Review of Minor Injuries and Illness Units in Gloucestershire

ENGAGEMENT OUTCOME REPORT

APPENDICES

MINOR INJURIES & ILLNESS UNITS’ REVIEW

<table>
<thead>
<tr>
<th>VERSION:</th>
<th>1.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE OF REPORT:</td>
<td>6 September 2016</td>
</tr>
<tr>
<td>AUTHOR:</td>
<td>Rod Brown, Head of Planning, Compliance and Partnerships</td>
</tr>
<tr>
<td>LEAD EXECUTIVE:</td>
<td>Candace Plouffe, Chief Operating Officer</td>
</tr>
</tbody>
</table>
Appendices

Appendix 1: Free-text comments  3

1) Overall agreement with the Review  4
2) Overall disagreement with the Review  6
3) Support specific to options
   • Support for option 1  15
   • Support for option 2  18
   • Support for option 3  21
4) Locality specific comments
   • Specific to Stroud  24
   • Specific to Cirencester  27
   • Specific to the Forest of Dean
     o Both Forest MIIUs  33
     o Lydney MIIU  42
     o Dilke MIIU  44
5) Miscellaneous  48

Appendix 2: EasyRead information booklet  54
Appendix 1: Free text comments

The section below captures all of the free text comments received either via the online survey or on the Freepost card as of midnight on 31 August 2016.

The Trust has decided to publish these comments in the same spirit of openness and transparency which it has sought to adopt throughout this engagement process (NB there has been some very minor editing in order to anonymise examples of person-identifiable information and to remove the infrequent use of bad language: however both instances were rare and therefore, most comments are repeated ad verbum).

For ease of reading and presentation, these comments have been grouped into five key themes, namely:

1) overall agreement with the Review, and therefore support for the move towards alternative MIIU opening hours

2) overall disagreement with the Review, and therefore no support for the move towards alternative MIIU opening hours

3) support specific for any one of the three given options (subdivided into comments relating to option 1, 2 or 3)

4) comments specific to a particular locality (subdivided into comments relating specifically to Stroud, Cirencester or the Forest of Dean)

5) miscellaneous comments

It is intended that these themes provide a representative picture of public feelings in respect of this issue, and portray a wider scope of opinion than could otherwise be captured within the objective data analysis in section 5 above.

It is also noted that all these comments are printed independently of the corresponding option choices, and therefore whilst the vast majority make clear their stance, some authorial choices have needed to be made as to the category in which they appear. This is not to create bias, but rather to interpret a comment where it was not entirely certain as to the individual respondent’s meaning.
1) **Overall agreement with the Review**

- Outstanding presentation of this matter! If only (Brexit) referendum issues had been presented with such clarity and honesty!

- I think this is very positive. I am pleased that the Minor Injury Units will be open at the busy times

- The CQC are quite right in having two ENPs on for safer practice. People say about "life threatening", a MIU is not for serious injuries, illness or chest pain! It is for minor injuries and illness, i.e. sore throat, simple rash, bites ...

- I agree it is unreasonable to keep units open all night (though I fear it may result in increased abuse of the ambulance call-out service). People have to accept that current demands on the NHS are not sustainable

- This is clearly a thorough assessment of the situation with the MIUs. Well done. Please take account of staff views before making a final decision

- Please note that although you are aware of problems, your service score against performance indicators is very impressive, so the performance indicators are not entirely helpful! A worry if a place is now open all the time, in future closes overnight, is that people locally will continue to expect it to be open. However, I agree you really can’t run a fully staffed unit overnight for so few customers

- I wish to thank the staff and supervisors at the MIUs and help and care over my 80 years!!

- Stop wasting money trying to keep these units open for 24 hours a day when there is no Doctor on duty

- The idea of keeping small MIUs open until 11pm would be great but impractical. There's never a doctor on duty past 8pm anyway

- Rationalise services and invest in patient education to manage their own health

- Public will now understand it is not an A&E, empowering people to make the right choice where to go!

- I understand the need to reduce the opening hours explained in your review booklet. However, I am confused by the statement that choosing either option "requires additional investment of between £210000 and £460000" What is the point of the change if there is no saving or indeed an extra cost?
- Most minor injuries occur before 11pm. Indeed, I had a minor household injury requiring stitching at 9pm one evening in June and the Stroud MIIU was first rate in dealing with it (4 stitches). My wife, a nurse, was present throughout and was very impressed.

- I don't like to see NHS resources being wasted to meet very low demand. There are much more important things to spend its money on.

- As this is an interim arrangement while further review into emergency provision is debated.

- It's a no-brainer.
2) **Overall disagreement with the Review**

- I do not agree with any of the options given. MIIs perform a valuable service in taking pressure off A&Es, and for people without own transport and should not be cut. I have had to enter a random option as mine is not available, and I would like to make clear that this option does not, in any way, represent my views. Also, I believe that structuring this survey like this renders this consultation legally invalid and will be investigating further.

- Your review makes significant omissions which renders the review flawed. The MIUs provide an essential service to the communities which they serve. Injuries at night are likely to be more severe than those at the day (people who can wait will attend the next day). There is no exploration of the severity of injuries at different times of day. Reducing services will mean a 45 minute drive for many people to reach another unit. This will leave vulnerable people even more vulnerable. You have not included typical or average travel times for people if the cuts were to be made. You should consider the option of "No change, make people more aware of the existing opening hours" (road signage, press articles, etc). This would have the benefit of reducing the demand on the over-used A&E services at the main Gloucester and Cheltenham Hospitals (see CQC report on the Gloucestershire Hospitals NHS Foundation Trust for details of critical over-capacity at these units).

  Your own MIU Review brochure shows the performance of the units are good. This implies there is little reason to change anything. When the CQC looked at the quality of care, I am pretty sure they were not expecting you to attempt to improve it by closing services down! How can closing services improve care services? Your review documentation makes no attempt to evaluate the impact of these changes on clinical outcomes or quality of care. Your review documentation does not consider how much these changes will increase the attendance levels at the main A&E departments in Gloucester and Cheltenham, or how they could possibly cope with that. The issue with staff recruitment should never be used as a reason to remove clinical services. Instead, it should be a reason for management to get a grip of the situation and provide appropriate incentives for people to turn or return to working at these institutions. Please spend your effort addressing the inability of the Trust to properly staff the services it provides, rather than running public consultations about which services to cut. Your report should have considered options for increasing staffing. Your brochure includes extracts from the CQC report published 22 September 2015. However they are very selective extracts. You should have included the positive messages from the CQC: "All wards within community hospitals were well staffed according to safer staffing requirements (requirements for the minimum levels of staff on an adult inpatient ward)." "Staffing levels and skill mix had
not been adjusted in response to increased and activity and a changing profile of presentations" (implying the Trust should have adjusted the mix of staff rather than closing the door). "Importantly, the provider must: ... Review and take prompt action to ensure that MIIUs are consistently staffed by sufficient numbers of suitably qualified, experienced and skilled staff" Your report should have discussed why this has not been achieved. Overall, the options provided present a reduction in care, an increase in risk to the public, and are based on issues within the control of the Trust. Please re-consider the reasons for, and impacts of, the proposed changes. Do come up with alternatives that are based on need

- What will happen when everyone goes to A&E? Already Gloucester is full. See this - "Gloucestershire Royal is breach of its NHS licence for missing A&E targets for 12 months on the trot. Read more at http://www.gloucestershirelive.co.uk/gloucestershire-royal-in-breach-of-its-nhs-licence-because-patients-are-waiting-too-long-at-a-e/story-29565266-detail/story.html" And they have a fraud case against their senior managers. Have you thought about what will happen if you close the local hospitals at night? And the video of Dr Mike Roberts suggests some people should not be going to the MIUs. But what about the people who should be going? What will they do??

- I have viewed the three proposals and feel that none are acceptable. The claim is that the objective is not to save money. Therefore, to close overnight is just taking the easy option, on the basis that the staffing issues will just go away. The usual “push it into the long grass and forget it for a while”, with no consideration of the wider issues now and for the future. It is planning for the future that makes for greater efficiency and genuine savings in the long-term. Continuing with short-termism is just the usual recipe for building problems for the future. Cirencester has and is planned to grow rapidly over the next few years and to reduce facilities at this time, would be short sighted and almost certainly not cost-effective in the long-term. If the issue is staff morale / recruitment, then let’s address that issue with more creative thinking. I am no expert in the NHS but surely giving staff the opportunity to study and get involved in the analysis of current research would benefit both staff morale and the NHS. It would be relatively easy to ensure that the work / study being undertaken was such that it could just be stopped the instant a patient arrived on the scene. The most successful and efficient operations, commercial and public, have motivational and creative investment in their staff and business for the long-term. Please can we have more of this from those responsible for the future of the NHS

- Keep "open" all night but have extra staff on the wards who can help out there when there are no minor injury patients. Apply this to all hospitals
The dissemination of information on this consultative process has been very hit-or-miss. The arguments against leaving things as they are, are conspicuous by their absence.

The information in the video was invidiously thin such that the survey has an egregiously insidious aspect to it. The actual hard data re people attending MIIUs would be vastly preferable to averages and that some, or was it many, or was it a few should have gone to A&E or waited till the next day. Have all aspects of Cirencester and Stroud been constant over the last 5 years or more? Is there a planned increase in housing in Cirencester and Stroud? Cirencester and Stroud data was given in that vague way, but the Dilke and Lydney did not seem to have any data! If an MIIU is part of a hospital, then surely that would be a wise way of operating MIIUs. And an economy of scale could occur. Perhaps there could be a sharing of MIIUs - half a week at 1 and half a week at the other? What is the relative cost of someone visiting an MIIU or being taken to an A&E - even would they be based in the same hospital? Worrying hint of cost concerns despite the categorical denial in the video - read the information in your own lead-in in the website! You should have had an option of getting rid of the Tories.

I work during the week and the consultations you organised are all in the week. Only one was at the weekend. The majority of people work Mon - Fri. Please can you organise some more at the weekend so you can hear from the majority.

