

## 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 Accident & 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 together 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 PALS and Complaints Team 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

आपनि यदि এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরম্যাট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

ਜੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਹੋਰ ਭਾਸ਼ੀ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਖੁੱਲ੍ਹੀ ਯਾਦ ਦਿਓ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ੀ ਜਾਂ ਫਾਰਮੈਟ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕੁਝ ਹਫ਼ਤਿਆਂ ਵਿੱਚ ਸਾਨੂੰ ਆਪਣੀ ਜਾਣਕਾਰੀ ਦੁਬਾਰਾ ਦਿਓ

若您需要本信息的另一种语言或格式的版本, 请与我们联系

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ੀ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਖੁੱਲ੍ਹੀ ਯਾਦ ਦਿਓ

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

Oxford Health NHS Foundation Trust  
Trust Headquarters  
4000 John Smith Drive  
Oxford Business Park South  
Oxford OX4 2GX

Switchboard: 01865 741717

Email: [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)

Website: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)



Community Urgent Care Service

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 A & E department. This will allow A&E 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	10.00am to 10.30pm
Bicester	FAU	6.00pm to 11.00pm Mon-Fri 9.00am to 11.00pm Sat-Sun
Townlands, Henley	MIU	9.00am to 8.00pm
Wallingford	FAU	8.30am to 6.30pm
Witney	MIU	10.00am 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
- 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

If you are unsure whether the MIU/FAU can help you please dial 111 where you will receive advice and support about your condition and how to access appropriate care.

**Responsible use of the Emergency Department can save lives**

## Serious injury or illness

If you suffer a serious injury or become very ill you should call an ambulance by immediately dialing 999. Serious illnesses and injuries include:

- chest pain
- breathing difficulties
- major injuries

MIU/FAU	Telephone:
Abingdon	01865 425161
Bicester	01869 604121
Townlands, Henley	01491 637435
Wallingford	01865 425200
Witney	01608 648262

## Contact the MIUs/FAUs