

# Awareness of Minor Injuries Units Appendices

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# AWARENESS OF MINOR INJURIES UNIT REPORT - APPENDICES

## 1. WHERE DID WE CARRY OUT THE MINOR INJURIES SURVEY

The majority of the surveys were completed face to face at engagement events across Worcestershire including: Worcester Show; Worcestershire Pride; Bromsgrove District Housing Trust Community Day in Wythall, Wyre Forest Showcase for Older People in Bewdley and Stourport, Wyre Forest University of the Third Age event, Ecumenical Centre Redditch, Living Well with Memory Loss - Evesham, Home Group - Worcester, Warndon Community Hub, St Pauls Hostel, Maggs Day Centre, Birchen Coppice Breakfast Drop In, Carers Careline and HWW Annual Conference.

Paper copies of the Survey were made available and distributed through local organisations such as: Simply Limitless, Wyre Forest MS Society, Tenbury Surgery Patients Participation Group and Tenbury Hospital League of Friends.

An online version of the survey was promoted through HWW News Bulletins, Facebook advertising, and Twitter.

The NHS was asked to distribute the Survey through its networks, as were local voluntary and community organisations.

## 2. OPENING TIMES OF MINOR INJURIES UNITS

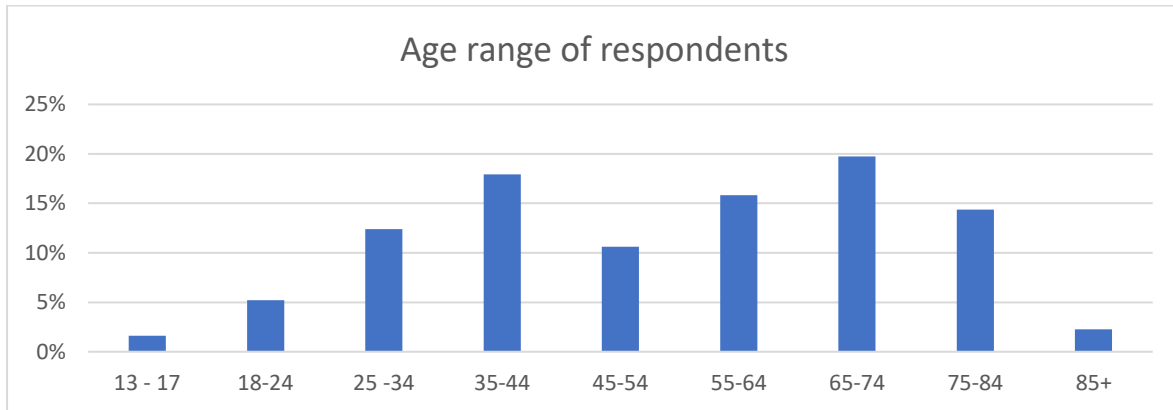
As on the H&W Health & Care Trust website in November 2022

MIU	Opening Times	Availability of X-Ray facilities
<b>Bromsgrove</b>	8am - 8pm, 7 days a week* (last appointment 7:30pm)	9am - 5pm, 7 days a week* (Closed between 1-2pm)
<b>Evesham</b>	9am - 9pm, 7 days-a-week including bank holidays (last patient at 8.30pm)	Monday - Friday 9:00am - 5:00pm (closed between 1-2pm)
<b>Kidderminster</b>	Open 8am- 10pm every day	No information provided on website
<b>Malvern</b>	9am - 9pm, 7 days-a-week including bank holidays (last patient at 8.30pm)	Monday - Friday excluding bank holidays 9:00am - 5:00pm (closed between 1-2pm)
<b>Tenbury</b>	Open 9:00am - 5:00pm 7 days a week.	No information provided on website ( <i>X-Ray facilities are not available at Tenbury MIU</i> )