There is no option for 24 hour opening so this does not represent true choice! This is supposed to be a public consultation document. It is presented as a done deal. 24 hour opening is not even an option. This is a back door way of changing services.

There is no choice to make no changes and to maintain current provision. I do not support any of the options set out. I do not think that this consultation will stand up to judicial review as you are not consulting on all available options.

None of the above. However chosen option 3 in order to complete this survey. Keep the bigger populated towns open 24hrs and review the situation in smaller places.

Could cope with one of the Forest of Dean MIU's changing to 8 - 8, but would leave all the others as is. Only choosing option 2 as a way to have this view registered. Please ignore my option choice.

Not really acceptable that those MIIUs open 24 hours currently are having this service reduced - this is unacceptable.
• This is not a consultation document, it’s ‘Hobson's Choice’. Your booklet suggests we would be given the option to make no change to the current provision - yet this is not the case. We have to agree to closing one hospital at 8pm - no other ‘choice’. This does not represent a choice! Ambulances already struggle to meet target times within the Forest, this choice is likely to increase the number of calls to 999 or create more strain on Gloucester hospital and increase waiting times further

• Whilst I fully appreciate the operational and financial constraints you are under, changing the way healthcare services are provided should mean distributing more service provision, rather than reducing it

• The MIIUs are an invaluable asset, allowing patients to access urgent care and support in their communities; the opening times should not be downgraded

• I would actually prefer to keep full 24 hour opening as it may be rare, but when it does happen, it is usually much better for all involved to be able to be treated quickly and get home again quickly

• This is ridiculous. None of these options are acceptable. Shame

• None of the above are preferred options! The MIIU's should remain 24 hours

• None of the options are acceptable, having had to drive to Gloucester A&E out of hours

• None of the above - please stay open 24 hours

• Needs to be open 24 hours

• Should be open 7/24 to serve diverse community

• My tax bill will stay the same, so I want it open 24/7

• This is a short-sighted cost cutting measure which has only one victim – the patient

• How is a non-driver able to get to an A&E department after 11pm if they are in severe pain but not in need of an ambulance or seriously ill?

• I can't believe you are cutting capacity when Gloucester A&E is in crisis

• These should be accessible to all members of community in times of emergency. Gloucester and Cheltenham Hospitals are not easily reached by disadvantaged groups particularly during the night
• We need the MIIU otherwise people will be ringing the ambulance services
• I am fully content with my present service
• Nothing should close…
• Stay open late
• Would have preferred 24 hours
• I would rather that it were 24 hours
• Ideally please keep all open 24hrs
• 24/7 opening time
• 24 hour
• At least one MIIU in the county to stay 24 hrs
• Both Stroud and Cirencester MIIUs need to be open 24/7
• None of the above, would like both Stroud and Cirencester open 24hours
• Open 24 hours is so much better
• Should be left with 24 hour opening
• Would far prefer to keep all MIIUs open 24hrs
• Should be 24 hours with more staff
• Should be open 7/24
• 24 hours please - necessary when you have a young family
• All MIIUs should stay open 24 hours
• Option 4 - keep MIIUs open 24 hours
• Option 4 - 24hr service
• I would like to see a 4th option of 24 hour care available
• 24 hours!
• 24hrs - Thank you
- Do not close MIIU at night - bad idea

- Pity closing at night

- We need to keep the services going for as many hours as possible to save unnecessary long journeys and wait times for patients who would otherwise have to travel to Gloucester or Bristol

- I would prefer for Stroud and Cirencester to remain 24 hours but realise that this isn't an option

- The A&E at Gloucester Royal Hospital cannot cope at the moment so how would it deal with the extra patients who would have used the small local hospitals?

- Your minor injuries units allow the major A&E units to handle the really serious problems where delays are magnified!

- It is a device that helps to take the pressure off general A&E, to the benefit of all concerned!

- This is an excellent facility in local communities and reduces the pressure at major A&E centres so should NOT be dismissed. Maybe a few administrative staff could be reduced thus providing more funding for trained nurses

- I choose Option 2 with a heavy heart. Mostly because I believe that Gloucester Royal A&E would have to take in those who are currently seeking help at MIIUs in Cirencester and Stroud. A friend of mine recently had to call an ambulance in Stroud and not only did it take 1 hour for the ambulance to arrive while my friend got more and more ashen faced, but for 6 hours staff at Gloucester Royal were unable to find a pillow to bed him comfortably, despite severe breathing problems. It seems Gloucestershire NHS is forced to keep making cuts to services which are likely to cost someone his or her life any time soon. Therefore, ideally there would be no change to the MIIUs in Gloucestershire, and Gloucestershire NHS would negotiate better terms and conditions for staff and nurse students. This could make sure that there are sufficient motivated professionals at hospitals and MIIUs to carry out essential care for those living in Gloucestershire

- I do not like the idea of any reduction in service, however option 2 seems to be the least worst

- Ridiculous for residents of Fairford to have to go to Gloucester for an emergency ... Or to Swindon who don't have access to patient notes
- Would much prefer for Cirencester and Stroud to be 24hrs

- You have already decided obviously a) not much choice b) midnight would be better c) yet more pressure on Gloucester, can they cope! Who can travel that far, emergency doctors will not cope, and ambulances can’t cope now

- Keep all MIIUs open for as much as possible because Gloucester Hospital is the worst place to go in the world. The A&E is awful you pay to park it is dirty and you wait forever

- Option 4 keep them all open 24/7 do not reduce any hours - these hospitals are the best. Gloucester A&E is very poor and hard to get to

- Don't play Russian Roulette with people’s lives just to save money

- We need you think about children and old people where often they need to be seen quickly

- I think closing the MIIUs overnight is ridiculous. I’m a sister in Gloucester Royal Hospital and it is unsafe overnight. Staff morale is low and patient care is being compromised. I would like the people making these decisions to come and sit in Gloucester Royal Hospital Emergency Department for hours because MIIUs are closing, to see what impact it is having on patients and staff

- If you have an accident and require urgent attention, you don't want to drive 35-45 minutes and then begin your 4 hour wait. By closing the MIIUs earlier, you are putting more pressure on the already very busy larger hospitals. Invest in the outposts of the shire, not take everything away!

- Please keep the emergency service open 24hrs in our local hospitals. I have used them many times and they have helped greatly. The ER at Gloucester Royal is under-staffed and over-subscribed already. This closure will only make it worse. The shortfall in funding nurses/doctors to open the hospitals late will only be pushed on elsewhere. The people needing out of hours emergency care won’t go away

- My preference would be for none of the above. It seems ridiculous that south Cotswolds residents will have to either travel to Gloucester or Swindon out of these opening hours, and present at A&E

- Should be open all hours please

- Why change a good thing?!!

- Leave as it is!
• It is vital all MIUs stay open as long as possible

• I disapprove of all 3 of the options. My preference would be all MIUs in Gloucestershire to be 24hr services but failing that I would reluctantly back option 2

• No need to change services. Enough of the cuts

• Change means reduce. Any reduction of opening hours for these MIUs means a heavier load on the already overstretched A&Es. I am therefore not in favour of any reduction

• It's great as it is, leave it, it's been a lifesaver

• If the truth be known, the decision to close was made months ago and to get rid of night porters. Don't treat people with contempt. What’s more important, saving lives or saving money

• It’s a shame that decision is made to close overnight! Would like it open 24hrs. Gloucester Royal Hospital will be crowded. I know you would not be bothered as it is a different Trust

• There will be an impact on Cheltenham and Gloucester. Please provide resources needed

• A&E departments in hospitals should be ringfenced so only those who should be seen by A&E pass through

• Had to erroneously check one just to register my opinion! No option is acceptable: there will then be nothing at night between GP and an already overstretched A&E at Gloucester frequently dealing with minor injuries in people who don't need to be there

• Any significant reduction in hours will see already overstretched A&E Departments having to treat more patients with no more resources. They are already struggling to cope and more urgent care needs would make the situation worse. A&E should be left for real emergencies, not minor injuries

• None of these options are suitable, you are supposed to be there to help people, they are not numbers on a spreadsheet as your accountants would have you believe. Any decent manager in the private sector would find the money somehow, get your top managers off their backsides, out of their offices and work in A&E for a week, they may even meet patients for the first time
These units are a vital resource for local communities and provide local care - additionally removing a huge load from overstretched units in the general hospitals

Has anyone informed the public where to go if they need help outside of these hours? Illness strikes at any time

After all the years of effort by Melville Watts et al, it is disgusting that these cuts are being made at all! There should be a proper casualty unit at both hospitals (Stroud and Cirencester). We deserve better!!!! Cut your salaries, not the hours. Whatever happened to the vocation to care for the sick?

Option 2 is the lesser of 3 evils. I would prefer the status quo as I have often needed help as I got older

I am opposed to any cuts in any of these services, and only choose option 2 as the least undesirable

I have been so impressed with the out-of-hours care - please don't change

Would prefer an option 4 to stay open

None of the above. Shame on you for proposing no coverage in the Forest of Dean after 8.00pm. A disgusting state of affairs

Would actually prefer no change to existing provision

Extra cover will be needed at Gloucester A&E

None of the above really. Ensure 24 hour urgent care is provided at minor injuries unit at Stroud

The availability of a local hospital is very important to those who do not have their own transport

Opening minor injury units later can reduce pressure on A&E departments and be more sustainable re: travel

Why can’t it stay the same as now. Many people from this area can’t get to Gloucester later in the evening
3) **Support specific to options**

i) **Support for option 1**

- It makes more sense for all hospitals to operate on the same hours

- As a staff nurse in the unit, 8am-8pm would be a good shift for working. I believe the change in hours would benefit recruitment and retention of staff

- At present, I finish work at 22.15, many of the staff do not want to work until 11pm. Nurses have families and 11pm is too late especially in the winter. Staff will leave, recruitment is difficult enough with the 22.15 finish. We regularly leave late. If we open until 11pm, we won’t get out until midnight if we are busy. Totally unacceptable - listen to staff or you won’t have any left

- This would be fair and equitable. Hours could later be modified (increased or decreased) in response to evidence of need. The public will expect proper accountability and transparency with clear evidence that standards will be maintained or improved as necessary. There must be clear information about what to do and where to go outside of these hours

- Unify all MIIUs in Gloucestershire, so the public know where they are

- People are deterred from using MIIUs because they don’t know which hours they are open. Better to have them all the same

- Recruitment benefits, staff morale, public awareness, improving public education of MIIU units

- Keep all the same, muddly otherwise

- Unless there are more services open at the same time as MIIU, they may as well all be open 8-8 as even after this time people don’t realise the MIIU can be helpful

- For the few people that use the night service, it makes it an expensive service which has been abused over the years

- Continuity

- Money would be saved, more staff available
I believe that lesser complaints should not go to A&E units, if it can be avoided. However, it is ridiculous to keep a Minor Injuries Unit open all night in order to treat one or two patients. Probably 8am-8pm for all units is sufficient, but I can only comment on Stroud, which has been excellent on the 2 occasions that we have used it - both occasions in the evening, and on both occasions have avoided the necessity of going to A&E for injuries that we could not have treated at home, but could not have waited.

