

Patient experiences of Cleveland Minor Injury Unit

Neighbourhood health and wellbeing insights – July 2026

NHS

Property Services

**North Somerset
Community Hospital
Minor Injury Unit**

 **This is a smoke free area**

Contents

Contents.....1

Aim2

About Healthwatch2

Equalities statement.....2

Background.....3

Recommendations3

Engagement.....4

Outcomes.....4

Survey findings.....4

Demographic details4

Survey feedback on Clevedon MIU.....5

Overall satisfaction with care at Clevedon MIU.....6

Provider response.....10

Appendix.....14

Aim

During this project Healthwatch North Somerset engaged and collected feedback from people living in North Somerset who have used Weston General Hospital Accident and Emergency Department, and/or Clevedon Minor Injury Unit (MIU) to design a survey to look at service access and quality of patient experience. This summary report is specific to Clevedon MIU.

About Healthwatch

Healthwatch North Somerset's statutory duty and remit is to provide an independent voice for people who use health and social care services. We give people an opportunity to have a say about their local health and social care services and we report these experiences to influence service providers and improve outcomes. We have a representative on the Health and Wellbeing Boards, Health Overview and Scrutiny Committees, and at the Integrated Care Partnership and Board. We feed issues back to local care providers and nationally via Healthwatch England and the Care Quality Commission.

Equalities statement

Healthwatch North Somerset is committed to promoting equality and diversity and tackling social exclusion. We aim to ensure equitable access to our projects for all. We include peoples lived experiences in our work and identify and mitigate against barriers to enable people to become involved in our research.

We address the participation needs of those who share one or more protected characteristic, or those that experience hidden discrimination, or are part of an 'invisible minority.' We provide access to communication support to adjust for people's needs and proactively assist people in attending events and meetings we hold.

Healthwatch North Somerset will connect with existing patient, service user and voluntary sector organisations to develop relationships with diverse communities, and especially with people whose voices can be harder to hear.

Background

The Healthwatch North Somerset survey was developed in response to feedback received by Healthwatch North Somerset and priorities identified by members of the Healthwatch North Somerset Local Advisory Group.

Minor Injury Units, sometimes known as walk-in centres, are more commonly now known as Urgent Treatment Centres, were introduced nationally between 2010–2020 to take pressure of A&E departments and bridge links with primary and secondary care.

Clevedon MIU in North Somerset was set up in 2014. MIUs are part of a long-standing national approach to provide accessible, non-life-threatening urgent care outside of emergency departments. The current facility provides essential services including X-ray and treatment for minor injuries (such as broken bones, sprains, and wounds). Clevedon MIU is part of North Somerset Community Hospital. The Minor Injury Unit operates under Sirona care and health as part of the NHS community health services. It offers nurse-led care 7 days a week and is open 365 days a year.

More recently, the NHS has been working to standardise these services nationally. In March 2024, MIUs began the process of changing their names to Urgent Treatment Centres (UTCs) to align with this national standard, though the service provided, staff, and locations remain the same.

Recommendations

The following recommendations are based on the insights and experiences shared by the people who contributed to this report.

Patient feedback received as part of the Healthwatch North Somerset care survey reveals the need for Clevedon MIU to consider the following recommendations:

- Consider ways of improving patient privacy within the reception and waiting areas, particularly when staff need to collect patient personal details.
- Consider further the needs of those with additional needs in staff and patient communication.
- Need to make clear to patients the opening hours of the X-ray service which differ from the opening hours of Clevedon MIU overall, and possible improved access to the X-ray service.

Engagement

A Healthwatch North Somerset Engagement Officer met with Patient Experience staff at Sirona and those working at Clevedon MIU prior to designing the survey for sharing online. The survey was then posted on the Healthwatch North Somerset website, and across Healthwatch BNSGG networks. Survey posters were put up in Clevedon MIU main reception. Survey leaflets were also put up in local GP surgeries within Clevedon and central Weston-super-Mare. Surveys were distributed to GPs across North Somerset and GP practices were invited to share the survey link via patient text.

