

Patient experiences of Clevedon Minor Injury Unit



We use easy words and pictures
in this accessible information

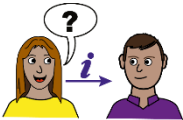
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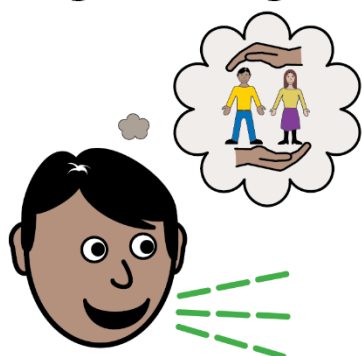


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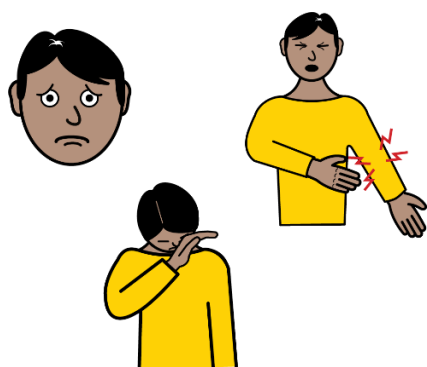
Healthwatch North Somerset helps people share their views about health and care services.

your say

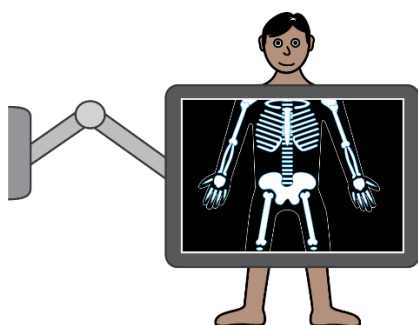


We spoke to people in North Somerset who have been to Clevedon Minor Injury Unit (MIU).

They shared their feedback with us.

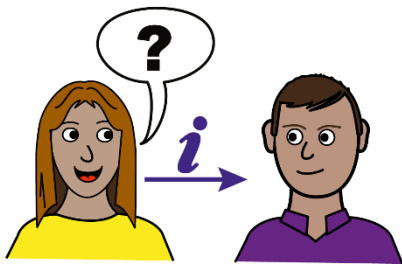


The Clevedon Minor Injury Unit (MIU) helps with non-life-threatening injuries. It is part of the NHS.

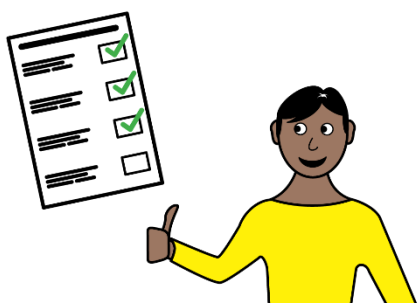


The MIU provides important services such as X-rays and treatment for minor injuries like sprains and wounds.

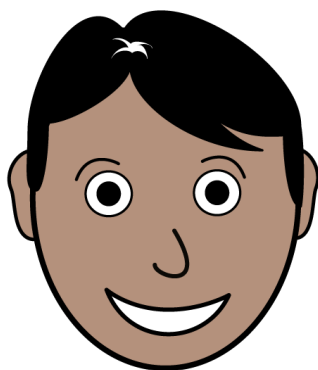
**share
information**



**137 people shared their
feedback about
Clevedon MIU with
Healthwatch.**

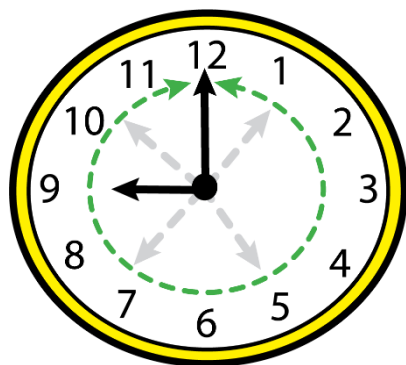


Healthwatch North Somerset met with staff at Clevedon MIU to create a survey. We shared it on our website and in local places.



Most people were happy with the care at Clevedon MIU

88.9% were satisfied or very satisfied with their care.



90% of people saw a healthcare professional within 1-2 hours of arriving at Clevedon MIU.



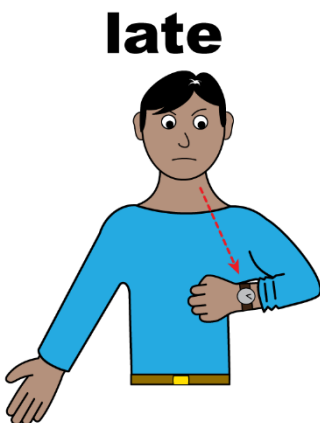
Most people, 91%, felt involved in decisions about their care.

92.5% said staff introduced themselves.



Patients felt safe at Clevedon MIU.

Most people agreed that staff attended to their needs and treated them with respect.



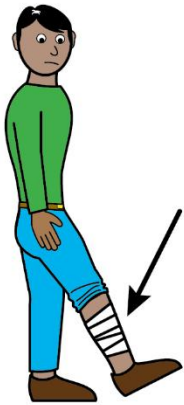
Some people said they experienced delays to their care because of online-only referrals and long waiting times.



People visited Clevedon MIU for injuries, diagnostics, wound care and minor ailments.



Some people said they went to Clevedon MIU because they couldn't get a GP appointment.

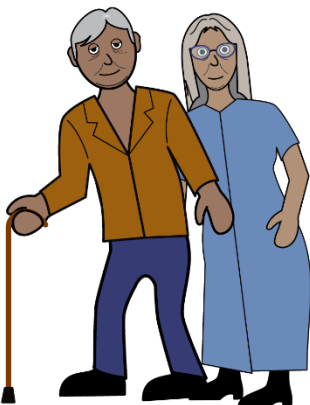


People said that the MIU was good at identifying fractures and gave good treatment for health issues.

respect



They agreed that staff attended to their needs and treated them with respect.

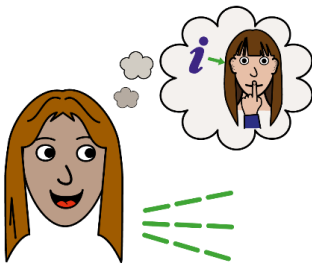


Most of the people who spoke to us were aged 65-79 years old. Some people had a long-term condition or disability.

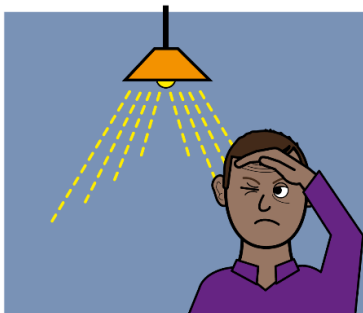


Healthwatch has made recommendations to Clevedon MIU.

private information



There should be better ways for people to share private information with staff.



Reduce the lighting and create quiet spaces for autistic people.



Improve communication between reception staff, medical staff and patients, especially for people with additional communication needs.



Make the X-ray opening hours clear.

Contact us



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