.



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



Care is given by Emergency Practitioners. The Stamford MIU is able to X-ray, set non-complex breaks and suture.

5. Observations and feedback: On the day and Online



We engaged with 27 people, 23 people who attended the service during our visits and 4 people filled out the online survey. 9 people filled out the after-care survey.

General Facilities

External Signage

There is external signage to the Stamford Minor Injuries Unit from the road outside the hospital making the MIU easy to find.

"The service is easy enough to find."

Male Patient from Market Deeping, 13-15 years

Car park

The car parking appears to be limited.

"The car park could usefully be a bit bigger".

Male, 65-79 years

Most patients didn't find this a problem as some of the parking bays are vacated quickly as patients are attending for blood tests. One person did state:

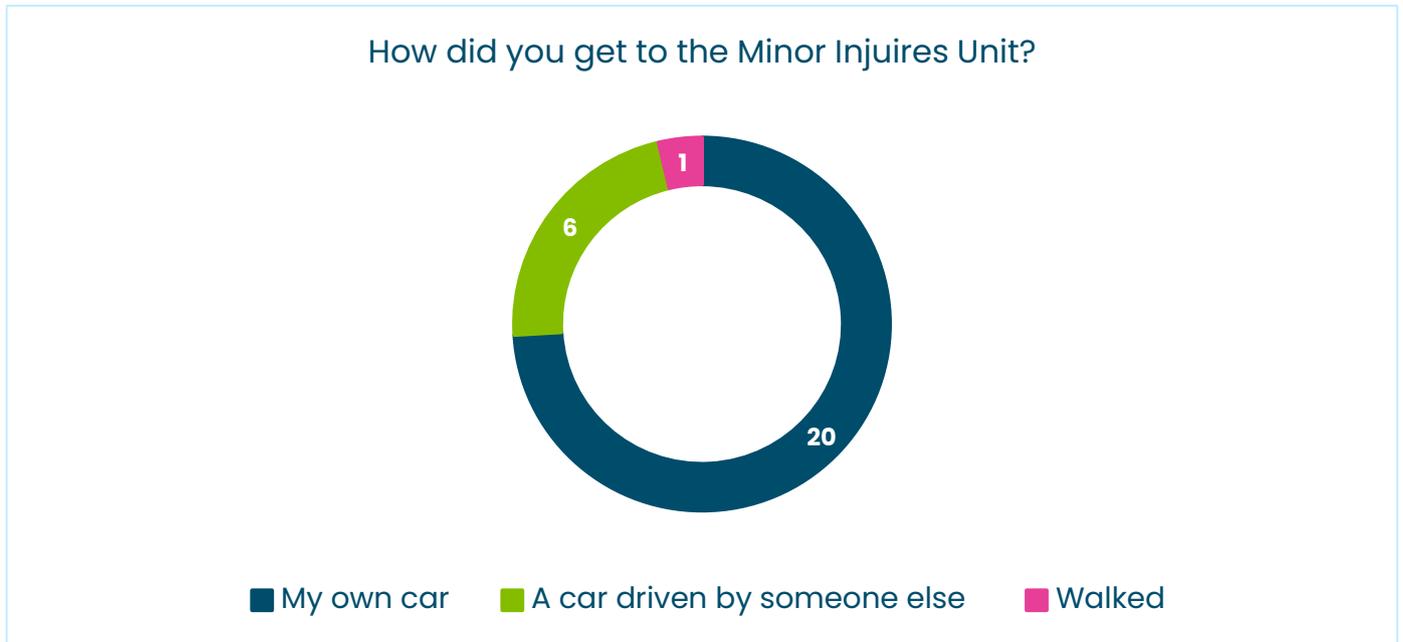
"There are not enough disabled car parking spaces, it is really hard to get out of a non-disabled space".

Disabled female, attending with a patient

We noted that there were 6 disabled car parking spaces. There is space for passenger drop-off marked “no waiting”, immediately outside the main entrance to the hospital.

Transport

- ❖ Patients were asked how they travelled to the service.



No one we spoke to used public transport to attend the MIU. Healthwatch Rutland had difficulty finding transport to the site for our Authorised Representative who is reliant on an electric wheelchair. In the Rutland and Stamford area, we found only one taxi company with the ability to carry a person with an electric wheelchair and the cost of the return journey from Oakham to Stamford was £90.

