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20th July 2016

Dear Carol,

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

Thank you for your letter dated 27th June 2016 and for sharing the draft report on *Using Minor Injury Units in Oxfordshire; people's views and experiences* this is a very important area and the experiences of people are core to our approach to continuously improve the care we deliver.

I was very pleased to hear the majority of people involved in this review were very positive and praised the staff, quality of services and ease of access. I was particularly happy to read that the majority of people felt listened to and treated with dignity and respect. Treating people as an individual, listening to people's needs and wishes so we can work in partnership is so important to everything we do. This is reflected in the trusts overall strategic plan 2014-2019 with one of the aims of the strategy to 'fully involve patients and carers in their care'.

We support the recommended areas for improvement and feel they mirror the areas we have identified for further work. It is helpful to have a joined up direction across the system which will add value and support to the work we have already started.

I have responded to each of the recommendations below sharing the work we have started and plan to do.

Better signposting to MIU services

We are committed to supporting patients to understand and be able to access the service provided by the MIUs. We already use social media to promote the service available and to receive/ respond to feedback about the service, although we recognise there is more we can do to fully use this approach.

Over the next month we will also explore opportunities to introduce a regular article into local newspapers across the county to better promote service opening times (including x-ray service opening times), locations and the service provided.

The MIUs are featured on the 'Choose Well' education campaign in Oxfordshire. Over the next few months the service will review how to increase further awareness of the MIUs for example looking at expanding the posters and information leaflets available at sports centres and other similar public places.

Better communication about opening hours and better coordination of staffing for x-ray services

We do not currently advertise the x-ray service opening times; this review has highlighted a need to do this going forward. So the current methods used to promote the MIU service e.g. tweeting, our website, NHS Choices website etc... will be revised to include the x-ray opening times as well by the end of August 2016.

To improve coordination between the MIU and x-ray services, we will look at our assessment processes and communication lines between our staff and radiographers in each unit and look at how MIU staff can better identify people who will need an x-ray at an earlier stage. We will complete this review of our processes including meeting with the radiographers at each unit by the end of October 2016.

We would support a review of the commissioning arrangements for the opening times of the x-ray services provided by Oxford University Hospital NHS FT.

More information about expected waiting times and triage process

This is the most challenging area for MIUs and we have carried out lots of work to improve access and waiting times. Some of the work included completing a forecasting analysis which led to a change in staffing levels at different times, regularly tweeting 'live' about waiting times by unit and patients are normally advised by staff when they first attend the expected waiting time. However we recognise and are committed to keep working on this issue.

Each person who arrives and checks in should be given an information leaflet to explain the different services provided in the same area to avoid confusion. We will check this information leaflet is being handed out routinely by our staff.

We recognise the waiting area environment in some of the units could be improved which would make people more comfortable during their wait e.g. use of TV/ information screens. Over the next six months we hope to introduce a TV at Witney MIU and further work is required to identify options to enhance the environment with the landlord at Henley MIU.

The senior clinical team and Head of Service monitor the waiting times on a daily basis and move staff around the units to support and manage demand. We report on waiting times to NHS England and CCG on a monthly basis. We aim for no one to wait unnecessarily for care however with unplanned high demand at different times we sometimes do have waiting times which staff work hard to keep low and we have achieved 96% of people being seen and treated within the national four hour timescale.

Better communication around pain control

This feedback is very useful and we will use this to do more to engage with people in the waiting room. Currently people are asked to return to the reception desk if they deteriorate or are in pain; however we are keen to be more proactive. Our first step will be to share the findings of this review with all staff working in the MIUs by the end of July 2016 to raise awareness and enable discussions about how to address this finding. We will then seek ideas from staff and users of the service in August/ September 2016 about how we can improve waiting room management.

Better amenities such as water fountains and vending machines

People visiting Witney and Abingdon MIUs have access to vending machines for food and access to water 24/7. Henley MIU is provided within a new building and it is acknowledged there are no vending machines on site or water machines. The unit is currently handing out bottled water while we work with the landlord to find a resolution.

As you will see we are committed to ensuring people receive the treatment they need and a positive experience at each of our MIUs. Thank you again for the opportunity to see the draft report prior to publication.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Stuart Bell', written over a white background.

Stuart Bell CBE
Chief Executive

Cc'd Joe McManners, David Smith and Sula Wiltshire, Oxfordshire Clinical Commissioning Group