Healthwatch North Somerset Engagement Officers conducted two engagement visits to Clevedon MIU. These were to collect feedback with people in the waiting rooms of the MIU from 1 – 4pm prior to the survey dissemination. On a third visit, during the period of the survey, Clevedon MIU was closed for three days from Sunday 8th of March to Tuesday 10th of March.

The survey was open online from 25th February – 20th of March 2026.

Outcomes

Project outcomes will be shared with local health commissioners, Healthwatch England, the CQC and local voluntary and community service providers.

Survey findings

Healthwatch North Somerset received 217 completed online surveys. This included patient experience data on Clevedon MIU (137) and Weston Hospital A&E (119). Survey respondents had accessed Clevedon MIU January 2022– March 2026. We also spoke to people face to face and carried out the survey in the location. This report summary is specific to Clevedon MIU.

Demographic details

67% of respondents were women and 31% were men. 56% respondents were aged 65–79 years, 15% were aged 50–64 years, 13% were aged 25–49 years and 12%

were 80+ years. 10 % of survey respondents identified as carers. 23% of survey respondents stated that they had a long-term condition and 7% stated that they had a disability.

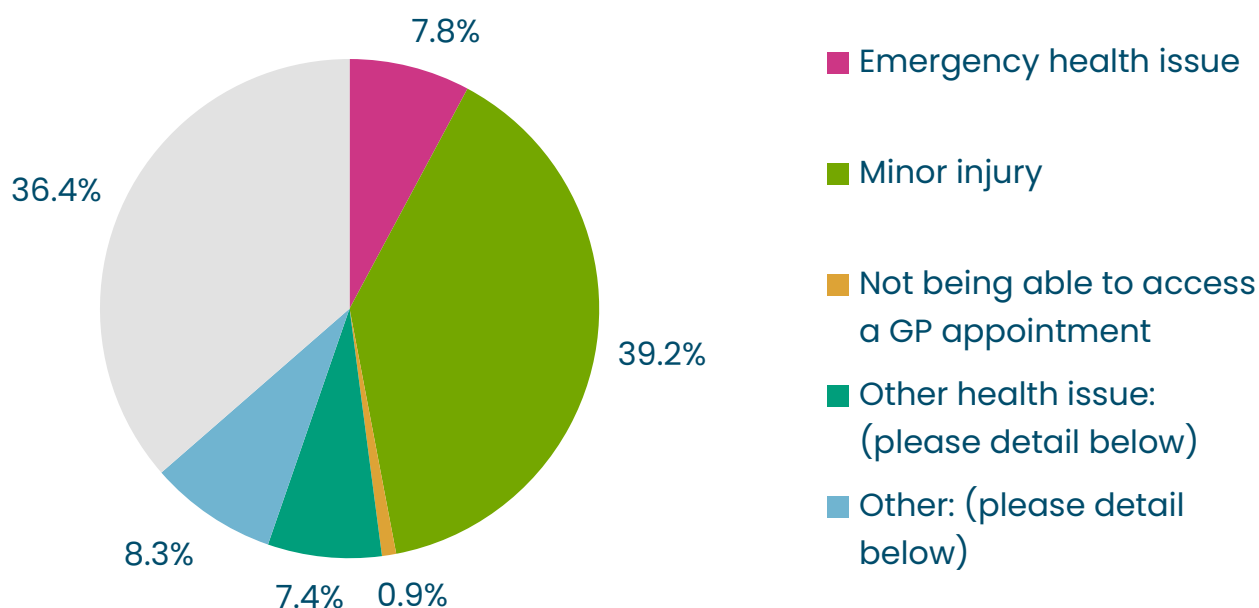
In relation to NHS health inclusion groups, 6% of respondents stated that they had limited family or social networks, 0.9% stated that they were geographically isolated; 0.5% stated that they were homeless; 0.5% stated that they live in poverty and 0.5 % of respondents stated that they were an asylum seeker or refugee.

Survey feedback on Clevedon MIU

The key reasons why survey respondents accessed Clevedon MIU were:

- acute and trauma – injuries, fractures, breaks and falls
- diagnostics and specialist appointments (X-rays, scans, bladder and bowel service, muscular skeletal service appointments)
- wound care
- infections and minor ailments

Please can you tell us why you accessed Clevedon Minor Injuries Unit?