This will overcome any confusion about opening hours and ensure adequate manning levels. An out-of-hours service can be provided by NHS Direct and the ambulance service with the help of paramedics.

Standardise all opening hours 8am-8pm to free staff to cover shifts instead of relying on bank and goodwill!!

If all MIIU's were standardised, we would know when they were open - all the same

Standardise all MIIUs

Standardise MIIUs: everyone will know when opened and closed

It should be consistent across the county with equal access

I have lived locally since I was born and feel consistency in opening times across Gloucestershire is most important

Consistency of service across the whole county

Consistent and people will pitch up at A&E anyway if they are closed

Option 1 will give parity of access for all residents (why is option 3 made up of 2 key questions which includes 4 units?)

If all hospital units are the same there is no confusion - Thank you

These are minor injuries and illnesses, surely one can wait until the unit is open again or if it more serious and therefore urgent, travel to where the higher level of care can be delivered i.e. Gloucester. The consistency of 8-8 opening around the county seems most fair

Figures reveal that 'appropriate' usage after 8pm falls dramatically to an almost negligible level. The only downside to option 1 is that the 'inappropriate' usage (i.e. drunks, drugs etc) may increase the burden on the ambulance service.
- I have chosen option 1, providing that this system does not stretch the existing staff too far
- This option would increase ease of access across the county for those with transport issues
- By changing to same time for all MIIUs, the public will know that the hours are the same to access any of the units. There should also be an MIIU in each of Gloucester and Cheltenham to reduce waiting time at the A&E departments
- Option 1 would be fair to all of them
- Better to treat all units the same, then no confusion should arise
- Option 1 would be better than 3
- Option one seems to offer best overall care and use of valuable resources
- Great for patient expectations!
- Probably the best value for money bearing in mind the limited NHS resources which could well become more limited post-Brexit
- As a positive to have the opening times instead of not open etc
- There is no X-ray after 5pm, overnight there is no doctor and very limited medication that can be given out by ENPs. 111 use it as a cheap alternative and send medical patients that have only been assessed over the phone to be seen by nurses who have had very little medical training. A minor injury can wait overnight anything more significant cannot be treated at MIUs and is sent on to GRH by ambulance which is probably what the patient should have done in the first place
- It would save money and make better use of staff resources and skill mix. It would bring service in line with rest of out-of-hours care as community nursing finishes at 8pm and this works well. There would then be a dedicated overnight team. The public would then need to take some responsibility for their care and not expect MIIU to fix everything
- Open in the day with more staff
- If this means more staff on in the day so less waiting time
- Skill mix will improve
ii) **Support for option 2**

- Option 2 would provide ‘equality’ throughout the county. As a general comment, I believe that it is much better to have these services locally than forcing people to travel to Gloucester or Cheltenham - especially in the case of older people.

- 24 hour opening for some MIUs seems excessive and unnecessarily expensive, but opening until 11pm is necessary - only being open until 8pm doesn't allow much time after GP surgeries have closed and this will impact negatively on the use of A&E departments.

- Local to myself is Dursley and Stroud. I feel it would be beneficial to stagger closing times. I work in a pharmacy, and recommend the Vale a lot for things we cannot deal with (bites that require antibiotics for example) especially on a Saturday when GP appointments aren't available. I think it would be key for an 11pm closure at Stroud due to everywhere else closing at 8pm, this would be the last option before A&E. Surely it's best to have somewhere for people to go for urgent treatment like this. I fear Stroud closing at 8pm would direct people to Gloucester A&E which would be putting unnecessary pressure on the staff there if the ailment isn't life threatening. Ps, we love all the work you're doing at the NHS.

- This makes most sense to me as the service is so little used between 11pm and 8am.

- Minor injuries & illnesses are likely to be obvious between 8am and 11pm. Any emergency outside of that time can be seen at Gloucester.

- A sensible compromise that mirrors other units and therefore a consistent message re: hours that the service provides.

- Other options are too radical a change, and reducing hours to 8pm would mean huge strain on ambulance service and A&E departments and out-of-hours GP services.

- I live in Tetbury, where the MIU closes at 4pm. I have used both Cirencester and Stroud MIUs in the evening, and they provide a substantial and valuable service. If the services have to change, then closing at 11pm is the option I choose - with the consequence being that if I have an injury between 23:00 - 08:00, then I telephone an ambulance. Question, is this best use of NHS resource?

- But until 12pm.
- An average of 2 MIIU attendees a night is not a good use of staff, money or resources

- Late evening access is important to deal with the more acute needs and to ease any increasing pressure on large A&Es in Gloucester and Cheltenham

- Looking at the charts you have supplied, it looks like very few people attend Cirencester and Stroud MIIUs between the hours of midnight and 8am, so give them shorter hours and save money there

- I understand limited numbers using MIIU makes sense to close at night. It is a worry for people who can't drive and vulnerable to injury out of hours

- Having spoken to Dr Mike Roberts today in Stroud, I think option 2 is the best option for the Stroud MIIU

- I believe that keeping the MIIU in Stroud and Cirencester open until 11pm will be more than adequate for the service users

- I think Option 2 should be trialled for perhaps 12 months before considering Option 1

- I don't think the opening hours should change, but 8am to 11pm would cover most of the customer need

- If it is not possible to have 24 hours opening for Stroud hospital, then I would like to vote for Option 2

- Very important Cirencester and Stroud open until 11pm. Difference of closing times not important, one needs to know local times but anywhere else - in Gloucester or Cornwall - one would expect to have to find out

- With correct signposting, patients should be attending ED departments with emergency problems where they have more provision of staff and resources making it safer for patients. Cirencester and Stroud are the busiest MIIUs in the county, so I agree they need to be open longer than others, but staffing and patient safety means it is not viable to keep Cirencester and Stroud open 24 hours. Therefore I feel 8am til 11pm is adequate provision

- As a Nurse Practitioner myself, I can see the benefits of the services remaining into the later hours at all sites such as the Dilke, Lydney and Cirencester and Stroud
• The Forest of Dean population is increasing due to the amount of new housing developments and needs more provision not less. Communications and public transport are poor making it impossible to access services in Gloucester. Stroud and Cirencester are under-utilised at night, so save money there and keep the Forest facilities open

• I have chosen option 2, because of the possibility of children needing the service between 8.00pm and 11.00pm

• I would prefer the 11.00pm closure, as by that time children should be in bed and the need for emergency care would diminish. A minor injury in a child often appears urgent to both the child and parents, however we know that many childhood injuries often look worse than they are

• To bring Stroud and Cirencester in line with all existing MIU opening hours

• Your evidence shows sufficient need to keep these units open to 11pm

• Providing the data is reliable

• Clearly shows in the accompanying information, that the majority of patients attend all MIUs between 8am-11pm

• I believe that a closing time of 8pm is too early in larger areas such as Cirencester and Stroud, however looking at data 24hrs does not seem cost effective. This saving could be better utilised in the larger A&E departments to reduce waiting times

• Local MIUs are vital to local communities. It is not always possible to find transport further afield in the evening. Please keep these facilities open as late as possible

• I think MIUs should all be 24 hours but if you are cutting the hours, the latest possible time should apply

• Better than closing at 8pm and have used Stroud MIU and got good service

• This seems to be the option with the least disruption
iii) Support for option 3

- I would like one unit in the Forest to be open until 11.00pm to avoid having to visit Gloucester in the evening which is a worry when you are elderly

- An incredible service - highly valued - wonderful staff as a parent - at least one available minimum until 11pm

- I believe that there needs to be at least one MIIU open later than 8pm in the Forest of Dean area, as it is a long way for patients to have to travel to Gloucester if the service is needed. Also keeping at least 1 open would reduce the pressure on A&E at Gloucester Royal after 8pm if at least one was open. However I don't think that there needs to be both sites open past 8pm

- At least 1 MIIU is needed in the Forest of Dean, too far to travel to Gloucester and it will only add problems to the very busy unit in Gloucester Hospital

- I think that it is vital that there is cover from one unit in the Forest until 11pm, I do agree that the two units to stay open until that time is not feasible

- We require opening in the one of the Forest hospitals to be until 23:00 hours

- Please keep one unit in the Forest open until 11.00pm. As an elderly resident, I do not want to go to Gloucester in the evening

- Would prefer to have at least 1 MIIU in the Forest open after 8pm

- We need to hang onto at least one Forest out of hours service

- I think it is important that either Lydney or The Dilke stay open till 11pm

- Please keep at least one Forest MIIU open until 11pm to ensure care without long journey to Gloucester

- It is extremely important that people in the Forest of Dean have access to at least one MIIU that is open until 11pm. It is an essential facility in an area that already has limited resources outside of standard hours