The train station is a 20-minute walk away and bus options weren't straightforward, especially for disabled access. For disabled patients hospital transport may be available for pre-planned appointments. The NHS Healthcare Travel Costs Scheme¹ (which applies to those on certain benefits or low income) may offer some financial assistance. However, it would be very difficult for a disabled person needing to attend the MIU at short notice after an injury.

¹ <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>

Entrance

The Minor Injuries Unit sign is visible to the left of the main doors and indicates the opening times. There are two sets of automatic double doors that provide easy access and plenty of space for those who may have mobility issues or are wheelchair users. In between the two sets of doors is a large notice stating, "Is the Minor Injuries Unit for me?" It advises patients about using the right service for their situation. It doesn't include a list of injuries that are considered 'Minor Injuries' which may be useful for patients before they check in.

There are wheelchairs available for those who need them. The reception desk is directly opposite the main doors. A free-standing notice states 'Stamford Minor Injuries Unit', with opening hours and a wall sign higher up indicating the direction of the MIU along the corridor.

At one point during the visit, a volunteer was seen on duty helping patients on arrival and pushing someone in a wheelchair. This help is invaluable for some patients as there were times when injuries made walking difficult (or there was no seating in the waiting area). If attending alone such patients would be unable to use a wheelchair without help.



"There was quite a long walk to the waiting area it was hard as I have a back injury".

Male, 25-49 years.

"There was no seating available in the waiting room and I have a foot injury".

Male, 25-49 years.

Help from a volunteer, consistently available during opening hours, would alleviate this situation.

Reception and Main Corridor

The reception area is screened by glass and entered by a lockable door. Reception is covered by two members of staff. Masks were not available for patients to help themselves, despite a sign telling the patient to wear a mask, but they are offered by receptionists. There was sanitiser available for public use. The reception staff seem quick and efficient.

26 people rated their experience at reception as 'Good' or 'Very Good' with comments such as:

"Very efficient, polite and professional".

Female Carer, 25-49 years

"The receptionist was brilliant".

Male carer, 65-79 years

Other describing words such as 'slick, quick, speedy, efficient, excellent, polite, fantastic and courteous' were used.

There was one negative comment:

"Appalling [service at reception], no consideration for patient confidentiality".

Female, 25-49 years, online survey

The reception area wasn't particularly private, but most people said there was no one around when they had to tell the receptionist their details.

"No one else was around when I checked in but if there are other people waiting you can overhear what the person at the reception desk is saying."

Female, Carer, 50-64 years

The hospital has tried to solve this issue by implementing a sign asking people to queue behind it which allows a modicum of privacy. The sign also states 'if you would prefer to discuss your appointment in private, please speak to the receptionist', thus offering patients privacy if they want it..

Another comment worth noting is:

'It is hard to hear with a screen and a mask'.

Male, 25-49 years, carer

The reception desk is quite high but there was a hatch that can be opened when the receptionist is speaking to someone in a wheelchair so that the receptionist isn't looking down on the person but speaking with them directly.

Off the main reception area, there is a café which is open Monday-Friday and seems to have plenty of seating for the current footfall and a free water cooler for public use. Further down the corridor, there is a handwashing station (which is a great reminder of hygiene and infection control) and toilets.

MIU Main Waiting Area

Off the corridor on the left, there is the Minor Injuries Unit main waiting area and consulting and treatment rooms.

The whole area seems to have had a fairly recent refresh and is clean. It is however small, which is inadequate at busy times, and we did witness some patients needing or choosing to stand when the waiting area and overflow waiting area were full or nearly full. One patient stated:

"I don't like crowds and would rather be out of the way."

Female patient

It is unclear if there is a provision for anyone with additional needs or presenting as agitated/aggressive to sit away from the main waiting room or overflow area.

There is a hand-sanitising station in the waiting area and good access to toilets. There were 12 comfortable chairs of varying sizes, with and without arms that should meet a variety of needs. The lighting was good and there was a mural on the wall to brighten the space up for children.



Background music was being played which helped to overcome the privacy issue as the waiting room is open to an adjoining treatment area. At times it was a little loud, especially for someone with hearing difficulties, however this is a hard balance to get 'right'. There was also a television screen showing the news with subtitles. There were no reading materials or leaflets, but this could be due to infection control.

'The waiting room feels nice, it doesn't have the uncomfortable clinical feel and smell to it'.

Healthwatch Rutland Authorised Representative

A staff well-being garden could be viewed from the waiting area which is pleasant for patients to see. Patients were called by name by the clinician; if there was no response the clinician went to the waiting area or overflow area to collect the patient and provide extra assistance if needed.

