



Oxfordshire  
Clinical Commissioning Group

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22 July 2016

Dear Carol,

**Re: Using Minor Injury Units in Oxfordshire; people's views and experiences**

Thank you for sharing with us your report on the views and experiences people in Oxfordshire have of using the county's minor injuries units.

I would like to thank Healthwatch for carrying out this research. We welcome intelligence on the services we commission. Your report provides us with assurance that overall the service we are commissioning is good. It also provides some good suggestions as to how the service can be improved.

I was very pleased to see that the majority of patients had very positive experiences. It was good to see that the majority of users of minor injuries units find them easy to access, and find that they receive high quality care from helpful and well trained staff.

Oxford Health Foundation Trust have shared their response and I am pleased to see the positive response to this review. I understand that OHFT have set out how it intends to take forward the recommendations. As commissioners we will be monitoring the delivery of this plan. I look forward to even better results in the future when the action plan has been implemented.

I wish you all the best in your new endeavours.

Yours sincerely

David Smith  
Chief Executive