- We need one Forest MIIU to be open late because it is a 25 mile journey from the Forest to Gloucester
- Forest needs a late night option
- Better accessibility for general public and patients
- Injuries do not happen just between 8.00am and 8.00pm. One facility open later in Forest area could be very useful for late injuries
- Open one Forest MIiU open until 11pm at least
- It is essential there is an MIiU in the Forest during the evening hours
- I think that one of the units in the Forest of Dean should be open until 11pm. If not, people who are in need of attention could face a 60+ mile round trip late at night to get attention. Many people like myself live alone and help is not at hand
- Why is option 2 and option 3 the same for Cirencester and Stroud? Lydney 8am-11pm (or Dilke)
- Means less strain on Gloucestershire's main hospital
- There needs to be an alternative at night to A&E and this option would best provide it
- Prefer to keep open overnight but if not, this is best equal spread. Cirencester serves a wide area of southern Cotswolds. Bad enough that there is no A&E in the south of the county or in the Forest. Closing in the evening would put extra strain on existing A&E services which should concentrate on the real emergencies
- It would cut down on patients having to go all the way to Gloucester to block up A&E. Also if ill, you wouldn't want to travel so far!
- To save money, I think only one in the Forest of Dean should be open until 11pm, but Stroud and Cirencester are far apart and need to be open until 11pm as they serve a different part of the county. My concern is that with Gloucester the only one in the county open 24/7, a lot more ambulances will have to be called out as a third of the population now lives alone with at least half that amount not having anyone to call on to be taken all the way to Gloucester (if not fit to drive themselves)
- Make the service safer and more cost effective
- Hopefully this would mean better staffing in the day and no closures
• It would be helpful to see the number of patients that attend the proposed times to make a more informed decision. Changing the time until 8pm will only put pressure on A&E so need to ensure the Forest has one MIIU open until 11pm

• We need at least one open until 11pm in the Forest of Dean as a lot don’t drive and this will end up putting more strain on the emergency services as people will be ringing 999 to get to the nearest hospital being Gloucester

• If option 3 is chosen, changes in the Forest will need to be well publicised

• The information re opening times and services available needs to be clarified

• I hope this applies to 7 days each week
4) **Locality specific comments**

i) **Specific to Stroud**

- Would prefer Stroud to stay open longer
- Would be a good use of resources, to change Stroud to 8am-11pm
- Because of the number of houses being built in the area, the MIIUs could be called on more often
- Ideally, Stroud should remain open until 12:00 midnight as 11pm-12pm is busy and also this would relieve some pressure on Gloucestershire Royal Hospital
- If you forced me to pick, I would pick option 2. I think it is really unfortunate to close Stroud MIIU at night. I travel a lot on business and my wife is alone at home with 2 young children. We have made use of the night services at the MIU in Stroud on more than one occasion at the recommendation of the 111 team. She does not drive, so I do not know how she could get to a remote hospital in the case of needing urgent care, but not requiring an ambulance. Care at Stroud MIIU has been first rate and the staff excellent. While you say this is not a cost cutting measure, I struggle to see how it is anything but
- We have had good service in the past and would like to keep it thanks
- Members of my family have used this facility on at least 6 occasions that I can think of and find it unthinkable that it should close. What should happen is that the service should be better publicised, so that it is used more, which would subsequently take at least some pressure of A&E. 24-hrs needed in Stroud
- The only occasions members of my family have needed to use the MIIU in Stroud have been in the evening. On each occasion, we would otherwise have had to travel to Gloucester for treatment. I think it’s vital that these services remain available throughout the evening, and preferably beyond 11pm
- I have ticked option 3 as it is the most humane of all three, but my preferred option would be to keep Stroud open 24/7 and make people more aware they can use it. The government needs to know that local people need and value this constant and excellent service - we need it to be funded
• I think it is important that MIUs are open later than 8pm in Stroud as that is when many sports groups are training and could be going to MIU with injuries. Equally, The Vale in Dursley is only open until 8pm and people can go to Stroud if their injury is after that time

• As a parent with small children, this facility is so important. I am often on my own and the thought of having to take two children over to Gloucester, rather than round the corner to my local hospital is awful. I know many of my friends will also miss this service

• Would definitely prefer for Stroud Hospital MIU to remain as it is now

• I have used this unit (Stroud) in the evening, when driving further would have meant further injury

• Our community rely on the MIU in their area, please chose option 4 and it leave it as a 24hr service

• I think the opening hours should remain as they are, 24 hours a day

• If it isn't broke, don't fix it

• Stroud Hospital was always there for my children in the 1960's and often under threat of closure, but managed to keep going through the determination of local doctors whom I'm sure did extra duties on a rota in order to achieve this

• It would be a great mistake not to keep our local MIU open 24 hours

• It is important to provide good quality care locally as many old or very young cannot get to Gloucester out of hours. Really, all night care should be available at Stroud. There is no transport to Gloucester out of hours at night. Also dangerous. Many accidents are not major accidents but need care. This reply is from 2 people. Also people at work in Stonehouse have viewed in dismay at proposed closure times – Thanks

• It would be better to stay open later, perhaps until 12pm as this would cover people on their way home from a night out. This is a highly valued service by our family and other users and we would like to see it open as many hours as possible. It is well used and much appreciated. It is important to recognise that travelling to a larger hospital like Gloucester and the distance involved would be very stressful for young and old patients and we should be looking at the best place to treat them. This would be as close to their homes as possible whatever the time of day or night
• Stroud Hospital is part of a growing town

• Local facility particularly important for the elderly, children and those who do not have their own cars

• But should stay open 24 hours

• 24 hours

• 24 hours

• Keep open 24 hours

• Not everyone has a car available to travel to say Gloucester or Cheltenham. Bus services here do not operate late evening, Sundays or Public Holidays and taxis are very expensive. I feel a local service is essential for the elderly and disabled especially.

• We really value the MIIU at Stroud but understand that it is necessary to make better use of the resources at your disposal

• We really value the MIIU in Stroud and have used it a lot over the years, but understand the need to cut the overnight provision
ii) **Specific to Cirencester**

- Whilst recognising the business case and cost issues in providing nursing support, there is concern that the review and consultation has not provided the wider community with the opportunity to help shape services creatively and innovatively which best match its needs; the Gloucestershire Care Services NHS Trust has simply provided three ‘closed’ and ‘narrow’ fait accompli options. Fundamentally, it is important for a large town such as Cirencester to have a local hospital; notwithstanding the significant housing and economic growth expected up to 2031 with a strategic site allocated in Cirencester with up to 2,350 houses planned. The community quite understandably wants to see the MIIU in Cirencester kept open 24 hours a day, 7 days a week; some are concerned that a reduction in hours could lead to an increase in pressure on A&E services. Regrettably the consultation does not provide reassurance to the public and an increasingly elderly population that in the event of a reduction in hours, there is still medical support and advice throughout the evening either through 111 or the GP out of hours service. We trust the NHS Gloucestershire will work closely with local communities to provide this reassurance.

- Option 4 - keep it the same, very important to local people in Cirencester. I fully support this Hospital, it is a great credit to Cirencester.

- I’d prefer that the MIIU at Cirencester were available to me 24/7 as was the care this evening.

- Keep open for 24 hours.

- Open 24 hours please - very important when you have a young family.

- Remain with current opening times, 24hrs.

- Cirencester Hospital needs to remain a 24 hour service if possible.

- Keep Cirencester open 24 hours.

- Cirencester needs to be open 24 hours.

- Remain open 24 hours a day.

- Should be 24 hours open.

- Stay open late.

- To stay open over night.
• Cirencester is growing. We need this hospital more than ever now. Please keep it 24 hours

• 24 hrs

• 24 hrs

• 24 hrs

• Keep open 24 hours

• Keep open 24 hours

• 24 hours

• Open 24 hours

• Keep 24hr service

• 24 hours

• Cirencester is a growing town with a lot of young families and elderly people as well. These opening hours will provide us with first medical instance when required faster

• Cirencester is a growing town and needs an MIU. During the day, there can be long waiting times. Evenings/night are a must! Swindon and Gloucester are too far!

• There is no option listed here to keep Cirencester MIU open 24hrs. Given that the CDC Local Plan 2011-2031 allocates thousands of new homes to Cirencester, it is very worrying that cuts are being made to opening hours. There may be fewer people using the unit now but for those that do it is out of need. There must be a way this facility can stay open overnight. Health needs must be put ahead of economy needs in this instance.

• None of the above are appropriate for Cirencester. According to the he draft Local Plan, the population of Cirencester is set to increase by 40% over the next 15 years. It is absurd to even think about reducing the MIU opening times in Cirencester due to the increased demand. Let's have some joined-up thinking, please

• This area is being flooded with houses, roads very heavily congested, transport to Cheltenham, Gloucester, Swindon Hospitals would be life threatening in emergencies
- None of these options are really acceptable for Cirencester. I note that attendance has been reducing over the years. However, this review and resulting options do not seem to take any serious account of the huge proposed increase in population in the town with the 2,500 homes in Chesterton and other housing developments.

- This town is growing by the day and you want to shut our hospital.

- The population of the Cirencester area is growing rapidly, and the situation should be kept under review.

- I would prefer the MIIU in Cirencester to remain open 24/7 because with all of the extensive building work being undertaken in the area, there will be an increase in possible usage, and once closed, facilities don’t usually reopen.

- This unit is very essential. Do you realise just how many houses are being built in the area, therefore how many more people will be living and possibly require your service one day?

- Would prefer of course that Cirencester stays open 24hrs. The town is growing massively, very quickly, and there is growing need to keep it open.

- Please consider the huge increase in house building in and around Cirencester that is taking place now and also planning applications pending. Important to have an A&E open as many hours as possible to cater for this population increase.

- I live in Cirencester. I suffer from advanced Parkinsonism. I choke and I fall frequently. The local ambulance response times are now dire. Sooner or later I am going to be in desperate need of medical assistance. Without a functional local properly staffed minor injuries unit, sooner or later I and many others in my position will suffer life changing or life ending injuries. The population of Cirencester is aging. Their need for speedy trauma intervention although erratic is real. The decision to close / curtail the facilities at the Cirencester Hospital is based on financial expediency weighed up against historic statistical and actuarial probability. Once closed, institutions tend to stay so despite changes in demographic need.