Overall satisfaction with care at Clevedon MIU

How satisfied were you with the care at Clevedon MIU?

Very satisfied	111
Satisfied	17
Neutral	8
Unsatisfied	3
Very unsatisfied	5
Total responses	144

Based on the data for Clevedon MIU, 88.9% of people were either satisfied or very satisfied with their care.

Length of time waiting to see a clinical member of staff

1-2 hours	125
2-3 hours	5
3-4 hours	0
Four hours	1
5+ hours	1
Total responses	132

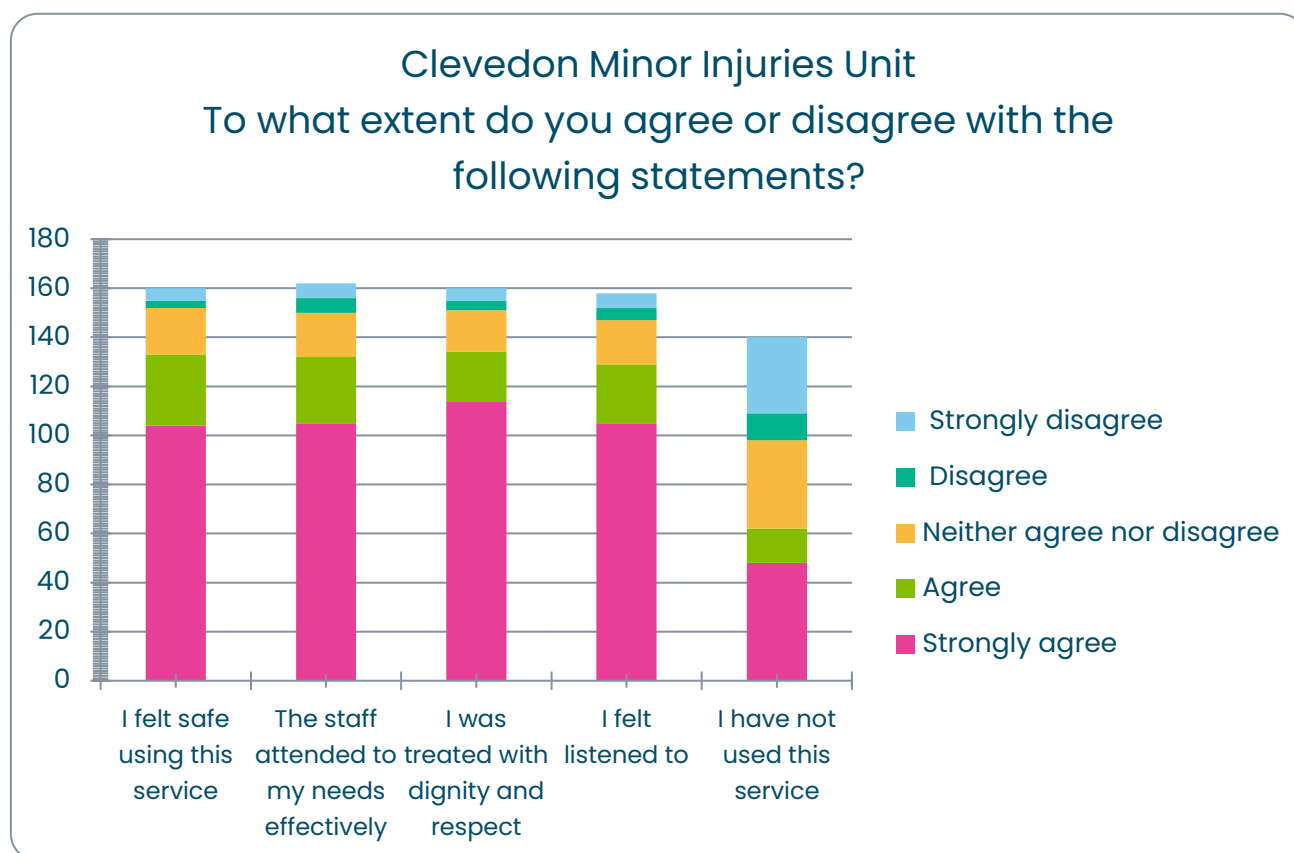
Most respondents (95%) were seen by a clinical member of staff within Clevedon MIU within 1-2 hours.

