

## Frequently asked questions

### Q: Do I have to make an appointment?

A: Preferably to ensure social distancing can be maintained. Call the NHS 111 number or one of the units directly for triage and to arrange an approximate arrival time. If you present to the unit without an appointment you may be asked to return at a later time to be seen by one of the team.

### Q: Do I need to wear a face covering?

A: Yes. In line with government guidance all staff, patients and visitors are required to wear a face covering when in the hospital setting. Please highlight any concerns to our reception team.

### Q: Can a friend or family member come into the MIU/FAU with me?

A: Wherever possible, we ask adults to attend alone and children with one designated care giver. Those who may need additional support can be accompanied. Please highlight any concerns to our reception team

### Q: What if the x-ray service is closed when I attend?

A: You will be fully assessed by the emergency practitioner. If an x-ray is required an appointment to attend the next day will be arranged. If there is a more urgent concern and returning the next day is not appropriate, onward referral to the local ED will be arranged.

## Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the MIU/FAU team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমেট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

ନି ନନ୍ଦନି ଆ ମାଡିନି ଧିକ୍ଷି ଉପାକ୍ଷାମା ଅଧିକା ଧିକ୍ଷି ଆକାଶମା କିଠିକା, ନି କୃପା କରନ୍ତୁ ଅନ୍ୟ ଧିକ୍ଷି

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से संपर्क

若您需要本信息的另一种语言或格式的版本，请与我们联系

ନେବ ବ୍ରହ୍ମାଣ୍ଡି ଛିତ ନାଟକବୀ ବିନି ସୁନା ବ୍ରହ୍ମା ନା ମରତେ ବିଷ୍ଣୁ ଚରଣି ପିଠି ତା ବିକ୍ରମ ଉପ ଉ ମାତୁ ପୁଠି

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقہ سے درکار ہیں تو براہ کرم ہم سے رابطہ کریں۔۔

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OH 036.20



Urgent care

Minor injury and  
first aid units  
(MIUs and FAUs)

## MIUs and FAUs

If your injury is not serious, you can get help from a minor injuries unit (MIU) or first aid unit (FAU), rather than going to an emergency department (ED).

The units are run by specialist emergency practitioners who have extended skills in the management of injury care.

These are located at the following community hospitals:

The three MIUs have x-ray facilities which are available at varying times. **Please call ahead for advice on x-ray availability.**

Community Hospital	Service	Opening hours
Abingdon	MIU	10am to 10.30pm
Bicester	FAU	6pm to 11pm Mon-Fri 9am to 11pm Sat-Sun
Chipping Norton	FAU	5pm to 9pm Mon-Fri 10am to 9pm Sat-Sun & BH
<i>(operated by South Central Ambulance Service)</i>		
Henley	MIU	9am to 8pm
Witney	MIU	10am to 10.30pm

### Minor injuries units can treat:

- sprains and strains
- suspected broken bones
- traumatic wound infections
- minor burns and scalds
- minor head injuries without loss of consciousness
- insect and animal bites
- minor eye injuries e.g. scratch/foreign body
- injuries to the back, shoulder and chest

### Minor injuries units cannot treat:

- chest pain
- breathing difficulties
- major injuries including neck, spine, hip and pelvis
- stomach pains
- gynecological problems
- pregnancy problems
- allergic reactions
- overdoses
- alcohol related problems
- mental health problems
- conditions likely to require hospital admission
- issues already receiving care from a GP

It is important that you receive the right type of care for your condition and it may be that the MIU/FAU is not the right place for you to be seen.

**There is no resident doctor on duty at the MIUs/FAUs.**

If you are unsure whether the MIU/FAU can help you please dial 111; you will receive advice and support about your condition and how to access appropriate care.

### Responsible use of the ED can save lives

## Serious injury or illness

If you suffer a serious injury or become very ill you should call an ambulance immediately by dialing 999. Serious illnesses and injuries include:

- chest pain
- breathing difficulties
- major injuries

## How to contact the MIUs

MIU/FAU	Telephone:
Abingdon	01865 903 476
Bicester	01865 903 976
Chipping Norton	01865 903 333
Henley	01865 903 755
Witney	01865 903 841