- I am ill with a serious lung condition and need medical help regularly.. it worries me thinking that there may not be a local hospital to attend if needed.
- Cirencester - on warfarin, so susceptible to bleeding. Have required to
use A&E numerous times, so as to patch me up and/or to enable me to
journey onto Gloucester A&E

- I have voted option 2 but I believe it should be open at night. I have
recently used this service at 2am with my son having serious breathing
difficulties. After receiving 3 nebulisers, he was blue lighted to
Gloucester. Without the advice of MIU we may not have been so prompt
in getting him admitted

- Spinal stroke - time of the essence so taken then to Cirencester A&E.
This is no longer available to future stroke victims

- I don't think any of the services should change, I have used Cirencester
on many occasions for both my children and myself and it is an
invaluable service

- We have benefited from the service provided by Cirencester MIU on
multiple occasions for treatments to myself, my wife and 2 young boys [5
& 6 years]. The local alternative is Swindon Hospital which is already
over-subscribed in A&E. This is a critical local resource, with very good
service levels, and should preside over any other local projects

- With three children under 10, we would prefer 24hr service to continue
obviously!

- Keep open overnight an invaluable service

- Sent to Swindon for X-Ray at 9pm, got home at 4.45am. This is not
acceptable. Cirencester is growing by the day!

- There's no option to continue Cirencester as a 24 hour service then, so
this is all a bit pointless. Also you should be stating that all minor injury
units are now nurse led, with limited x-ray time. So it won't be a full
service even if you run it at the reduced 8-8

- Having a young child, the option of going to Cirencester to see out of
hours doctors on those worrying occasions is preferable to A&E, so
11pm would offer that up until a time where any other concerns I have I
would expect to seek urgent advice

- I have used Cirencester out of hours with my partner and now
Cheltenham is only open to 8.00pm Gloucester is too far and difficult to
get to, so therefore I would like to see Cirencester remain open
• As my husband’s full-time carer, it makes me incredibly nervous and concerned not having a 24 hour unit in the area. Due to his condition, something could happen at anytime of the day and night and although I am fully aware that Cirencester is not an A&E, having that secure clinical setting close by makes our situation a lot more safe and secure.

• Has the number of people coming to Cirencester from Wiltshire been considered, because I have seen a lot of people from my town Malmesbury come here?

• I am extremely concerned to read about the proposals to close the Cirencester Minor Injuries unit overnight. I live in Cirencester and have 2 small children. The hospital availability has been so important, particularly in the middle of the night and living locally. The nearest hospitals to Cirencester are Swindon and Cheltenham, both of which are a good 30-40 minute drive away, no use in an emergency or with a sick child. The unit has already been downgraded from an A&E to a MI Unit and I truly believe there will be severe consequences if this service is not available in the middle of the night. Not just in possible deaths from children (lives of small babies with meningitis have been saved due to this unit, and I was dealt with swiftly when I went in with appendicitis and sepsis, which can be fatal), but also from an increase in the use of ambulances. Worried and frantic parents will not hesitate to call one if they are unable to drive or get further afield. None of those options above are very desirable.

• Should be 24hrs with more staff especially with all the new houses being built in the area.

• I think it is important to have MIIU open until 11pm.

• We have used Cirencester and been sent home at 8pm due to no staff (having waited 4 hours) and been told to return the next morning and had to wait a further 4 hours. We were not satisfied with the service received.

• I've used it a few times out of these hours and it would be difficult to go elsewhere.

• I don't see the benefits of staying open till 11pm - especially if there's no x-ray after 17.45pm.

• 24 hours.

• Stay open late, save lives.
• I am concerned with any erosion of services especially with the potential increase in population once all the planned new housing is completed. Hopefully this will be constantly being reviewed and adjusted as and when the situation changes.

• I work in Cirencester Hospital and have a number of observations regarding the closures here. 1. If the minor Injuries department closes, it is more than likely the hospital will lose our porters during the night. If that is the case, what plans will be put into place about the rest of the hospital? If there is a death, how will the undertakers be let into the hospital (nursing staff levels at night are low anyway without clinical staff having to open the doors during the night). With no porters, there is also the matter of security. If there is a security breach within the hospital, who is going to know anything about it until it is too late? The wards are all upstairs or on one side of the hospital so if there was a break in downstairs or on the unattended side of the hospital, no one would be able to address the danger to patients and staff. Also, kitchen deliveries are made between 4am and 5am. Would those deliveries be made at different times, and if they are not, will there be cameras put at the kitchen delivery area to reduce the possibilities of thefts of milk and bread coming to the hospital. 2. If the fire alarm goes off in the middle of the night, who would be responsible for organising and or directing the fire crews to the appropriate areas of the hospital? For example, there is a staff accommodation block which is linked to the hospital so would a clinical member of staff have to leave the ward to go up there leaving the wards understaffed in that event? 3. When going through and planning the proposals for the minor injuries units, has the figures and percentages put forward taken into account the vast number of people that come to Cirencester from the Swindon and Wiltshire area? If the Unit was to close at night, it would severely increase the pressure put on Swindon A&E as well as Gloucester and Cheltenham. 4. Whichever proposal goes through, would there be a preliminary period whilst the new times and systems are worked in? Obviously all announcements would be made using every media outlet but how much of a breaking in period would there be if any at all? 5. If someone hasn’t seen any of the announcements and turns up to the hospital with Chest Pain because they do not have transport or if they have another serious injury or illness which has caused them to panic and not think logically. Something very tragic could happen at the doorstep and there would be no Porter or MIIU staff to see it.
iii) **Specific to the Forest of Dean**

**Both Forest MIIUs**

- Leave Forest Hospitals as they are
- Leave Forest Hospitals as they are
- Leave Forest Hospitals as they are
- Leave Forest Hospitals as they are
- Leave Forest Hospitals as they are
- Leave Forest Hospitals as they are
- Leave Forest Hospitals as they are
- Leave Forest Hospitals as they are
- Leave Forest Hospitals as they are
- Leave Forest Hospitals as they are
- Keep Forest MIIUs open
- Keep Forest MIIUs open
- Keep the Forest MIIUs open
- Keep the Forest units open
- Prefer Lydney and Dilke 8am-11pm
- Keep the Forest MIIUs open till 11pm
- Leave all Forest Hospitals as they are
- Keep the Forest going!
- Forest MIIUs great
- Keep as it is
- Leave as it is
- Leave Dilke & Lydney 8am - 11pm
- Leave Dilke & Lydney 8am - 11pm
- The Forest is a large area and deserves two hospitals
- The Forest should probably have more MIIUs based on the area our two currently cover
- The Forest needs a MIIU open 24 hours a day
- Please leave the Forest Hospital opening hours as they are now
- I do not wish this to change from how it is now
- Leave the Forest Hospitals opening hours as they are
- Leave our Hospitals as they are
- Hours to be left as they are
- Leave Forest of Dean Hospitals alone
- Leave Forest of Dean Hospitals alone
- Leave Forest Units as they are
- Keep Lydney and the Dilke Hospital same hours 8am - 11pm
- To keep the Dilke and Lydney Hospital open the same 8-11 hrs
- Keep Lydney and the Dilke open 8am - 11pm
- Keep the Dilke and Lydney at the same hours
- Keep to the present opening hours
- Keep the Dilke and Lydney open the same hours
- Leave Forest Hospitals as they are 8am - 11pm
- Keep the Dilke & Lydney
- We need to keep our local hospitals open
- The Forest should have 24hr cover
- Keep Lydney and Dilke open 8am - 11pm - no changes
- Possible transport difficulties in Forest of Dean
- Keep the Forest hospitals the same (no change in closing times)
- Alternate one month each Lydney 8-11, Dilke 8-8, then Lydney 8-8, Dilke 8-11. This would cover the hours and be more economic
- Lydney and the Dilke MIIU's opening hours should remain as open as is feasibly possible. We don't want to lose the MIIU facilities
• Keep it as it is as we are so far away from Gloucester

• Dilke and Lydney are the health jewels in the Forest of Dean for the people of the Forest of Dean who are repeatedly given short measure when facilities are decided. Transport to Gloucester is difficult, limited, expensive

• As much of the Forest is very isolated - a visit to the Dilke or Lydney sorts the injury or illness much quicker. They are efficient in both of these. The alternative for my family and friends will be Gloucester A&E which always has hours waiting time and is too busy now!!

• You must leave Forest of Dean times 8am-11pm as it is a vital service

• The MIIUs are important to the people of the Forest, a key element of the community

• The Forest Hospitals were built for Forest people, and as such, we would like them to be open as often and as long as possible

• Cost of transport back from Gloucester after 8pm would be approx £45-£50 - difficult for many rural families

• I had an emergency that needed treatment within 20 mins. I would have died trying to get to Gloucester

• It may take us 4-6 weeks to get to see your own Doctor, or any Doctor can take 7-10 days in the Forest of Dean!

• With restricted health care and the remoteness of the Forest of Dean, I believe it would be detrimental to change the opening hours of both the Dilke and Lydney hospitals

• Both Lydney and Dilke Hospitals must remain open from 8.00am - 11.00pm for all Forest people to attend, Gloucester is too far and may not get there

• Important to keep all services within the local areas as bigger hospitals are always under pressure to meet deadlines

• Would be nice to have the option for Lydney or Dilke to 11pm rather than those further afield. Having two young children, it would be nice to know we have somewhere close to take them rather than travelling miles. Stroud and Cheltenham are a fair distance to travel which does not give peace of mind
• It is a long way from the Forest of Dean to Gloucester in an emergency, nobody knows when they are going to need help

• I would really like the Dilke and Lydney left as they are. I would be most upset if this is just the beginnings of more running down of services to come in fact I’d be mortified as Gloucestershire Royal Hospital is a long way for Foresters to get to

• We have an excellent service in a rural area, please leave it as it is

• I wish opening hours at Lydney and Dilke to remain at 8am - 11pm

• The Forest MIIUs are an important facility for the surrounding population, especially out of hours. Keep at least one open till 11pm

• As per your information leaflet, my choice for the Dilke and Lydney MIIUs are that there are no changes to the opening hours for either unit. This does not seem to be reflected in the above options and contrary to the information in your leaflet

• Leave the Dilke and Lydney alone as the Forest of Dean population is getting larger and need this service

• Lydney and Dilke need to stay open. It's too far to Gloucester from the Forest of Dean in the case of minor injury

• Remember - all the Doctors in Chepstow and Lydney depend on Lydney Hospital and The Dilke for 'out of hours' help - no one says that! No one will go to the Gwent!