*\*Extended opening hours as part of an initial 3 month trial.*

### 3. WHO RESPONDED TO THE SURVEY - ADDITIONAL INFORMATION

#### Age of respondents:



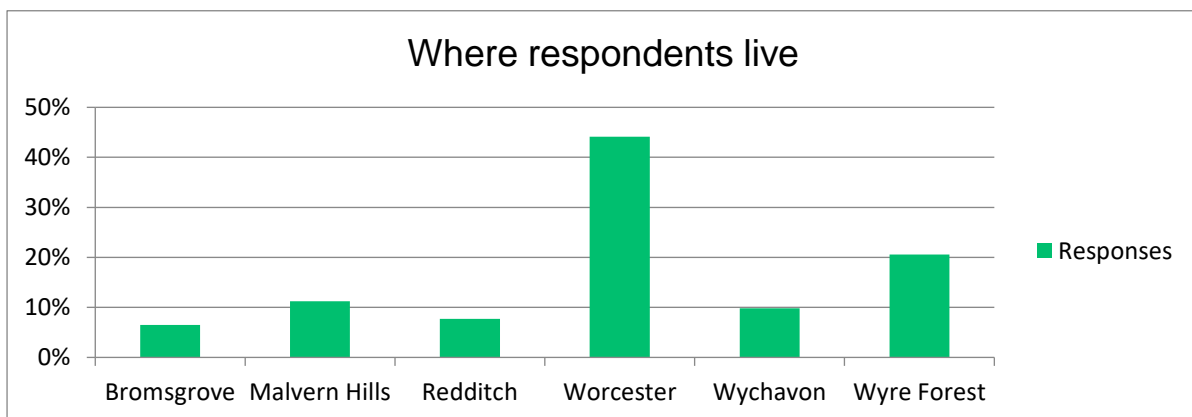
#### Ethnicity of respondents

558 were White British. Other ethnicities were White European (11), White Irish (6), Asian / Asian British Indian (5), Asian / Asian British Pakistani (5), Asian / Asian British Bangladeshi (2), Other Asian (2), White and Caribbean (2), White and Asian (2), Other Black (2), Black Caribbean (1), White Gypsy Traveller (2) and White Other (6).

#### First language spoken

518 respondents had English as their first language. Other languages were Urdu (3), Lithuanian (2) and Italian, Nepalese, Romani, Portuguese, Telugu, Bengali, Polish, Bulgarian and British Sign Language.

#### Where do respondents live:



20 respondents identified themselves as living in Tenbury, and 12 were out of County but use Worcestershire services.

#### Disability and Long Term Conditions

36% of respondents considered themselves to have a disability or long term health condition

These were:

- Mental Health - 71 people
- Long term condition e.g. Diabetes - 61 people
- Physical disability - 36 people
- Hearing impairment - 14 people
- Autism Spectrum Condition - 13 people
- Learning disability - 10 people
- Visual impairment - 4 people
- Other condition - 17 people

### Unpaid Carers

17% of respondents considered themselves to be an unpaid Carer.

### Sexual Orientation

84% of respondents told us they were heterosexual or straight, 5% gay or lesbian, 5% bisexual, 2% identified in another way and 3% told us they prefer not to say.