Did a nurse/clinician introduce themselves to you at the appointment?

92.5 % of survey respondents said that a nurse or clinician introduced themselves at their appointment or when they attended Clevedon MIU.

Did you feel involved in decisions about your care?

91% of survey respondents said that they felt involved in decisions about their care at Clevedon MIU.



"I felt safe using this service"

Patient safety is a clear priority, with the vast majority of respondents feeling secure. Over 100 people strongly agreed with this statement, and only a tiny fraction expressed any level of disagreement.

"The staff attended to my needs effectively"

The unit's efficiency is highly rated. Most patients felt their medical needs were handled effectively, reflecting a high degree of confidence in the staff's performance and clinical care.

"I was treated with dignity and respect"

This statement performed exceptionally well, earning the highest number of "Strongly Agree" responses. It highlights that the staff excel at making patients feel valued and respected during their treatment.

"I felt listened to"

Communication between patients and staff is very strong. While there is a small "neutral" group, the overwhelming majority felt that their concerns were heard and understood by the team.

"I have not used this service"

Unlike the other categories, this shows more varied feedback. Since these

individuals haven't used the service, their responses likely reflect general local reputation or a neutral "don't know" stance.

Factors delaying access to care at Clevedon MIU

Respondents stated the main factors delaying access to care at Clevedon MIU were online-only referral systems (13 respondents) and long waiting times (12 respondents).

The key factors that delayed people's access to care at Clevedon MIU were opening hours (also evidenced by the qualitative data).

Qualitative data

The overall themes that arose from the open text survey responses were:

- [Efficiency and] access to care – speed of service
- Diagnostic accuracy and quality
- Communication between staff and patients
- Patient dignity and wellbeing
- Environmental factors

Experience of care at Clevedon MIU

- Patients praised the unit for correctly identifying fractures (e.g., shoulder and leg) that were initially missed or dismissed as "muscular" elsewhere.
- Efficiency: several patient quotes highlight an "excellent" and "great" standard of care for specific injuries like broken clavicles and elbow problems.
- Effective treatment: successful outcomes included steroid injections for hips and effective management of minor injuries.

This is illustrated by the following comments:

"I was given a tetanus injection – which was needed quickly after the incident. I could have become ill without it".

"I could relax and realise that I hadn't damaged my back too badly".

"Exceptional service has helped relieve distress".

"I had a referral to another service for adaptations to help live with my condition".

"The assistance and reassurance received helped enormously".

Speed of service

"Clevedon MIU helped me quickly and efficiently. I was grateful to them for their helpfulness and willingness".

"I was immediately assessed and provided with a sling for my broken clavicle and instructions on what to do to ensure the best possible outcome. They initiated my entry in the system so that I was subsequently supported by the Fracture Clinic. Really impressed with the service and standard of care provided".

"I attended a long-awaited appointment and was referred for an MRI and have still not had results 6 weeks later my night pain is increasing".

What could be improved?

The issues survey respondents highlighted that could be improved related to:

- patient privacy
- communication between staff and patients

Privacy

"Having to give personal details within easy earshot of others in waiting room. An option to write name, address, date of birth etc would be more discreet".

"As an autistic person, Clevedon MIU is quite good to visit as there is a small waiting room away from the main one. This could be even better if the lighting could be reduced (perhaps on request?) and if this small room could be designated as a quiet room".

Communication

"The communication was poor between the front desk reception and the medical professionals and me. By the time my appointment came round the professionals had gone home!"

"They didn't deal with the pain efficiently.....On the morning the doctor was called, the receptionist said we are not an A&E department. I had been in severe pain all through the night".

"My (medical) notes ended up at a different part of the unit".

Identity, culture and personal background

Relating to patient experience of Clevedon MIU 82% of respondents said Yes to the statement 'Did you feel the care you received reflect and respect your identity, culture, or personal background?' and 17.6 % said No. (153 people responded to this question out of the total number of 217). In relation to the above it should be acknowledged that 199 survey respondents identified as White British, 14 identified as White Other, two as White Irish, and one preferred not to say.