• I am a member of a ladies skittle team and we have used Lydney and Dilke MIIU several times after 8pm. Otherwise we would have to go to Gloucester Royal Hospital. A long trek for a minor injury. One of the hospitals should be available up to 11pm. Thank you for the good work at both hospitals

• If the decision is taken to reduce MIIU in the Forest of Dean, it will place additional strain on the Ambulance service. A few months ago, I had to call an ambulance at 9.53pm on a Tuesday evening for my mother who was experiencing severe breathing difficulties and an exceedingly high heartbeat. I had to call again at 10.07 pm to find out where the ambulance was and it eventually turned up at 10.15-10.20 pm approx. If the MIIU hours were reduced further, I anticipate that we would have had to wait even longer and my mother may no longer be here
• Think Lydney and Dilke is needed to stay. Gloucester is too far if really poorly and might be too late if have to travel to Gloucester

• Having to travel 25 miles to the nearest hospital will be a nightmare

• With 2 x children, I am a facilities user

• Such a long way to Gloucester when you are feeling poorly or young / old patients involved - sat around waiting for sometimes up to 4 hours

• The MIIUs in the Forest should both be open until 11pm due to accessibility to the health service after doctors surgeries have closed

• In the Forest, it is essential there is a later opening time for residents here as the closest hospital is in Gloucester. However by keeping all seven opening hours the same, then there is no favouritism of any area as all will be the same which appears to be fairer for all residents in the county

• There needs to be MIIU access in all parts of the county until 11pm otherwise people in this area will have to travel unnecessarily to Gloucester or Cheltenham

• Going to Gloucester hospital from my home takes about an hour so Lydney or Dilke is preferable

• Please keep services local and easily available

• Due to the layout of the Forest of Dean area, I feel that both Dilke and Lydney Hospitals should be open until 11pm

• Be careful of taking the choice of MIIU attendance away in rural areas - you need to look at ambulance response times to red calls - grim in Forest and Cotswolds, good in the cities. You may take away a place of safety and leave a poor 999 response - which then significantly disadvantages local people. Is equity of access not one of your "core values"? These should be non-negotiable

• Due to the layout of the Forest of Dean, it is my opinion that both Dilke and Lydney hospitals should remain open until 11pm

• Reducing the hours of either the MIIUs in the Forest of Dean would cause much stress to people needing ambulance service to go to Gloucester Royal (if Forest of Dean MIIUs both closed at 8pm) due to turnaround times. Also this causes stress and un-due pressure on ambulance staff who may miss vital signs in a patient’s well being
• The Dilke and Lydney hospitals play a vital role in serving the community of the Forest of Dean. The difficulties of driving into Gloucester with injured/ill children or adults is very stressful and not always that easy or quick. Changing the times and/or making closures is not a sensible option for such remote communities. This would also increase waiting times at Gloucester hospital as well, putting a further strain on an already over burden location (this is from experience)

• Ruardean and other Forest villages will be without 24 hour care within 20 miles. Already difficulties seeing a GP, phone service rotten. People could well die unnecessarily

• The Forest of Dean needs these MIIUs. Lydney and the Dilke need longer hours and more staff

• Would prefer no changes, especially in the Forest of Dean where transport is so bad

• The MIIUs in Lydney and The Dilke are working well (husband recently used Lydney) and should not be changed. The Forest often receives poor resources/services but this works, so leave it alone!

• It is more convenient to go to Dilke or Lydney than all the way to Gloucester

• If they are only going to be open until 8pm, you may as well just close them all together, because if you need an A&E after 8pm, you would still need to go to Gloucester from the Forest anyway!!

• The Forest of Dean need our MIIUs! Gloucester is too far when you have an injury/injured child!

• Lydney and Dilke offer a first class service on the doorstep, otherwise a journey of at least an hour would have to be made to sit and wait for who knows how long??

• Leave the opening hours of the Forest Hospitals the same as now

• Please keep the Forest Hospitals as they are 8-11pm. It is important that we do not have to travel to Gloucester for MIIU. Why not open 11am - 11pm?

• But would rather you didn’t change ANY of the opening hours for Forest MIIUs please!

• Would like to keep to norm and no change at the Forest of Dean MIIUs
• In an ideal world, it would be good to keep both Lydney and Dilke open but keeping one available till 8pm is preferable to travelling to overstretched Gloucester Royal Hospital

• Both the Dilke and Lydney should stay open. Your ‘options’ force people to select to close one. This is different to what is suggested in your booklet and misleading

• The opening hours of the MIIUs in the Forest of Dean are a necessity as we are so far from Gloucester at which the A&E is stretched to its limits. As a family, we have been so grateful for our wonderful local MIIUs on so many occasions.

• Leave Dilke and Lydney as at present

• Status quo for Lydney and Dilke Hospitals

• Would like Dilke and Lydney MIIUs to stay as they are

• People find it very hard to get to Dilke or Lydney from the other area. Changing one or other would not be helpful

• Option 3 will without doubt lead to problems in Forest of Dean

• I live in the Forest of Dean. The Dilke and Lydney Hospitals are invaluable to us. Would not like to see any change if at all possible

• Living in the Forest of Dean, any need for attendance of MIU in evening means a long journey to Gloucester ... OK if you have (a) access to a car (b) someone who can drive if you live alone and you cannot... If this is not possible, then it would mean calling a paramedic to attend you at home....

• As there is always a huge waiting time at Gloucester Accident and Emergency Unit, surely it is even more important to have the local units open for longer to save so many people having to go there. It is also very frightening to have to travel so far from the Forest villages to Gloucester when you are in severe pain. Elderly people need to have local access all hours of the day and night which would also free up the ambulance service

• It is important to keep the MIIUs for people in the rest of the county. Gloucester Royal is very busy, also difficult for some people to get to (may not have car or be able to use it)

• Few enough facilities in the Forest as is!
Option 3 is the least favoured. I believe that the public needs to have an easy to understand option. The opening hours of both Forest hospitals should be the same. MIU's are particularly important for 24 hour and evening shift factories several in Lydney. Also for mothers with young children. The Forest of Dean is increasingly become a tourist area where visitors do not have doctors - some quite extreme cycling in places!

The Dilke and Lydney hospitals both play a very very important part in our health care in the Forest of Dean. Without these facilities, it would create more delays with the main hospitals in the county, with people struggling for transport to attend Gloucester or Cheltenham. This would create a greater need on the call for ambulances therefore stretching all services even further…

Given demographics of Forest of Dean and resistance to alternatives, there is a need to maintain existing provision

The Forest is limited to Hospital choices. In emergency, only 2 roads available to get to Gloucester/Cheltenham

If an accident happens after 8.00pm, it is difficult to get to Gloucester from Coleford especially if you cannot drive

We need late hours in the Forest. It's a 20 mile at least journey to Gloucester if anyone needs immediate attention e.g. heart problems, bad cuts and car accidents

Alternating open hours would suit community best

Could the opening times not be varied between the MIU's dependent on a survey of actual usage to have the most used needed open at the times of high usage

Regarding Lydney and Dilke hours changing, why not consider doing the 8pm closing on an alternate basis? E.g. Dilke close at 8pm one week, with Lydney being open until 11pm, and vice versa the following week. Just a thought

Although we have never needed the MIU's, we really appreciate that they are there and the staff who operate them

Local services are essential, especially in bad weather with the roads in these rural areas

What happens in rural areas where people have no transport options?
• Preference is for 8am-11pm Lydney and/or Dilke

• I did not wish to answer option 2 - however I cannot complete the survey unless I give an answer - this is an error. I do not think opening hours should change. Dilke and Lydney hospitals are a vital provision in a rural area. On more than one occasion, we have needed to access urgent medical care in the late evenings. Whilst I dislike the newer appointment booking system, I do feel this service is crucial to patient safety. Recently my 83 year old mother needed antibiotics for a severe urine infection. I know that it would have been impossible to persuade her to go to Gloucester in the evening and so the Dilke was an excellent option

• I work in both MIIUs - Dilke/Lydney numbers of patients in both MIIUs have increased a lot this year. I do not think the numbers of patients quoted for 8pm-11pm is correct

• These options are unclear! Please leave Lydney and Dilke as they are. Thank you

• Working in Cardiff and away a lot means that this service is vital for me because my doctors open after I leave for work and are closed by the time I return

• Day time opening of all MIIUs is important to local people who otherwise have to travel 30 miles and to an extremely busy Gloucester A&E. These units ease the burden for the acute hospitals

• Don’t change times. Do not treat anyone without insurance, tourists or other visitors, or residents without proof of living here for less than 5 years

• If I have a minor injury after a certain time, I have to travel 8-10 miles to the nearest unit, by which time it could have worsened - have to go to Gloucester Royal Hospital for anti-venom from adder bites

• Have to travel to Gloucester Hospital (roughly 14 miles) to get anti venom for adder bites when there are two hospitals in the Forest

• The Forest of Dean needs to be used more for the community, so that people do not have to use a very poor bus service and end up missing appointments

• Make the Forest equal to the rest of the county. Emphasis that GP out of hours, NHS Direct A&E still available
Lydney MIIU

- Lydney Hospital is a very valuable asset to the community and would be disappointed to hear of closure/movement

- I feel that it is vitally important that the Unit in Lydney is open until 11pm as this provides a service for many people who live some way from Gloucester and who otherwise would face a long journey late in the evening. And such a journey is likely to exacerbate any health issues that a patient and their family are experiencing

- Lydney hospital serves a wide area of the Forest and is central for communities from Chepstow along the A48, which is a vital trunk road for the Forest. The Forest is also a busy tourist area and we need to have these facilities at hand for any incidents that may occur

- I have used the Lydney MIIU on a couple of occasions over the last couple of years when the children had a minor ailment and we attended both times in the evening due to work commitments. Also GP appointment would have been 2 weeks, far too long to wait. Excellent service, I really valued it and appreciated not having to go approx 20 miles to the Gwent in Newport or 30 miles to Gloucester or 18 miles to Bristol and then wait for hours to be seen. Was seen quickly and efficiently on both occasions

- Keep Lydney open, otherwise it means a trip to Gloucester, and we haven’t any means of transport!