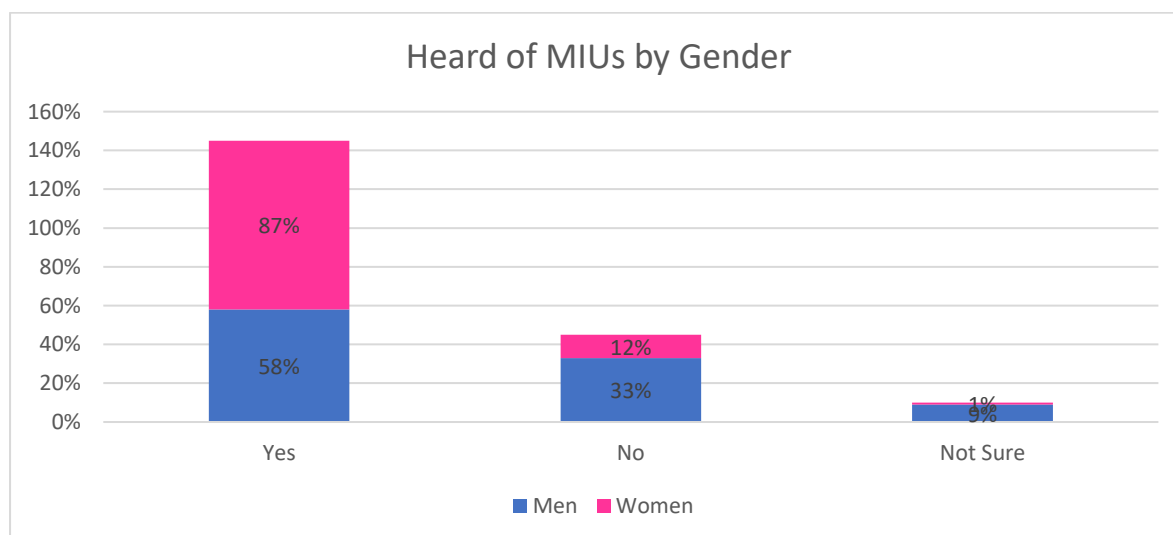
### Housing Situation

62% of respondents were owner occupiers, 14% social or housing association tenants, 10% private tenants, 7% were in supported accommodation, 1% were rough sleepers and 1% were sharing or lodging. Other situations given included living with family or parents.

## 4. PEOPLE WHO HAD HEARD OF MINOR INJURIES UNITS

### Respondents who had of heard of Minor Injuries Units

#### By Gender



#### Respondents who have heard of MIUs - People with a disability

	People with a disability	All
<b>Yes</b>	65%	77%
<b>No</b>	28%	20%
<b>Not Sure</b>	6%	3%

## Respondents who have heard of MIUs - By Housing Tenure

	Owner Occupiers	Other Tenures
<b>Yes</b>	87%	56%
<b>No</b>	12%	35%
<b>Not Sure</b>	1%	9%

## Respondents who have heard of MIUs - By Age

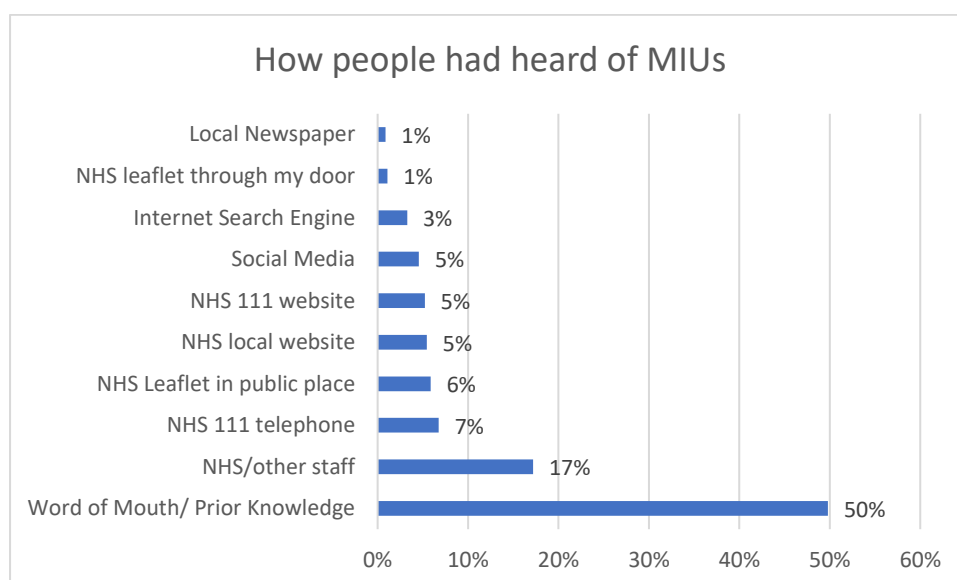
	ALL	U25	25-64	65+
<b>Yes</b>	77%	70%	72%	85%
<b>No</b>	20%	29%	23%	13%
<b>Not Sure</b>	3%	2%	5%	2%

## Respondents who have heard of MIUs - By District

District	% Yes	% No	% Not Sure
Bromsgrove	92	5	3
Malvern Hills	91	9	0
Redditch	75	25	0
Worcester	58	34	8
Wychavon	88	12	0
Wyre Forest	97	3	0

## How people had heard about Minor Injuries Units

We asked people who had heard of MIUs how they had heard about them. We offered a variety of options and also received 110 comments. These have been themed and included in the results below.