Provider response

Jo Court, Admin Coordinator, Clevedon Minor Injury Unit

Clevedon MIU welcomes the findings from Healthwatch North Somerset, and we are really pleased to receive such positive feedback. We're grateful to the patients who took the time to share their experiences with you. It is especially encouraging to see the high levels of overall satisfaction and the recognition of the caring and professional approach of our team. We're proud that patients feel listened to, supported and treated with respect when they attend the unit.

We really value the constructive feedback provided, it gives us a great opportunity to reflect on what we do well, and where we can continue to improve, so we can keep developing our service for the benefits of our patients.

Please find below our considered responses to the feedback and recommendations received in the attached report.

Patient Privacy in Reception and Waiting Areas We recognise the importance of maintaining patient confidentiality and dignity, particularly when personal information is being taken at reception. Due to the current estate limitations at Clevedon MIU within the Outpatients Building, it is not possible at present to relocate or significantly redesign the reception area. However, we are actively engaging with NHS Property Services to explore potential options to extend the unit in the future and create an improved reception and waiting environment that better supports patient privacy and flow around the department.	Actions In the interim, we will implement some practical mitigations, including: • Offering patients the option to confirm whether they are comfortable providing details verbally or, • Exploring alternative approaches such as written forms where appropriate • Reinforcing staff awareness of maintaining discretion when asking sensitive questions
Supporting Patients with Additional Communication Needs We are committed to providing inclusive care and recognise that some patients may have additional communication or sensory needs.	Actions We will continue • to consider staff training and guidance to ensure communication is appropriate,