Overflow waiting area

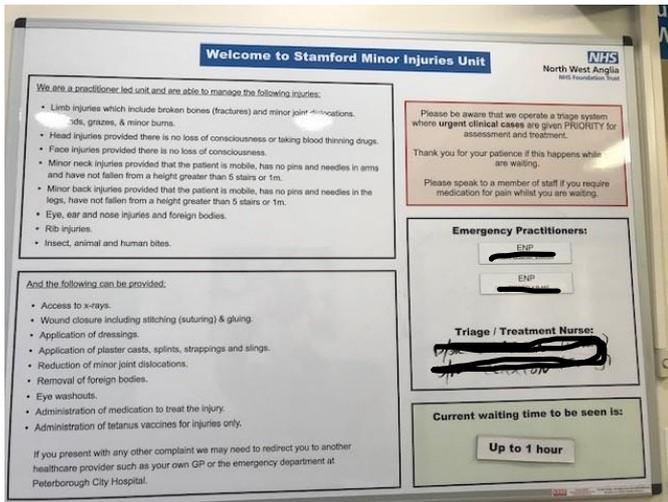
The overflow area for the MIU is on the right of the corridor. This area has five chairs facing each other. It is very small. It would be difficult for someone in a wheelchair to sit in there. There is a television screen, but it was not switched on.

Internal signage and information

The initial signage at reception is at a good height and points to the 'Minor Injuries Unit'.

There were interesting as well as informative noticeboards such as a board providing information about the refurbishment of the staff wellbeing garden and the different uniforms worn by staff and what they signify.

In the main waiting area, there was a good noticeboard on the wall informing patients about the services which could be provided in the MIU and the types of injuries that can be treated. It also listed two Emergency Practitioners who were named and on duty, and named two triage nurses (redacted for this report). A waiting time of 1 hour was stated although we didn't observe this being updated and waits were longer than 1 hour on the Monday, with some patients waiting 3 hours. On the Wednesday waits seemed to be all under an hour. This board is useful in aiding communication with the public.



"It would be useful if someone came and talked to the waiting room at various points just to communicate the wait time and to acknowledge us. We seem to be waiting a while with no communication".
Male, 80+ years

"Initially, it was very good but don't know why we are waiting so long. Think there could be better communication about the wait times or a ticket system. People are taken in before you it is hard to understand when you will get seen."
Female, 13-15 yrs



There was a rack with written information about all types of injuries which we presumed patients were given to take away with them. There were lots of clear posters in the waiting room including mental health, smoking, abuse etc. We didn't observe any information about data protection or the carer's charter.

"Brilliant, Useful advice."
Patient, after-care survey

Toilets/Baby Changing

Off the main corridor, there were male and female toilets and two unisex provisions that were wheelchair accessible and one also had a baby-changing facility. The signs for the toilets used icons as well as words. All toilets were clean and had bins and cleaning schedules indicating they had already been cleaned that day. The fans were very loud in a number of the toilets. One of our Authorised Representatives uses a wheelchair and the following are their observations of the toilet facilities.

Disabled Toilet 1 - located near the reception



'As an independent wheelchair user, the door is very heavy and not easy to open. The door does not have a bar along the back which would make it a lot easier to shut. The light switch is high up and has a bin in the way so I wouldn't be able to turn it on if I was alone. It may be difficult to transfer from the wheelchair to the toilet due to the current setup. The emergency cord was hooked to the wall which may stop accessibility in the case of an accident. There was a wet floor sign that appeared to be stored in the toilet which could be a hazard.'

Authorised Representative, wheelchair user

Disabled toilet 2- next to the Minor Injuries Unit



'This door is a bit easier to open, the light switch is a cord which is much easier to use, and the sink, soap and towels are accessible. The bin is a pedal bin which is hard to utilise if you are in a wheelchair. Transferring from the wheelchair to the toilet appeared difficult due to the placement of one the mobility bars. The pull cord was hooked onto the wall which may not be useful in an emergency. A bar on the back of the door bar would help with closing and opening the door.'

Authorised Representative, wheelchair user

Quiet Room

At the entrance, there is a 'Quiet Room' with a notice 'You are welcome to breastfeed here.' This is a valuable area for patients who may need some space or want to feed a baby in private.

Wi-Fi

Access to the free Wi-Fi is obtained by registering with some basic details; from then it was easy to use with no complications.

