

Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Persnore
WR10 1PT
Tel: 01386 550 264
info@healthwatchworcestershire.co.uk
www.healthwatchworcestershire.co.uk



Simon Trickett,
Chief Executive,
NHS Herefordshire and Worcestershire ICS

Date: 10.01.2023

Dear Simon,

RE: Healthwatch Worcestershire Report – Awareness of Minor Injuries Units - Request for response to recommendations

Please find attached the final version of our Awareness of Minor Injuries Unit Report. The Report and Appendices will be available on our website.

As part of our engagement activities in 2022 we gathered feedback from people about their awareness of Minor Injuries Units. This follows on from the work that we did looking at why people “walk in” to A&E Departments.

Our report outlines the feedback and information we have gathered and sets out our recommendations. We would be happy to present the Report at an appropriate meeting of the ICS or to discuss the dissemination of the findings of this Report further with you.

We are requesting a “system” response to this Report, as the actions identified within it are relevant to a number of health commissioners/providers. The actions below should therefore be co-ordinated and reported across the appropriate health services.

As required in Regulations¹, please can you:

- a. Acknowledge receipt of this Report
- b. Provide us with a written response to the recommendations on a system wide basis
- c. Address each recommendation in turn, setting out what you intend to do in response to the recommendation made
- d. If you do not intend to take any action in response to the recommendation please explain why this is the case.

As set out in Regulations we require this response within 20 working days, therefore by **8th February 2023**. Any proposed alteration to this date should be discussed and agreed with us in advance.

We will publish your response on our website and may share it with other interested bodies.

¹ Section 221 [3A] and Section 224 of The Local Government and Public Involvement in Health Act 2007 and implemented by “The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013.”



Directors: Jo Ringshall, Simon Adams,
Jane Stanley, John Taylor, Martin Gallagher
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If you would like to discuss the contents of this letter please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read "J. E. R. L. L." with a period at the end. The signature is written in a cursive, slightly slanted style.

Chair – Healthwatch Worcestershire

Sarah Dugan, Chief Executive, Herefordshire & Worcestershire Health & Care NHS Trust
Matthew Hopkins, Chief Executive, Worcestershire Acute Hospitals NHS Trust