

## Frequently asked questions

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

A: No. The service is run on a drop-in basis and patients are seen in order of clinical priority. Please be aware that in times of high demand you may have to wait up to four hours to be seen.

### Q: What are the links with the emergency department at the John Radcliffe Hospital in Oxford?

A: The Urgent Care Service has excellent working relationships with senior staff at the John Radcliffe Hospital and with other hospitals across Oxfordshire. Staff work closely to ensure that all patients receive the best possible care.

### 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 you can either return the next day, following appropriate treatment advice, or you can attend the John Radcliffe Hospital with a request for an x-ray from our practitioner. Occasionally you will be advised that you will need to attend the John Radcliffe Hospital the same day for review, due to the nature of the suspected injury.

## 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

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اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو براہ کرم ہمیں ہماری سہ سے پوچھیں۔۔

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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). This will allow ED staff to concentrate on people with serious, life-threatening conditions, will save you a potentially long wait and for many people will be closer to their home. 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:

| Community Hospital | Service | Opening hours                                  |
|--------------------|---------|--|
| Abingdon           | MIU     | 10am to 10.30pm                                |
| Bicester           | FAU     | 6pm to 11pm Mon-Fri<br>8.30am to 11pm Sat-Sun  |
| Chipping Norton    | FAU     | 5pm to 9pm Mon-Fri<br>10am to 9pm Sat-Sun & BH |
| Townlands, Henley  | MIU     | 9am to 8pm                                     |
| Wallingford        | FAU     | 8.30am to 6.30pm                               |
| Witney             | MIU     | 10am to 10.30pm                                |

The three MIUs have x-ray facilities which are available at varying times.

### Minor injuries units can treat:

- sprains and strains
- broken bones
- traumatic wound infections
- minor burns and scalds
- minor head injuries
- insect and animal bites
- minor eye injuries
- injuries to the back, shoulder and chest

### Minor injuries units cannot treat:

- chest pain
- breathing difficulties
- major injuries
- problems usually dealt with by a GP
- stomach pains
- gynaecological problems
- pregnancy problems
- allergic reactions
- overdoses
- alcohol related problems
- mental health problems
- conditions likely to require hospital admission

After initial treatment you may be referred to a specialist NHS service or to your local GP practice for follow up treatment.

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.

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

## Contact the MIUs/FAUs

| MIU/FAU           | Telephone:    |
|-------------------|---------------|
| Abingdon          | 01865 903 476 |
| Bicester          | 01865 903 976 |
| Chipping Norton   | 01865 903 333 |
| Townlands, Henley | 01865 903 755 |
| Wallingford       | 01865 903 471 |
| Witney            | 01865 903 841 |