Cleanliness

The unit and reception café area were very clean although Authorised Representatives didn't witness any cleaning taking place. On the Monday there was a spillage of blood on one of the waiting room seats and it was difficult for the Authorised Representative to find someone to inform, they could only find a clinician who promptly wiped up the blood.

Additional needs

Access for people with physical disabilities seemed very good with entrance doors and the journey to the MIU all on one level. Wheelchairs were available for those who needed them. We observed 8 wheelchairs with two being bariatric wheelchairs and one for a child and saw these being used by patients with limited mobility. The reception desk is high up but there is a hatch in the reception desk that can be opened when speaking to someone at a lower level.

In the waiting rooms, the chairs can be moved to make room for a wheelchair user but it is very limited on space.

24 out of 27 patients who engaged with us considered themselves to be 'White British' however we would expect additional language support to be available. We only saw one poster in the waiting room written in a different language. However, on asking at reception we were advised that there is an iPad which can be used for translation services. There was also a sign indicating a hearing loop.

Treatment

Care

Patients present at the reception and tell the receptionist about their injury then go along the corridor into the MIU waiting area. The patient is then called for triage. On the days we attended this all happened very quickly. Following triage the patient is sent back to the waiting room to wait for treatment. On the Monday the unit was busy and the treatment took longer with some people

waiting over three hours.

"I have been triaged really quickly but now it is an hour and a half in and we are waiting to be seen again. It is a bit frustrating. Things have come to a standstill - people don't seem to be moving into the treatment section."

Female, 13-15 years

"There was quite a long wait for x-ray and blood tests and then to wait for the results. The waiting room is quite small and soon got very busy today".

Female, carer, 50-64 years

"My child had had an injury a few weeks ago and had fractured their wrist, I had become worried about how misshapen the wrist was looking and that it didn't seem right so wanted to be reassured that everything was okay... I attended the centre today and was surprised at how long we had to wait to go for an X-ray. On making enquiries I was told by a member of staff that it was based on clinical need, but I didn't expect to be here for more than 3 hours".

Patient, After-Care Survey

On the other hand, the Wednesday was very quiet and people were seen straight away with no delays, except for awaiting X-ray/test results.

During our visits, we carried out an 'after-care' survey which was completed by 9 people. The data from the after-care survey suggested people were predominantly very satisfied with the care, speed and treatment they received.

- ❖ When asked 'Did you get the help you felt you needed?' 8 people said 'yes' and 1 person said 'no'.

The negative comment was:

"Very unsatisfied I have severe back pain and I have had no X-ray or investigations."

Male Patient, after-care survey

This health issue may fall outside of the Minor Injuries remit. Everyone else was very pleased with their care:

"It has all been brilliant. Everybody has been so cheerful. I have had my appointment, X-ray and had my ankle put in plaster all in one go in 2.5 hours. It is fantastic that it has all been sorted".

Female patient, after-care survey

"Fantastic, definitely got the care I needed"

Patient, after-care survey

- ❖ When asked 'How do you rate your experience from 1-5 (1 being poor and 5 being excellent) 7 people said, '5 excellent', 1 person said '4' and 1 person rated the experience as '1' as he was unable to get the help he needed.

"Once we got the treatment and reassurance it was very good".

Patient, after-care survey

"Couldn't fault it".

Patient, after-care survey

"It has been excellent at every stage... for assessment, X-ray and treatment."

Male, 65-79 years, online survey

- ❖ When asked 'How likely would you be to recommend the service to a friend or family member' 8 people said 'Extremely Likely' and 1 person said 'Unlikely'.

We observed 3 people leaving the MIU seemingly unhappy, but they did not want to give written feedback. From what they suggested it seems waiting times were an issue for some and others were experiencing symptoms that could not be treated under the Minor Injuries remit.

Staff

The service is run by Receptionists, Emergency Practitioners and Triage/Treatment Nurses. Staff interaction with patients seemed very good.

On the first day, the service was very busy and we had very little interaction with the staff as they were focussed on their work. During the second visit the service was quiet so the staff were able to interact more with the public and Healthwatch Representatives. All of the interactions were positive and the staff seemed competent, friendly and caring. Staff were identified by wearing scrubs and had name badges on:

"These were yellow with black writing which made them easy to read".

HWR representative who has dyslexia

Patients' feedback about staff included:

"Staff were wonderful".

Patient, after-care survey

"Absolutely wonderful. Very caring staff".