- I think Lydney hospital is more easily accessible to a larger percentage of the population in the Forest of Dean area

- Please leave Lydney Hospital open. We are pensioners with grandchildren who at time-to-time - need Lydney Hospital

- I’m for all to stay open, but Lydney for me

- Please keep Lydney Hospital open

- Think Lydney should remain 8am-11pm as serves a wider area and further from a main hospital. If one needs to change - Dilke 8am-8pm as people are nearer to Gloucester Royal Hospital from here if need medical help

- Preferred option would be to change the Dilke to 8am-8pm and keep Lydney 8am-11pm
• As I do not drive, it is easier for me to get to Lydney than any of the others so needs longer opening times

• Lydney - no transport to Dilke

• Population of Lydney warrants an MIIU

• The Lydney MIIU is important for me as it is the nearest point to receive treatment out of hours

• Lydney Minor Injuries is such an amazing practice and has saved my life with asthma many times as well as stitching up and setting bones!

• Lydney is essential

• Lydney Hospital has always been invaluable to us as it is so near and much easier to get to than Gloucester

• Lydney should be open 8 til 11pm. Gloucester is a long way to go if you need medical help. Phone is not always good enough.

• Prefer Lydney hours to be 8.00am-11.00pm

• I have recently had to go to Lydney minor injuries unit with a really really bad injury to my leg I was lucky enough to be seen by a nurse with plastic surgery experience at 5pm. We need Lydney

• Opening hours at Lydney must be 8am - 8pm. It is a 40 mile round trip from Lydney to Gloucester, not very safe organisational system for offering quality, effective, safe, care and treatment. People lives will be at risk

• My choice would be change the hours of the Dilke
Dilke MIIU

- 30 years ago, the Forest of Dean was little known. Now the area close to the Dilke is a haven for tourists and extreme sports. Keep it open 8.00am till 11.00pm!

- Keep the Dilke open

- Keep Dilke open late

- Keep Dilke open, very important for the history of the Forest. Update it - birth unit as well, thank you

- The Dilke is vital to the Forest and must maintain full service

- Need a hospital in the centre of Forest to stay open as late as possible - Dilke is best choice

- The Dilke is central to the Forest and is an important part of our community

- I consider the Dilke Hospital to be the most central within the Forest of Dean and should remain open until 11pm

- The Dilke is the most central to the Forest and surrounding areas so should be open the longest.

- I would prefer the Dilke to remain open later as it is more central for the majority of people to get to

- I feel the Dilke would be a more central choice for retaining these services

- We really need the Dilke Hospital to stay open

- Please do not reduce Dilke hours as this occupies central location in Forest and gives good cover for all our tourist visitors when we are so far from major hospitals. Lydney is not such a central and convenient location

- The MIIU at the Dilke should be the one to remain open until 11pm. Travel from Lydney area to Gloucester Hospital is faster than from central Forest of Dean if emergency care is needed, but cross-Forest routes to Lydney are more complex and longer

- Please keep the Dilke Hospital open
• Underlined - the easiest for elderly people like myself living in the Forest of Dean area

• In the Forest we need the 11pm coverage - Dilke Hospital!

• I am also happy with Option 3. However, if this is the preferred option, I think the Dilke should remain open until 11pm and Lydney should have its hours reduced to 8pm. The Dilke MIIU is more centrally located in the Forest of Dean area, and there are urgent care units in Chepstow, Ross on Wye and Monmouth as well. Often the Forest is forgotten when making countywide plans as it is the other side of the river, I would urge the commissioners not to forget the Forest community and not penalise them unfairly in preference to the rest of the county

• I think the Dilke service is superb

• No change to current open hours for Dilke

• Please keep the hours and the Hospital used by many

• The Forest of Dean needs at least one hospital open from 8am - 11pm, preferably the Dilke. Gloucester Royal cannot take any more patients

• Gloucester is a long way to travel so need an MIIU to stay open till 11.00pm - Dilke is my choice

• We saw the value of the Dilke earlier this year when our daughter was diagnosed with appendicitis at 8pm on a Sunday evening

• Please keep the Dilke Hospital open - it is much more central for all areas of the Forest and is especially needed because of the areas visitors, cyclists and walkers, plus relieving the hours waiting times at Gloucester A&E. Please choose the Dilke

• The Dilke MIIU saved my life when I had a cardiac arrest and my wife had the presence to rush me when I became unwell to the Dilke as ambulance response times are poor in the Forest

• The MIIU in Dilke should remain open until 11pm and close Lydney at 8pm. This would make more sense as the out-of-hours service with a Doctor is based at Dilke until 11pm. Also older and ill patients do not want to be travelling to Gloucester or Cheltenham where the current A&E service is unable to often cope with demand, I appreciate that some circumstances cannot avoid attending Gloucester, but keep the community hospitals open providing a service like they always have
• We use the Dilke. As a mother with young children, we always seem to need it in the evening, so reducing the hours would mean a 40-mile round trip to Gloucester.

• My family have used the Dilke many times and it is an exceptional hospital.

• The local Hospital is very important to our local community.

• My personal preference is for the Dilke.

• Leave the Dilke as it is please.

• Keep the Dilke Hospital.

• Keep the Dilke open the same.

• The Dilke needs to be open. It is a big area in the Forest of Dean.

• We need the Dilke Hospital to stay open 8am - 11pm.

• Leave Dilke hours as they are from 8.00am - 11.00pm otherwise Gloucester is the nearest - over half an hour away!

• The Dilke is an essential resource and to shut it at 8pm would be massively disadvantageous to the local community.

• The Dilke needs to be open longer. We need it open till 10pm.

• I would like to see the Dilke stay open from 8am-11pm. In my mind the best Hospital in the Forest.

• I would like to see the Dilke stay open from 8am-11pm. In my mind the best Hospital in the Forest.

• The geography of the Forest would suggest that it would be better to keep the Dilke open to 11pm - this would help the northern reaches of the forest e.g. Newent and Mitcheldean.

• To access urgent care in a rural area is bad enough, and impossible if you have to rely on friends or neighbours to convey you to hospital 15 miles away late at night. Calling for an ambulance is being discouraged, and in any case, a non-existent service in the Forest - patients at the Dilke have waited for transfer to Gloucester for three hours meaning that staff on the late shift have to stay until 2am in the morning, 3hrs after their shift has finished. This unit must be kept fully operational.
• The Dilke Hospital is very important for us to keep open

• I would like to see the Dilke Hospital stay open as I live in Cinderford

• Please leave our Hospitals alone. We rely on the Dilke. It has been a lifeline to a lot of local people

• The Dilke should not be changed because it provides more cover for the Forest of Dean

• Having 4 young children and living in Cinderford, we use the Dilke hospital a lot and it would be too much to have to travel to Gloucester when there is something wrong with one of my children

• I think the opening hours at the Dilke should be 11pm or later. It’s always busy especially at weekends. Gloucester is overcrowded enough and it will be a lot worse if Forest people have to go there instead. There are a lot of people that live in the Forest - why should we go without services to our health to travel miles and wait for hours?

• Each time I have used the Dilke memorial hospital, it has been after 8pm and with small children, this has become more frequent for us as a family. Please keep it open as it is now until 11pm, too many services are being taken away from the Forest of Dean communities already, please do not limit this vital resource

• Due to access and geography, we would wish the Dilke to be open until 11.00pm: however these changes should await the changes proposed by the Clinical Commissioning Group following the outcome of their review of emergency care
5) **Miscellaneous**

- Given the lower numbers attending Lydney and the Dilke, I would have had a fourth option of Stroud and Cirencester till 11.00pm, both Forest of Dean sites until 8.00pm

- Option 4 should be Stroud and Cirencester 24 hours, others 8am to 8pm. Option 5 should be Stroud 24 hours, Cirencester 8am to 11pm, others 8am to 8pm. Best option 4, then 5, then 3

- I do not actually support any of the above, so please do not count mine in your totals, but the form does not allow one to proceed without choosing one of them. You do not give an option to start opening earlier, yet the graphs for Stroud and Cirencester show a rise in attendance at the MIIU starts from 6am. A 6am or 7am start would help those who may have waited overnight to catch first buses into Stroud, and also reduce the impact of a queue if not opening until 8am. There is no evidence that such a possibility has been considered

- I think all 7 MIIUs should be open from 8am-11pm. If you shorten the opening hours, this will only put more pressure on larger A&E units which are already not meeting their waiting times due to the large number of patients attending!

- I would suggest all seven have a time of 8am to 11pm - this will allow A&E to pass patients to this service, and by doing so help the hospitals meeting the waiting directives for A&E more readily, as there are a number of minor injuries that may be causing congestion in the A&E department

- All hospitals should be 8/11 or 8/8

- All 8-8 and one from each area 8-11 would be fantastic

- Dilke Hospital and Lydney Hospital 8am - 8pm

- Prefer 8am - 10pm

- I would prefer time 6am-11pm to prevent the rush hour in the morning if you had to get to the Royal or Bristol

- Would prefer an option to continue Cirencester 24 hour cover but reduce Stroud to 8am to 11pm, and reduce Lydney or the Dilke to 8am to 8pm

- Why 2nd choice Cirencester and Stroud which are not too far apart
• We found the 3 options too restrictive and would have preferred more options in Forest of Dean

• Don't know enough about the Forest to comment

• Stroud or Cirencester to stay open at night

• I would like to see either Stroud or Cirencester open 24 hours and I think 8pm is too early to close for any MIIU

• Opening at 7am would be a better option

• Without any information to show whether there is a daily variation, is not possible to determine if there is merit in another solution which has longer/different hours midweek to weekends. Has this been considered?