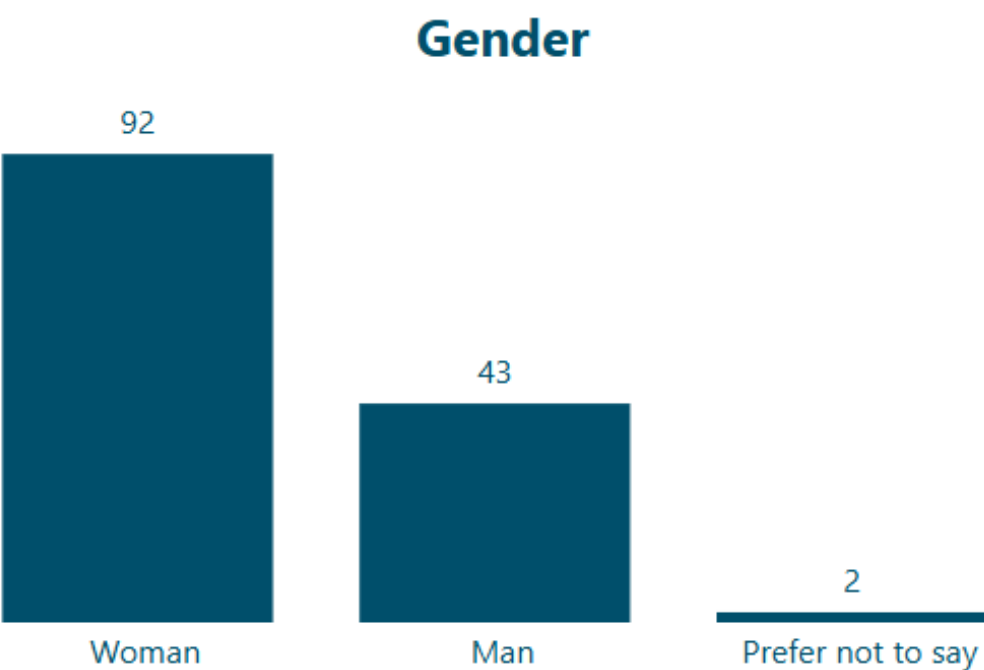
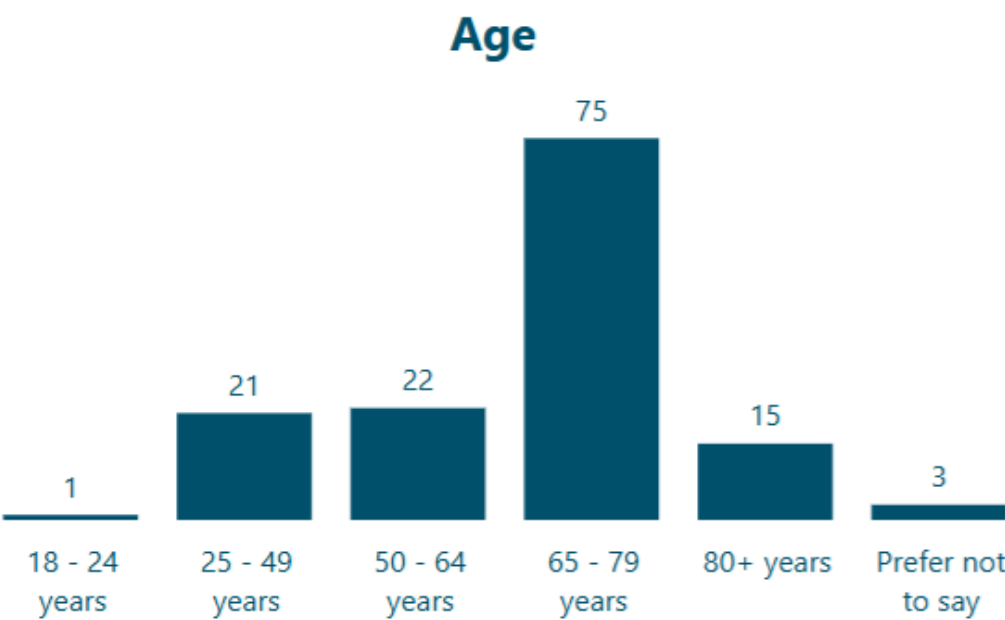
Current and planned actions include: • Offering flexible waiting options, including the use of patient pagers to allow individuals to wait in quieter environments such as the café area or outside the unit on the seating available. • Promoting awareness of these options within waiting areas • Continuing to support patients on a case-by-case basis, including adapting communication approaches where required In relation to feedback regarding a designated quiet space: • The smaller waiting room is a shared facility (including use by X-ray services and as a children's waiting area), and therefore cannot be designated exclusively as a quiet room	inclusive, and responsive to individual needs. • to consider reasonable adjustments, such as lighting or environmental adaptations where feasible
Communication of X-ray Opening Hours and Access We acknowledge that clearer communication regarding X-ray opening hours could be improved, particularly as these differ from the MIU's overall operating hours. Current position: • MIU staff communicate X-ray availability directly to patients attending the unit, and to those needing to return next day. • Opening times are published on relevant web pages However, we recognise that confusion can arise when patients are directed to the service by external organisations (e.g. NHS 111, GP practices, pharmacies).	Actions • Review how X-ray opening hours are displayed within the unit (e.g. signage in reception/waiting areas) • Work with system partners to help improve their consistency of information provided externally • Explore opportunities to strengthen messaging via digital channels

Clarification of Feedback Regarding Access Delays The survey findings highlighted “online-only referral systems” and waiting times as barriers to access. We would like to clarify that: • Clevedon MIU operates a walk-in service only • There are no requirements or options for online booking. It is therefore possible that some responses relate to other services operating within the same premises. In relation to waiting times: • In 2025, Manchester Triage was introduced at Clevedon MIU with targets for patients to be seen within 15 minutes for Triage. • During April 2025 – March 2026, 99.5% of our patients were seen within the National Target of a 4 hour wait. The survey data also indicates that the majority of patients are seen for assessment and treatment within 1–2 hours	Actions • We will continue to monitor demand and patient flow to maintain timely access
Clarification of Feedback Relating to Other Services Some qualitative feedback included references to: • Booked appointments • MRI referrals and delayed results • Steroid injections for hips These are not services provided by Clevedon MIU, which is a walk-in, nurse-led minor injury service.	Actions • We will work with partners and Healthwatch to better understand and, where possible, separate feedback relating specifically to MIU services in future engagement work.