Female, 80+ years

"Friendly, welcoming staff at every stage. Seen very quickly at every stage by staff who inspired confidence in their professional abilities. I could not have asked for more – or better".

Male, 65–79 years

"Brilliant staff but it appears to be short-staffed".

Patient, after-care survey

Patient feedback

There was a station with feedback forms for adults and children, with pens and a box to put the completed questionnaires. The box was labelled 'Talk to Matron' and our team thought that this personalised touch may help patients to feel their feedback would be listened to and acted upon.

The noticeboard included patient feedback that the service had received, and information about PALS (Patient Advice and Liaison Service).

6. Additional Themes

Alongside specific observations and responses to the questions that we asked, some of the feedback brought up additional themes that are worth noting.

❖ Care close to home

Everyone that accessed the service lived within a 30-minute radius (by car) of the Minor Injuries Unit. Patients appreciated that they could access care close to their homes.

"The idea of driving to Stamford and being able to walk in and get help is very convenient."

Female, 25–49 years

"This is a really good service here and I am so glad that I did not have to travel all the way to Peterborough, a much longer journey and much longer wait in the A+E department".

Female, Carer, 50–64 years

"My family relies on this service as it is too far to travel to PCH [Peterborough City Hospital]".

Female, 50–64 years

❖ Quality of Care at the Stamford MIU

There is some suggestion that patients are going to Stamford MIU because they aren't able to get the same service elsewhere.

"I wouldn't walk in at Peterborough City Hospital, it is like Armageddon. The staff are helpful and courteous at Stamford, it's as if the staff want to speak to you. The last time we were in Peterborough City Hospital we couldn't find anyone to talk to. It has all been brilliant here. Everyone has been so cheerful. Fantastic that we had everything sorted in one go."

Male, 50-64, accompanying patient

"Rutland Memorial Hospital Minor Injuries Unit referred me to Stamford because I needed an X-ray for a broken wrist, and RMH's X-ray equipment had not been working for several months!"

Male, 65-79 years, online survey

"Smart, comfortable surroundings (in contrast to Rutland Memorial Hospital)".

Male, 65-79 years, Online survey

"Peterborough is way too busy; the best option is to come here".

Male, carer, 25-49 years

"It is far easier to travel to Stamford than attempt to get an appointment at Oakham surgery".

Male, 65-79 years

"It is a lot better than Peterborough A and E. Staff really good, friendly and understanding and they related well to our child".

Female, 25-49 years

"My need was not an emergency but did need to be seen to and I was not able to get into the GP practice to see anyone."

Female, Carer, 50-64 years

❖ Confusion around Urgent Care services

There is confusion about urgent care services, people in Rutland and Lincolnshire don't always know where to attend to get the help they need. In response to a question posed by an Authorised Representative as to why a Rutland resident attended Stamford MIU instead of Oakham MIU, the response was:

"I didn't know that I was allowed. I thought you had to be a patient of Oakham Medical Practice. I am a patient of Empingham so I thought I should come here."

Female, 25-49 years

"I had the incident on Friday morning a foot injury. I contacted Empingham Medical Centre after ringing 111 and was told to ring the GP on Monday morning. It had been mentioned to me to go to Corby or Leicester, but they didn't suggest Stamford Minor Injuries Unit."

Male, 80+ years

We have been told by Rutland residents that they are not always advised to access the closest services; there may be clinical reasons for that, but it does contribute to public confusion.

❖ Support for retaining and building on the service.

People were happy with the service and want it to continue and develop.

"Brilliant little hospital. Long may it last".

Female, 80+ years

"I would like to retain this service".

Female, 25-49 years

"Pity the service is not open at weekends".

Patient, After-care survey

"I would like weekend access".

Male, 25-49 years

The service is time limited, so if a patient presents near to 5 pm they will be triaged and then advised to go to Peterborough or come back the next day. The X-ray service finishes at 4:45 pm.

❖ Patient not wanting to cause a fuss

Post COVID-19, with generalised pressures on the NHS and NHS worker strikes, some patients are not wanting to attend a service in case of 'causing a fuss'. During this visit, this was only mentioned once but it has been brought up in other Healthwatch engagements so we feel this comment is worth highlighting:

"I hurt my foot on Thursday but didn't want to bother the services so I thought I would see if it improved. Came to the unit on Monday, and I thought the service may be inundated so I didn't want to bother them".

Female, Carer, 50-64 years

The lady had broken her foot and it needed plastering.

