

What is a Minor Injuries Unit?

The Minor Injuries Unit (MIU) is a nurse-led unit run by Emergency Nurse Practitioners and Emergency Care Practitioners (ENP and ECPs) and receptionists. **We do not have doctors at this unit.**

What does a Minor Injuries Unit treat?

Below are some of the injuries and conditions that we see and treat:

- lacerations (cuts to skin)
- animal/human bites
- sprains and strains
- suspected broken bones (children under the age of four should be taken to an A&E department)
- foreign bodies in eyes/ears/nose
- splinters/fish hooks
- skin infections
- allergic reactions, insect bites/stings
- simple eye infections such as conjunctivitis or scratches to the eye
- eye injuries
- mild asthma attacks
- minor head injury, where there has been no loss of consciousness
- burns, facial injuries and all hand injuries

If you require treatment for diarrhoea or vomiting, please contact your GP or nearest A&E.

Where should I attend if I have had a major accident?

All major accidents/ injuries/ alleged assaults should first attend an Accident & Emergency department, the nearest being:

**Princess Royal Hospital
Haywards Heath
West Sussex
Tel: 01444 441881**

**East Surrey Hospital
Redhill
Surrey
Tel: 01737 768511**

**Tunbridge Wells Hospital
Pembury
Kent
Tel: 01892 526111**

Attending the MIU

You will be greeted on arrival by a member of staff who will enter your details onto the computer. All details given are completely confidential. The unit operates a prioritising system according to medical need. This is known as "triage". We aim to triage all patients within 15 minutes of arrival.

How long should I expect to wait?

A nurse will decide how urgently you need treatment, depending on the severity of the injury or condition. Children and patients with more serious problems will be seen first. New patients will be prioritised over patients returning for review.

If you have been asked to attend one of our clinics you will have an appointment time which we will strive to honour.

All 'walk-in' patients will be seen according to priority and therefore waiting times may vary from a few minutes to several hours. Most of our patients are seen, treated and discharged home or admitted to a ward within four hours.

Will my GP/Health Visitor or School Nurse be informed of my visit?

We will write to your General Practitioner (GP), Health Visitor or School Nurse to confirm your attendance at our Minor Injuries Unit.

If you have any queries about this please speak to the nurse in charge.

Who are Emergency Nurse Practitioners (ENPs) or Emergency Care Practitioners (ECPs)?

ENPs are senior nurses with accident and emergency and /or minor injury experience who have received additional training. This enables them to provide treatment for minor injuries and minor ailments. The ENPs can assess, treat and discharge patients within predetermined guidelines.

ECPs are paramedics who have received additional training to enable them to provide the same high standard of care delivered by the ENPs.

Occasionally you may be referred on to your own GP, an Urgent Treatment Centre or an Accident and Emergency department where there are doctors who are better able to treat your injury or complaint.

The team also aims to promote health and increase public awareness in the prevention of accidents. The nursing staff continually strive to enhance their knowledge through professional development and training to ensure that the quality of care given to both patients and relatives is maintained.

Our philosophy within the Minor Injuries Unit is to provide the highest quality of care for our patients. Our aim is to give a prompt and efficient service where every effort is made to maintain the patient's privacy and dignity, whilst providing a holistic approach (considering your physical, emotional, social and spiritual well-being as well as your health needs) at all times. We provide treatment to our patients in a clean, calm, caring and courteous environment.

Do you have any comments or suggestions?

We welcome and value any comments you may have. Please speak to any member of staff at the time of your attendance. Alternatively, you can contact our Patient Advice and Liaison Service (PALS):

Email: qvh.pals@nhs.net
Tel: 01342 414000 – ask for the Patient Experience Manager

Any further questions:

Should you have any further questions or concerns please do not hesitate to contact us:

Minor Injuries Unit
Tel: 01342 414375

Open daily 8am to 8pm

If you'd like to find out how you can support QVH, please visit www.supportqvh.org



Please ask if you would like this leaflet in larger print or a different format.

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Welcome to the Minor Injuries Unit