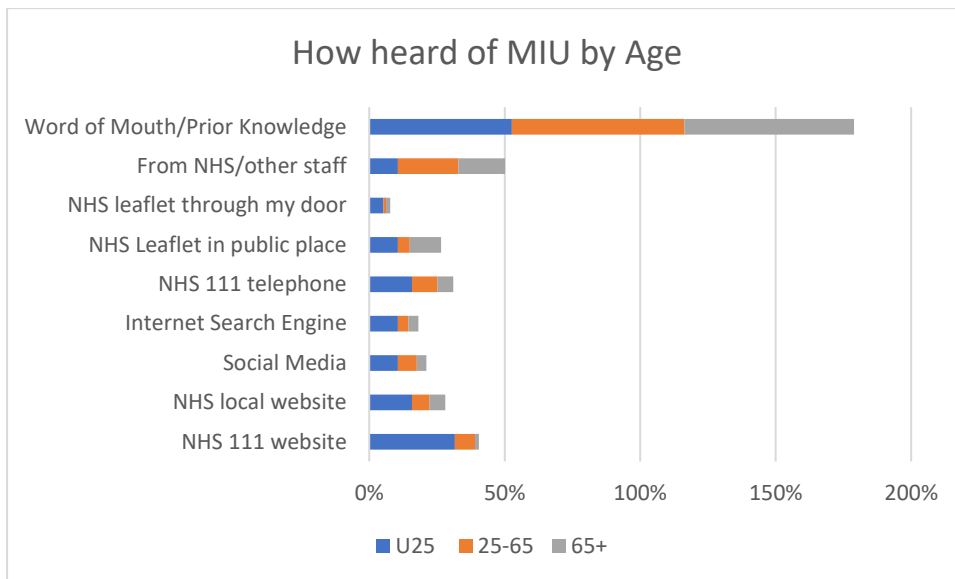


50% had heard of Minor Injuries Units knew about them through word of mouth/prior knowledge. People told us the sorts of ways they had heard about them included through living in the area or seeing road signs or signage (60), they had used a MIU before (25) or knew about them through work or volunteering (25).

A further 17% had heard about them through NHS or other staff. This was followed by NHS 111 telephone (7%) or NHS leaflets in a public place (6%).

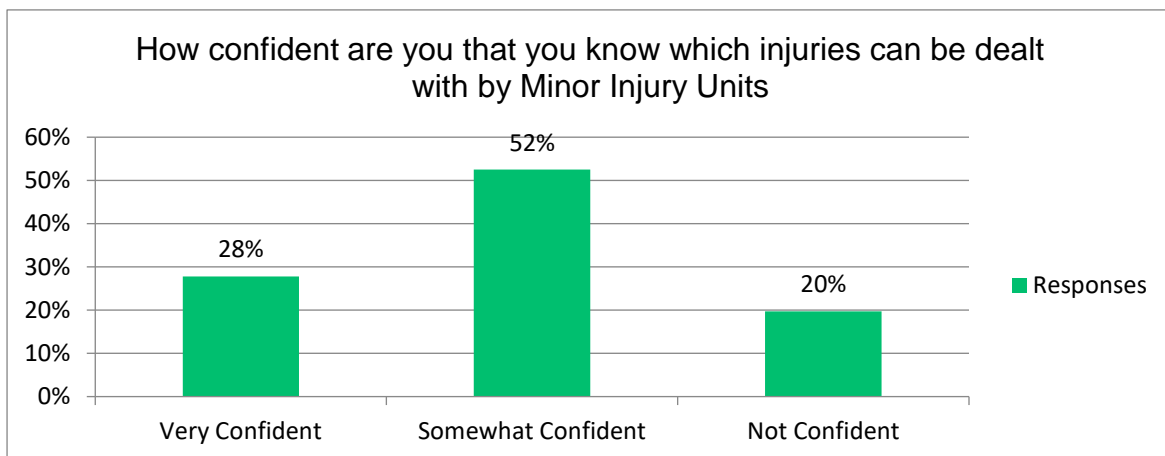
Web based information sources only accounted for 13% of all responses and social media for 5%.