• It would have been useful to have information in relation to usage of the MIUs, i.e. the busiest period of usage is x and so on. Decisions should be based on need more than anything else

• No option to close MIU in the day and develop proper out-of-hours centres. Extend hours and make Cheltenham an MIIU. Have one Forest hospital

• Unfortunately the only Saturday available in the Forest to visit a consultation, I was away. Working hours did not suit the rest. Thank you for asking opinion. I couldn't vote on an option as much info was missing and to have voted on Option 2, say, to keep hours the same would have meant me voting on another service that does not affect me. I would have liked to have known more about i) how people were travelling to reach an MIIU/whether they could reach one instead of the other in the Forest of Dean for example, being rural with a limited bus service; ii) the acute hospital cohort. What was it that stopped the group going directly to a GP or an acute hospital?; iii) if there were reassurance that ambulance, A&E and GP services will be, not may be it seems, assisted more it would have been easier to vote. 111 are making inappropriate directions to A&E Gloucester; iv) I suspect from a 'business' point of view value for money is more about the staff at MIIU working on other things while manning the stations than looking to shorten hours e.g. holding 8-11 pm clinics; assisting lab work; organising CPD; conducting peer review of notes etc, there are any number of things that could be run alongside. I rarely see full use of manpower at a quiet NHS desk, yet that is how quiet time in business and shops is routinely spent

• Need to ensure Cheltenham and Gloucester hospitals increase staff to avoid even longer waiting times there
- I am concerned that not being open from 11pm to 8am, that people who need emergency treatment will be required to travel much farther to get this treatment. My preferred times would be 0700 - 2400 which allows for people who may be injured at work or at home. This is the times when people are awake an accidents happen

- My preference is for either Stroud or Cirencester to be 24 hours and one of the Forest MIIUs

- Please keep one of the MIIU's open overnight

- Either Stroud or Cirencester should remain open 24hrs. Failing that then option 2 is the least damaging

- Please commit to move the released resource to Gloucester or Cheltenham hospital

- Surely the government should be investing in training more qualified nurses?

- Pay doctors and nurses more to encourage more people to train. Using agency staff costs way too much. We've had brilliant care in Stroud and Gloucester

- I was surprised to read that one of the reasons for reducing the opening hours is because of the lack of nurses. This is a profession that is in high regard with the public and it makes me wonder whether it is the payment and stress within the nursing profession that is the cause for the lack of nurses

- Are the casualty staff also available to work on the wards? When not busy in casualty?

- Prefer to keep open extra hour to midnight

- Ideally should stay open until midnight

- Perhaps 12 midnight would be better than closing at 11pm

- My preference would be open until 12 midnight

- If shift patterns would allow.......0700-2200 would be better

- Please re-consider re-opening Cheltenham General Hospital A&E to a full 24hour service as it used to be, as the Gloucestershire Royal Hospital A&E is at crisis point
- I took my neighbour to Cheltenham A&E: they withheld treatment as it was approaching 8pm - Cheltenham A&E should be 24 hours

- Gloucester Royal is not convenient - Cheltenham General is much easier to reach in an emergency (Cirencester resident)

- Why not work with Gloucestershire Hospitals Trust and co-ordinate services to make all more efficient and alert 111 to divert patients to peripheral hospitals

- Making Gloucester Royal the only 24hr service is fine if there is adequate coverage for the rest of Gloucestershire between 8pm - 8am e.g. more paramedics for triage work, night ambulances stationed around the Forest area and helicopter pads for a major emergency

- Be aware that Cirencester MIIU was reported closed last week at midnight and the 111 service sent a patient there

- Staff in MIIUs should understand why patients come there and not to Gloucester A&E

- While accepting the economic constraints faced by the NHS, it must not be allowed to forget the needs of the public it serves. The cut proposed might save in staffing but people without transport will instead place an increasing burden on the ambulance service to get emergency help

- Some motivated staff would help - very negative HCA/Clerk. Jobsworth sprang to mind

- As a First Aider in a local youth group, I have in the last 6 months taken 2 young people to hospital after the hours of 8pm. One was to the nearest MIIU and the other to A&E in Gloucester (we were in Gloucester at the time), otherwise it would have been our nearest MIIU, as we know that we would get seen a lot quicker than going to Gloucester's A&E!! This is evidenced by the fact that when we took the injured young person to the nearest MIIU, they had been seen, patched up and were back with the group within half an hour, before we needed to inform parents. When we went to Gloucester, we had to get the parents to drive into Gloucester where we met them & left the young person in their charge - it was much later before they got home!! Not to mention that since Cheltenham's A&E has closed overnight and at weekends, the problems of ambulance response times & A&E waiting times in Gloucester has rapidly increased due to the increased use of Gloucester A&E - know someone, whose 80 year old mother fell in Cheltenham in the early evening on a Sunday breaking her hip - the Rapid Response was there quite quickly but there was little they could do & she was lying on the cold
concrete for over 2 hours before the actual ambulance arrived & then she had to be shipped all the way to Gloucester - totally unacceptable!! Closing MIIUs in the late evenings is only going to make incidents like this all the more common, as people will have no option to go to the A&E in Gloucester. Some people will say if it's not that bad as you can get an appointment with the GP in the morning - you try getting an appointment with the GP when you need one!! I Work with someone who had quite a bad chest infection, and the antibiotics he was given by the GP haven't worked, so on Monday we sent him home & he tried to get another appointment - he couldn't get one until today (Thursday) & he has been off work (thankfully for him as he needs to time to get well) all that time!! I tried to get one last month for something quite minor & was told I wouldn't be able to get one for 2 weeks!!

- Sorry but my answer is option 1 as I must give an answer, but where is Moreton MIIU in this? Right at the top of the county, 40 minutes from Gloucester on a good day. Currently 8am-8pm and Saturday mornings 7am-11pm would be good.

- Please keep the general public informed - it is their service after all

- Perhaps educational leafletting of households is required, informing people of appropriate use of the different medical facilities available

- I think it is important and necessary to keep the units open until 11pm, dispense with overnight facilities but boost ED facilities at Swindon and Gloucester

- ENP's need to be graded as Band 7's, you may then be able to recruit. Band 6 ENP’s are understandably moving on - 2 ENPs needed on duty

- All of my choices are dependent upon the continuation of a good ambulance service. The paramedics are well-trained and excellent at their job. That excellence must be maintained. In rural areas, MIIUs matter. Do not reduce their availability unless you are certain (not merely "fairly confident") that access via paramedics to the full A&E service remains possible. If you are to reduce service provision, use the word "reduce", not merely "change"

- Most patients travel from Swindon so need to be included in consultation or more publicity about changes to service are needed in the Swindon area

- GL18 indicates Newent area, therefore, Gloucester Royal Hospital is always first choice. An accident centre in Newent to alleviate pressure at Gloucester Royal would be ideal 8am-11pm
• In my part of the county, Forest of Dean operations are not relevant. South Gloucester facilities need to be factored in, e.g. Yate and Southmead. Parliamentary boundaries do not apply

• Co-location with new 2017 out-of-hours VIP

• A wider GP PN based out-of-hours service may be helpful

• In many respects, the merging of South Gloucestershire to Wotton would be better than Stroud due to accessibility/public transport

• Having lost Tewkesbury out-of-hours (and MIIU). This needs to be reinstated because information was not being given out that Tewkesbury was open when it was! Communication is vital and a duty of care and conscience should be given to make out-of-hours clinics much more accessible especially to all people in and around Tewkesbury who can get in more easily to Tewkesbury than to either Cheltenham, Stroud, Cirencester, Forest of Dean, Evesham or Winchcombe. Thank you.

• I recently had to use the services of your minor injuries unit in Cheltenham and they were excellent. Please note that I could not find where minor injuries was in Cheltenham by looking on the Internet it was not listed. I could find addresses for Stroud, Tewkesbury etc. I had to call 111 to find the minor injuries for Cheltenham
Appendix 2: EasyRead information booklet

Review of Minor Injuries and Illness Units in Gloucestershire

What do you think?

There are 7 community hospitals in Gloucestershire

- North Cotswolds Hospital
- Cirencester Hospital
- Dilke Hospital
- Stroud Hospital
- Lydney Hospital
- Tewkesbury Hospital
- Vale Hospital
Each community hospital has a Minor Injuries and Illness Unit which treats people with rashes, bites, cuts, burns, sprains and other minor conditions.

The opening times of these Units may change in future.

We want your views about our proposed changes.

Current opening times of Minor Injuries and Illness Units

<table>
<thead>
<tr>
<th></th>
<th>DAYTIME ONLY</th>
<th>DAYTIME AND EVENING</th>
<th>ALL DAY AND NIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Cotswolds Hospital</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tewkesbury Hospital</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vale Hospital</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stroud Hospital</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cirencester Hospital</td>
<td></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Diike Hospital</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lydney Hospital</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Why may the opening hours change?

- We do not have enough nurses to always provide the best possible care
- The Units are not busy at night

Watch the video on our website [www.glos-care.nhs.uk](http://www.glos-care.nhs.uk) to find out why the times may change.

What are the possible changes?

<table>
<thead>
<tr>
<th>Option One</th>
<th>Stroud, Cirencester, Lydney and Dilke will change to...</th>
<th>AM - PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Vale, Tewkesbury and North Cotswolds Hospitals will stay the same</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option Two</th>
<th>Stroud and Cirencester will change to...</th>
<th>AM - PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Vale, Tewkesbury, North Cotswolds, Dilke and Lydney Hospitals will stay the same</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option Three</th>
<th>Stroud and Cirencester will change to...</th>
<th>AM - PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>And Dilke OR Lydney will change to...</td>
<td>AM - PM</td>
</tr>
<tr>
<td></td>
<td>Vale, Tewkesbury, North Cotswolds, and Dilke OR Lydney Hospitals will stay the same</td>
<td></td>
</tr>
</tbody>
</table>
Tell us what YOU think

- Post the Freepost card

- Tell us on our website www.glos-care.nhs.uk

Click the survey link!

The last day to have your say is 31 August 2016

Any questions?

Telephone: 0300 421 8599

Email: MIIUreview@glos-care.nhs.uk

www.glos-care.nhs.uk