

Minor Injuries Units (MIU)

Doddington Hospital, Princess of Wales Hospital, Ely;
North Cambridgeshire Hospital, Wisbech



Pride in our older people's and adult community services

Minor Injury Units are at the following premises

Doddington Hospital

Benwick Road, Doddington PE15 0UG

Tel: 01354 637078

Mon-Fri: 08:30-18:00; Sat/Sun 09:00-17:00

Bank Holidays: 09:00-17:00

(Closed Christmas Day and New Year's Day)

X-ray facilities

Mon-Fri 09:00-16:45. No x-ray service at weekends



Princess of Wales Hospital

Lynn Road, Ely CB6 1DN

Tel: 01353 772500

Mon-Sun: 08:30-18:00

Bank Holidays: 08:30-18:00

(Closed Christmas Day. Open New Year's Day)

X-ray facilities

Mon-Fri 09:00-16:45; Sat/Sun 13:00-16:45



North Cambridgeshire Hospital

The Park, Wisbech PE13 3AB

Tel: 01945 468787

Mon-Fri: 08:30-18:00

Closed Sat/Sun and Bank Holidays

X-ray facilities

Mon-Fri 09:00-16:45



No appointments are necessary

What is a Minor Injury Unit (MIU)?

The Minor Injuries Unit (MIU) based at Doddington, Ely and Wisbech provide care and treatment for patients whose injuries or illness are not severe enough to attend Accident and Emergency (A&E).

The MIU is led by nurse and paramedic practitioners who can assess, examine, diagnosis, and provide a treatment plan for patients. The practitioners are supported by highly skilled healthcare assistants and admin support. There are no GPs on site.

This is not an emergency service – for a life-threatening condition, you should always dial 999 or attend your local A&E.

This service is a walk-in service, but appointments can be made via 111. The MIU cannot treat children under two - they will be directed to the local A&E department.

On-site facilities

- X-ray is available. An assessment of your injury will have to be completed
- and you would have to meet the criteria for an X-ray.
- Wound closures – suturing, glue and steri strips
- Application of plaster cast/soft cast and splints

Pathway of care

The MIU will assess you within the unit. If you require further specialist treatment and assessment, the practitioner will advise you and provide you with this information and the referral needed. If you require an interpreter, we can support you with this via the translation service – please let staff know when you book in.

Waiting times

As this is an unplanned service, waiting times are difficult to predict. You will be informed by staff if waiting times are higher than normal. We aim to see patients as soon as possible, but during very busy times your wait could be longer than we would like. Patients can be called out of turn of arrival - this could be due to:

- Patients seen in order of priority and not on order of arrival and how serious your condition is.
- Patient can be called initially by a healthcare assistant and then will be seen by a practitioner.
- An initial assessment could be carried to ensure you are in the correct place of care and you may be signposted to the correct service.
- You may be sent to X-ray and this can increase your time within the department.

What conditions can be treated?

The MIU can treat:

- Sprains/ strains
- Wounds
- Minor burns/ scalds
- Bites – human, animal and insect
- Eye problems – infection/ injury
- Ear problems
- Minor head injury – with no loss of consciousness
- Joint injury and muscle injury
- Simple urine infections (female only. Cannot treat people under 16 years of age and over-65s.)



The MIU cannot treat:

- Children under the age of two
- Dental problems, or provide prescriptions for a dental issue
- Chest infections
- Conditions that you are currently being treated for with antibiotics
- Chest pain
- Breathing difficulties
- Seizures
- Head injury with a loss of consciousness
- Chest, abdomen, or back injuries
- Rashes
- Severe blood loss
- Earwax removal
- Sexual health or contraception
- Pregnancy problems
- We cannot X-ray back, neck, hips, pelvis, or an injury over four weeks old.



Unsure where to go?

If you are unsure whether to attend the MIU, please call NHS 111 and they will be able to advise you and signpost you to the correct place to be seen.

If your condition is life-threatening, please call 999 or attend your nearest A&E department.

Feedback

We would encourage you to provide feedback about our service. You will be asked on booking in if you give consent to have an SMS message sent to you after your attendance.

Zero-tolerance information

Our staff are committed to treating you with dignity and respect at all times and, in return, we expect you to treat them in the same way. Our staff and their wellbeing is very important to us and we have a zero tolerance policy towards this.

Additional contact numbers

Out-of-hours dental service

If you are unable to access your own dentist in an emergency, please call 111.

Dental Access Centres (for patients not registered with a dentist)

- Huntingdon: 0300 555 6667 option 1
- Cambridge: 0300 555 6667 option 1
- Peterborough: 0300 555 6667 option 1

Physiotherapy

Physiotherapy is provided by Dynamic Health (run by Cambridgeshire Community Services NHS Trust). You can make a self-referral via the website below or by calling the service on 0300 555 0123 for a printed form.

Referral link: <https://eoemskservice.nhs.uk/physiotherapy-self-referral>

Patient Advice and Liaison Service (PALS)

If you have any concerns about any of CPFT's services, or would like more information please contact: Patient Advice and Liaison Service (PALS) on freephone 0800 376 0775 or e-mail palsandcomplaints@cpft.nhs.uk

If you require this information in another format such as braille, large print or another language, please let us know.

If you feel you are in a mental health crisis

Please call NHS 111 and select the mental health option

Leaflet updated December 2023

Leaflet review date: December 2024



HQ Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF.
Tel: 01223 219400

www.cpft.nhs.uk

CPFT supports the HeadtoToe Charity– visit www.cpft.nhs.uk/ourcharity for details on how you can help