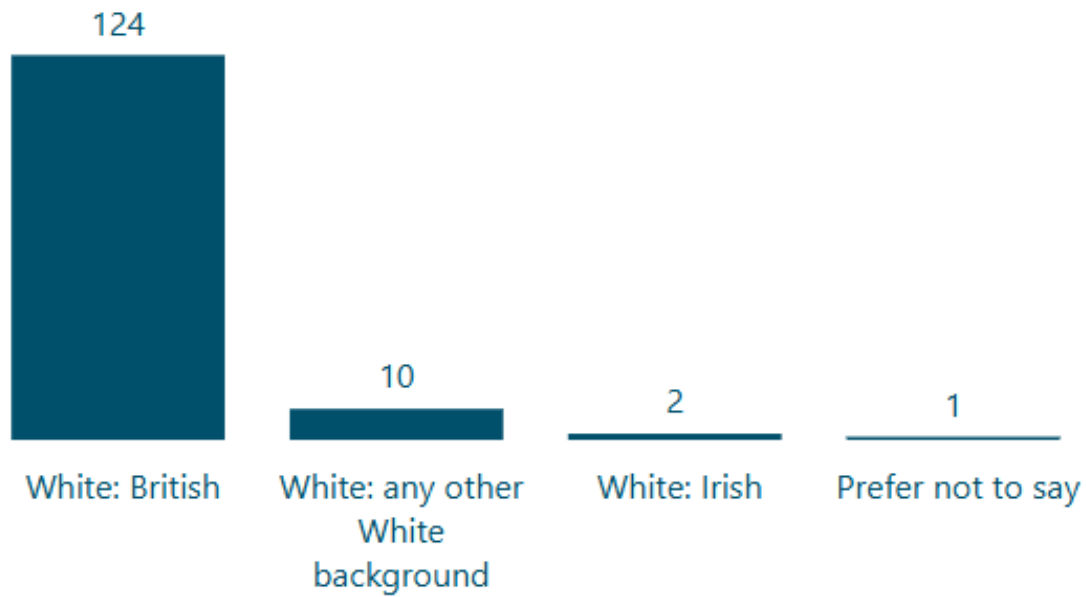
It is therefore likely that: • Some responses relate to other services co-located within the building • Or relate to wider patient pathways beyond MIU care	
Communication and Patient Experience Feedback We note comments regarding: • Communication between reception and clinical teams • Handling of patient notes • Pain management and expectations of service scope	Actions While occupying a shared estate, specific incidents cannot be fully investigated without further detail, however we will: • Reinforce internal communication processes across teams and services within the shared facility • Support staff in managing patient expectations sensitively, particularly in cases of severe pain or inappropriate referrals