7. Recommendations

The public and Authorised Representatives were predominantly very happy with the Stamford Minor Injuries Unit and thought the service was running very well.

However, we feel the following recommendations could develop the service further for the benefit of the patient.

- Have the Carers Charter on display.
- Display information about data protection.
- Make provision for agitated or aggressive patients away from the main waiting area.
- Ensure NHS 111 and local Primary Care services have up-to-date opening times of the MIU and what can be treated, so that patients can be directed to the best possible service for their need.
- The initial roller sign in reception could explain the injuries treated by the MIU so the patient is clear from the offset what can be treated and what cannot. There is still some confusion amongst the public about what a 'minor injury' is.
- Develop the service further to evenings and weekends.
- Update the disabled toilets with a bar along the inside of the door and take practical steps to ensure that a wheelchair user can transfer safely from the wheelchair to the toilet.
- If there is capacity, encourage the volunteering role at the entrance to help MIU patients along to the waiting room.

8. Response from Provider

Thank you all for taking the time to attend and review our service at Stamford Minor Injuries Unit. The report you have submitted is a fair and accurate reflection of the service and staff. I thank you for collating all the positive and

constructive feedback and I will take forward the recommendations you have highlighted and action them as soon as practical.

Ian Sutor, (interim) Lead for Advanced Practice, Urgent and Emergency Care, NWAFT

9. 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 feedback**- we listen to people's experiences and we seek out views as part of larger research projects. Healthwatch has legal powers to undertake Enter and View visits to NHS services and care settings. This is to observe and hear how users are experiencing the services.
- We also spend a lot of 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.
- **Advice and information**- we 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.

10. About Connected 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
- Strategy and operations
- Policies and procedures

CT CIC is a social enterprise and a partnership between the University of Northampton and Voluntary Impact Northamptonshire.

11. Appendix

Appendix 1 – Before Treatment Survey

Please fill in the boxes or tick the box that applies.

1) Where have you travelled from today?

2) Did you contact any other service for help before you visited today?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

3) If yes, what service did you contact?

<input type="checkbox"/>	Contacted GP practice to request a GP appointment
<input type="checkbox"/>	Contacted GP to make an appointment for Urgent Care
<input type="checkbox"/>	NHS 111
<input type="checkbox"/>	Pharmacist
<input type="checkbox"/>	Other, please state <input type="text"/>

4) How did you travel here today?

<input type="checkbox"/>	My own car
<input type="checkbox"/>	A car driven by a friend or relative
<input type="checkbox"/>	Taxi
<input type="checkbox"/>	Bus
<input type="checkbox"/>	Walked
<input type="checkbox"/>	Other

If other, please state.

5) How long has it taken you to travel here today?

<input type="checkbox"/>	Under 15 minutes
<input type="checkbox"/>	15-30 minutes
<input type="checkbox"/>	30 mins-1 hour
<input type="checkbox"/>	1-2 hours
<input type="checkbox"/>	2 hours plus

6) How many times have you visited Stamford Minor Injuries Unit in the last 12 months?

- This is my first visit
- 2-3 times
- 4-5 times
- 6 or more

7) How would you rate your experience at reception?

- Very good
- Good
- Neither good nor poor
- Poor
- Very Poor

8) Were you given enough privacy when discussing your condition with the receptionist?

- Yes
- No

Comment

9) Overall, how would you rate your initial experience with the Stamford Minor Injuries Unit?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor

Please explain the reason for your answer

10) Would you like to make any further comments?

11) What is your age?

12) Please tell us your gender:

Woman

Man

Non-binary

Prefer not to say

Other, please specify

13) Do you consider yourself to be a carer?

Yes

No

Prefer not to say

14) Do you have a disability?

Yes

No

Prefer not to say

15) What is your ethnicity?

Please specify

Appendix 2 – After Care Survey

Please circle your answer or write in the box.

1) How long did it take from your arrival at the MIU to being treated and discharged?

0-1 hour 1-2 hours 2-3 hours
3-4 hours 4-5 hours 5 Hours +

2) Did you get the help you felt you needed:

Yes No

Comment

3) On a scale of 1 to 5 (1 being poor and 5 being excellent), please rate your experience today:

1 2 3 4 5

Comment

4) How likely would you be to recommend this service to a friend or a family member if they needed similar care or treatment?

Extremely likely

Likely

Neither likely nor unlikely

Unlikely

Extremely unlikely

5) Any other comments about your experience today?



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