### How people had heard of MIU by AGE



### How confident are people that they know which injuries can be dealt with

#### ALL RESPONDENTS



### People with disabilities and carers - Confidence

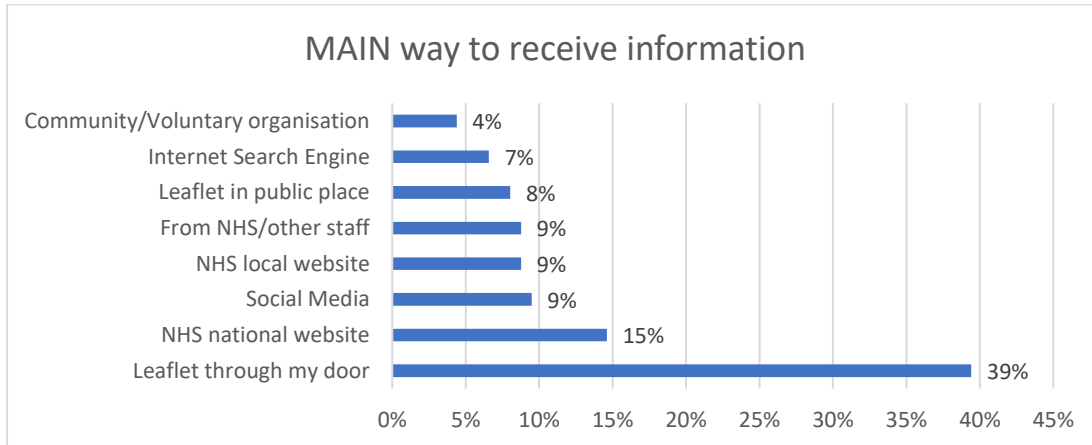
	All	People with a disability	Carers
<b>Very Confident</b>	28%	29%	26%
<b>Somewhat confident</b>	53%	43%	49%
<b>Not confident</b>	20%	28%	25%

## 5. PEOPLE WHO HAD NOT HEARD ABOUT MINOR INJURIES UNITS

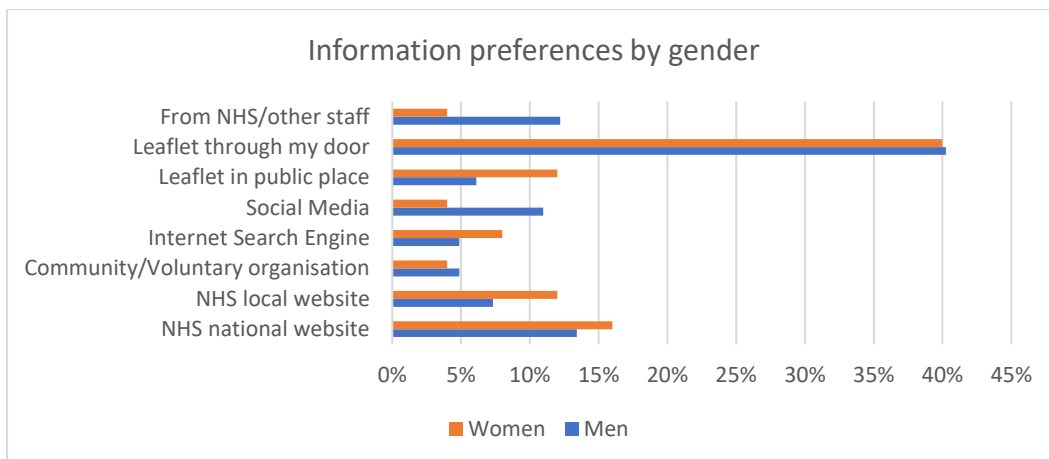
### People who had not heard about Minor Injuries Units - Information preferences

Across all respondents the most popular option to receive information about MIUs was a leaflet through the door (39%), followed by NHS national website (15%).

Other information preferences expressed not listed below were: email (3), TV (1), GP (1) and chemist (1).



### Information preferences - by gender



### Information preferences - By age

A leaflet through the door was the most preferred option across all age groups. After this there was a difference in preference by age group about the MAIN way they would like to be informed

**Under 25's** - leaflet through door (46%), social media (23%) and NHS National website (23%)

**Aged 25 - 64** - leaflet through door (41%), NHS national website (15%) and through NHS/other staff (15%)

**Aged 65+** - leaflet through door (33%), NHS Local website (21%) and leaflet in a public place (15%)