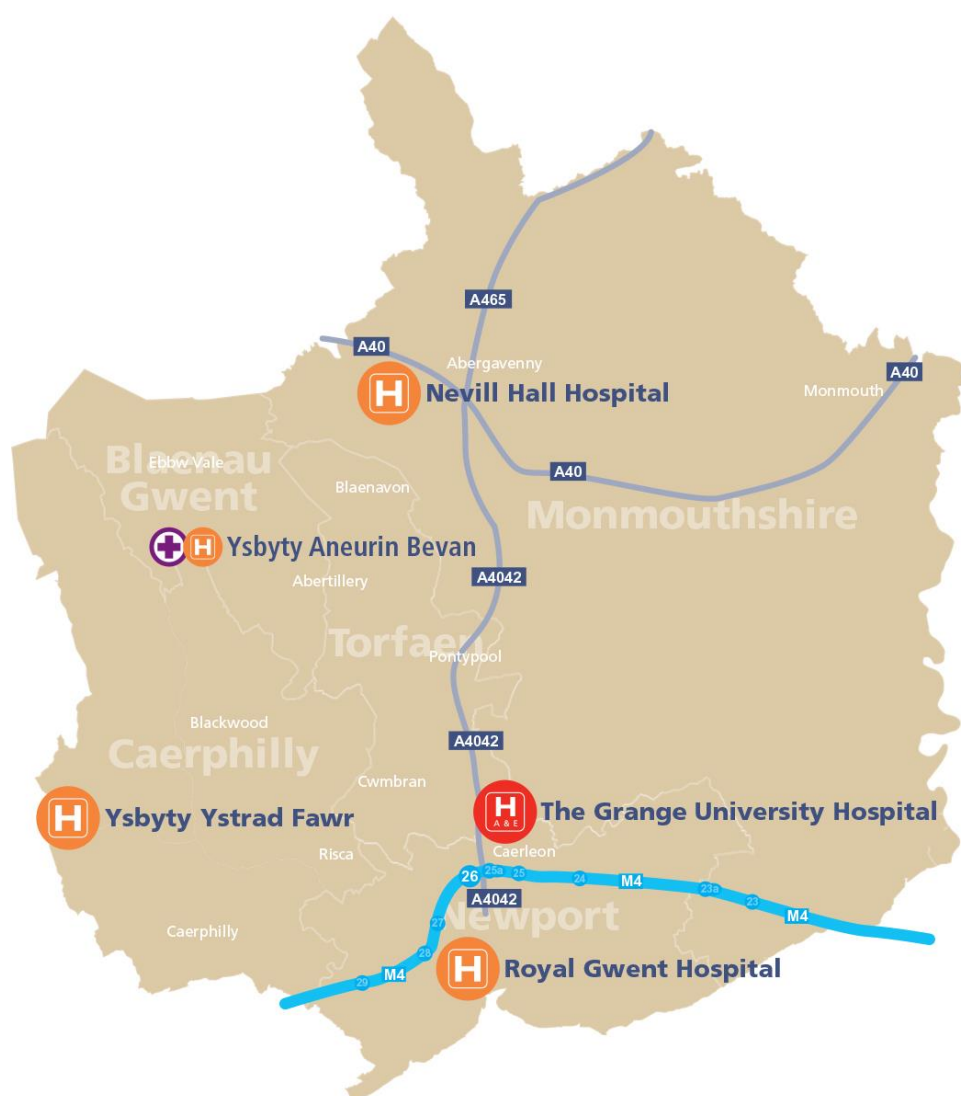


Provision of Minor Injury Units (MIU) Services: Frequently Asked Questions (FAQs)

Aneurin Bevan University Health Board provides a minor injury service at four hospital sites, and an emergency department (ED) at the Grange University Hospital.

Site	Current opening hours	Borough
Royal Gwent Hospital (RGH)	24/7	Newport
Nevill Hall Hospital (NHH)	24/7	Monmouthshire
Ysbyty Ystrad Fawr (YYF)	Daily, 7.00am – 1.00am	Caerphilly
Ysbyty Aneurin Bevan (YAB)	Weekdays (excluding Bank Holidays), 9.00am – 7.00pm	Blaenau Gwent



What are minor injury units?

Minor Injury Units (MIUs) were established to see and treat a range of minor injuries that can safely be managed without needing an emergency department. They are staffed by experienced nurses with additional specialist training and supported by healthcare support workers

Minor injury units see large numbers of patients and have been very successful in diverting activity away from emergency departments. They are used widely across the NHS.

Who can be treated at an MIU?

Adults and children over one year old with a wide range of injuries can be treated at our Minor Injury Units (all children under one year old will need to go to The Grange University Hospital)

These units are run by an experienced team of highly skilled specially-trained Emergency Nurse Practitioners, Triage Nurses and Health Care Support Workers.

What sort of injuries or problems can be treated at an MIU?

You can visit one of our units for:

- **Limb injuries**, which include **broken bones** (fractures) and minor **joint dislocations**
- **Wounds, grazes** and **minor burns**
- **Head injuries**, provided there is no loss of consciousness or taking blood thinning drugs
- **Face injuries**, provided there is no loss of consciousness
- Minor **neck injuries**, provided that the patient is mobile, has no pins and needles in arms and has not fallen from a height greater than 5 stairs or 1 metre
- Minor **back injuries**, provided that the patient is mobile, has no pins and needles in the legs, has not fallen from a height greater than 5 stairs or 1 metre
- **Eye, ear** and **nose injuries** and foreign bodies
- **Rib injuries**
- Insect, animal and human **bites**.

What treatments can be provided at an MIU?