Appendix

Clevedon MIU survey response demographics

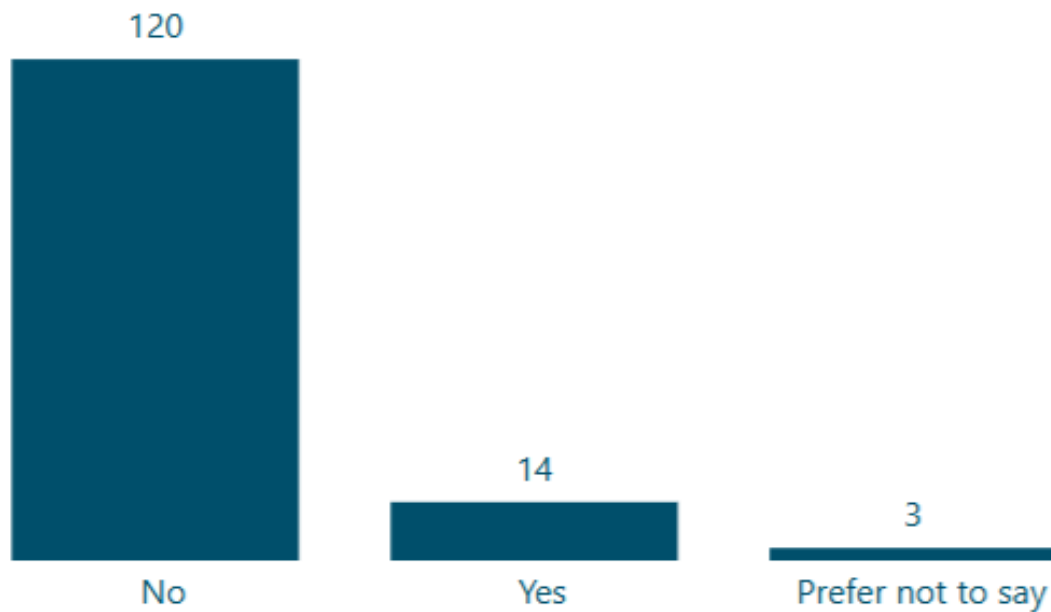


Ethnicity

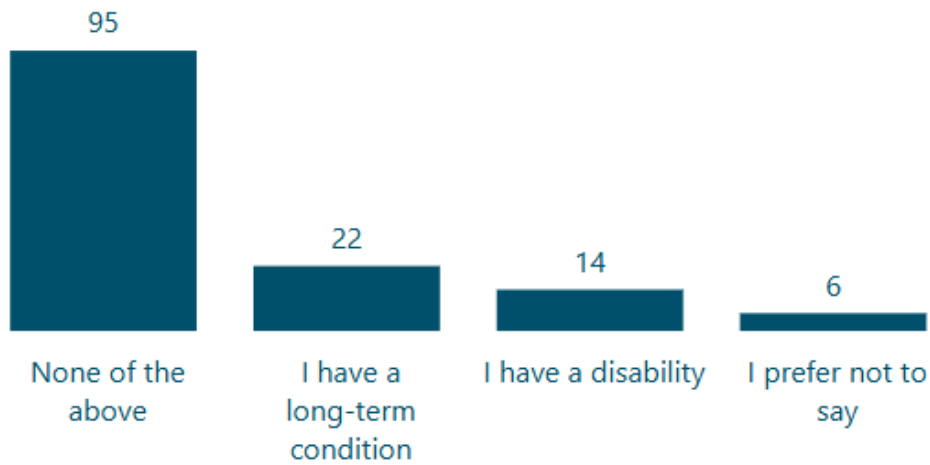


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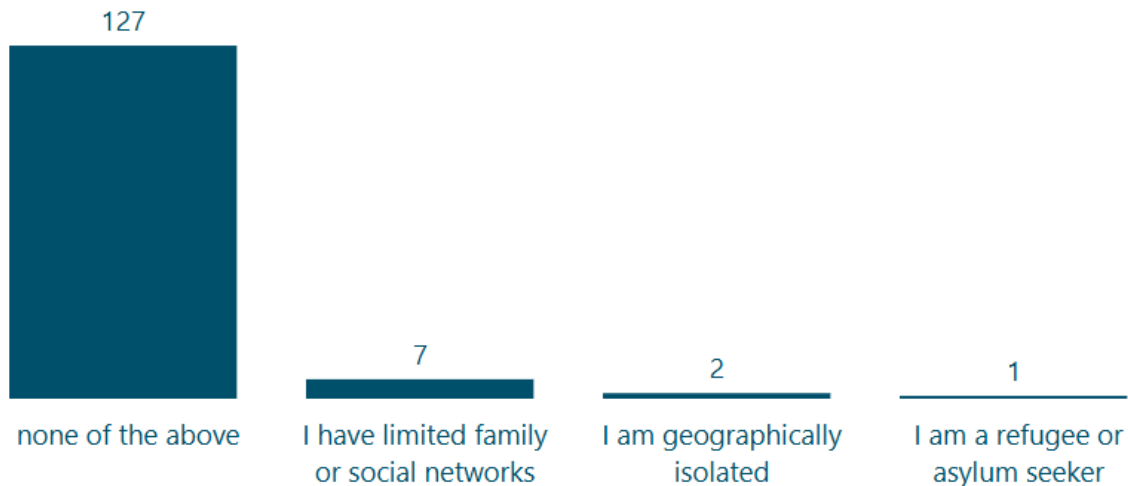
Do you consider yourself to be a carer?



Do you consider yourself to have a long-term condition or disability?



Health inclusion groups



Survey questions

Has your experience of care had any impact on your health or well-being?

Is there anything that could have been improved about your care at Weston Accident and Emergency Department/Clevedon MIU?

Did you feel the care you received reflect and respect your identity, culture, or personal background?



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