

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.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسوية مختلف.

Bengali আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

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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)</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	01608 648 831
Henley	01865 903 755
Witney	01865 903 841

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.