The following treatments can be provided at an MIU:

- Access to x-rays
- Wound closure including stitching and gluing
- Application of dressings
- Application of plaster casts, splints, strappings and slings
- Reduction of minor joint dislocations
- Removal of foreign bodies
- Eye washouts
- Administration of medication to treat the injury
- Administration of tetanus vaccines for injuries only.

What cannot be treated at an MIU?

MIUs cannot treat:

- Colds, coughs, sore throats, earache, rashes, temperatures
- Urinary infections, cystitis or catheter problems
- Dental problems
- Accident with injury to abdomen/ stomach
- Abdominal pain

- Chest pain
- Collapse
- Breathing problems
- Stroke
- Overdose and poisoning
- Painful limbs, joints or backs (not caused by an injury)
- Skin complaints including boils and rashes
- Wounds that have not been caused during an accident.

How many people use MIUs each year?

The MIUs receive approximately 50% of all urgent and emergency care patients across Aneurin Bevan University Health Board. Between 1 April 2022 and 31 March 2023, there were 93,000 attendances to Aneurin Bevan University Health Board MIUs. Some people attend more than once during the year.

What is the breakdown of usage at each MIU site?

The chart below shows daily attendances at each MIU site from 1 April 2022 to 14 August 2023:

- RGH MIU (open 24/7) is the most used unit, seeing between 75 and 140 patients per day
- YYF MIU (open for 18 hours daily between 7.00am and 1.00am) is the second most used unit, seeing between 51 and 90 patients per day
- NHH MIU (open 24/7) is the third most used unit, seeing between 36 and 68 patients per day
- YAB MIU (open weekdays, excluding Bank Holidays, between 9.00am and 7.00pm) is the least used unit seeing between 18 and 50 patients per day.

A recent evaluation of MIU demand has identified key patterns of activity across all sites, including:

- Seasonal patterns of activity, with an early summer peak at each site
- Daily patterns of activity, with a Monday peak at each site
- Hourly patterns of activity, with a mid-morning peak and gradually decreasing demand until closure hours or at midnight.

How many patients attend Nevill Hall Hospital MIU between 1.00am and 7.00am?

Very few patients attend NHH MIU between these times. Between 1 April 2022 and 31 March 2023, there were 400 attendances (approximately one patient per night) during these hours. By contrast, there were 1,530 attendances to RGH MIU (approximately four patients per night) during the same hours.

What are the most common patient injuries between 1.00am and 7.00am at Nevill Hall Hospital MIU?

Patients tend to present with the same types of injuries throughout the day and night at NHH. The most common patient injuries at NHH between 1.00am and 7.00am are:

- Hand injury
- Ankle injury
- Arm injury
- Head injury
- Wrist injury.

Are the low numbers attending the MIU at Nevill Hall Hospital during the night a result of patients going straight to the Grange University Hospital emergency department with minor injuries?

We have reviewed attendance data at the Grange University Hospital and these show that the number of patients presenting there from the Nevil Hall catchment area with minor injuries is also very low – generally fewer than six per month. The overall impact on Nevill Hall MIU attendance is therefore very small.

Will there be any changes to day time opening hours?

No – all existing day time opening hours at our four minor injury units will be maintained

Will these changes impact urgent and emergency care services at other hospitals, for example RGH MIU or the Grange University Hospital ED?

The Health Board does not expect the changes to impact urgent and emergency services at other hospitals. Because very few patients attend NHH MIU between 1.00am and 7.00am, the Health Board does not expect many more attendances at RGH MIU or the Grange University Hospital ED as a result of the changes.

As a result of these changes, we expect that patients who would previously have attended NHH MIU during 1.00am and 7.00am (approximately one per night) would now attend RGH MIU. It is worth noting that patients with minor injuries should attend RGH MIU during these hours and should only attend the Grange University Hospital ED with a life-threatening illness or serious injury.

If the changes are not implemented, what will happen to the MIU service?

If the changes are not implemented, all MIUs will continue to provide the same service as currently. The Health Board will continue to monitor patient usage in order to inform future service developments; all moderate to major changes will be subject to public engagement.

Are these changes a cost saving exercise?

The Health Board continually reviews the services it provides to ensure that they meet the needs of our population and makes the most effective use of our workforce. The changes to the MIU opening hours have been proposed following a review of our patient demand, which demonstrates very low patient attendance between 1.00am and 7.00am. The Health Board's priority is to provide high quality and safe patient care, and this proposal would enable us to allocate our resources in the most effective way, matching capacity against demand

Which MIUs in the Aneurin Bevan area will remain open between 1.00am and 7.00am?

If the changes are implemented, RGH will provide an MIU service between 1.00am and 7.00am. the Grange University Hospital ED will continue to provide emergency care services during these hours, but this would be for life-threatening illness or serious injury.

Will residents from Blaenau Gwent, Caerphilly, Monmouthshire and South Powys need to travel out of their area if they require urgent or emergency care between 1.00am and 7.00am?

If the changes are implemented, patients living in Blaenau Gwent, Caerphilly, Monmouthshire and South Powys will need to travel to RGH MIU if they require treatment for a minor injury between 1.00am and 7.00am.

As at present, patients with a life-threatening illness or serious injury should attend the Grange University Hospital emergency department, which is open 24 hours a day, seven days a week.

When will these changes be implemented?

The proposed changes are subject to a process of engagement and consultation over a period of weeks and months. Subject to this, if the proposals are taken forward, we expect that this would be implemented in early 2024.

Why not close RGH MIU overnight rather than NHH MIU?

RGH MIU sees many more patients than NHH MIU during the night, with nearly four times as many patients attending RGH MIU between 1.00am and 7.00am. For this reason, the Health Board has proposed the changes to the operating hours at the NHH MIU rather than at RGH.