Patient Advice and Liaison Service (PALS)

If you have any concerns about any of CPFT’s services, or would like more information please contact: Patient Advice and Liaison Service (PALS) on freephone 0800 376 0775 or e-mail pals@cpft.nhs.uk

If you require this information in another format such as braille, large print or another language, please let us know.

Out-of-hours' service for CPFT service users

Please call NHS 111 for health advice and support.

Leaflet updated May 2018
Leaflet review date: May 2019

HQ Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF.
T 01223 219400
F 01480 398501

www.cpft.nhs.uk

CPFT supports the HeadtoToe Charity – visit www.HeadToToeCharity.org for details on how you can help

Minor Injuries Units (MIU)

Doddington Hospital, Princess of Wales Hospital, Ely;
North Cambridgeshire Hospital, Wisbech

Pride in our older people’s and adult community services

A member of Cambridge University Health Partners
Minor Injury Units are at the following premises

**Doddington Hospital**
Benwick Road
Doddington
PE15 0UG

T 01354 637078
Mon-Fri, 8.30am-6pm; Sat/Sun 9am-5pm
Bank Holidays 9am to 5pm
(excluding Christmas Day and New Year’s Day)

X-ray facilities
Mon-Fri, 9am-5.45pm; Sat/Sun 1pm-4.45pm

**Princess of Wales Hospital**
Lynn Road
Ely
CB6 1DN

T 01353 772500
Mon-Sun, 8.30am-6pm
Bank Holidays 8.30am-6pm
(including Christmas Day and New Year’s Day)

X-ray facilities
Mon-Fri, 9am-4.45pm

**North Cambridgeshire Hospital**
The Park
Wisbech
PE13 3AB

T 01945 468787
Mon-Fri, 8.30am-6pm; Sat/Sun
Closed Bank Holidays

Closed X-ray facilities
Mon-Fri, 9am-4.45pm

No appointments are necessary

For further information about this service

Annie Rose
Administrative co-ordinator

Minor Injuries Unit
Doddington Hospital
Benwick Road
Doddington
March
Cambridgeshire
PE15 0UG

T 01354 637058
F 01354 637079

Nicole Goddard
MIU Clinical Manager

Doddington Hospital
Benwick Road
Doddington
March
Cambridgeshire
PE15 0UG

T 01354 637078
F 01354 637079
Additional contact numbers

Dental Access Centres (normal working hours)

Patients who are not registered with a dentist can call a Dental Access Centre for emergency treatment:

- Wisbech: 0800 952 0870 option 2
- Huntingdon: 01480 363760
- Cambridge: 01223 723093
- Peterborough 0800 952 0870 option 1

During weekday evenings, weekends and Bank Holidays, please telephone 0800 952 0870.

Out-of-Hours doctors
Patients wishing to speak to or be seen by a doctor outside normal hours should call NHS 111.

What is a Minor Injury Unit (MIU)?

A nurse/paramedic service where patients can access treatment for minor injuries.

A centre where patients may be treated and discharged, receive follow-up treatment where necessary or be referred to other services where appropriate.

What is a nurse/paramedic practitioner?

Nurse practitioners are registered nurses with extended qualifications and experience in assessment, examination, diagnosis and treatment of patients with minor illnesses and injuries. Some nurse practitioners have the ability to prescribe appropriate medications to treat your condition.

Paramedic practitioners are registered paramedics with extended qualifications and experience in assessment, examination, diagnosis and treatment of patients with minor illnesses and injuries.

What facilities are available?

- An x-ray service
- Wound closure (stitches, steristrips, glue)
- Application of plaster casts/splints (for patients diagnosed and treated at the centre).

How long will it take to be seen?

How long you wait to be seen depends on two things:

- The seriousness of your condition and how many patients with more serious or urgent needs arrive at the centre while you are waiting
- Once seen we are usually able to examine and treat you quite quickly. This will depend on the treatment you need, for example an X-ray.
What conditions can be treated?

Experienced and highly trained nurses at minor injuries units will treat a range of problems, that do not need a visit to accident and emergency, such as:

- Wounds – cuts and bruises (including tetanus immunisation)
- Bites – human, insect and animal
- Minor burns and scalds
- Muscle and joint injuries – strains, sprains, limb fractures
- Emergency contraception
- Eye problems – infection/injury
- Earache (aged two years and over)
- Cystitis (not male patients or children under 14)
- Minor head injuries (with no loss of consciousness).

If your condition is more serious or the nurse practitioner cannot deal with your problem, you may be referred to another service.

The patient’s GP is informed in writing of all attendances. In the interests of child protection, Child Health are informed of all attendances of children aged 18 and under.

You should go to accident and emergency or dial 999 for medical emergencies.

- You should go to your GP for:
  - Treatment of long standing conditions
  - Routine wound re-dressing and removal of stitches
  - Repeat prescriptions
  - Travel vaccinations
  - Medicals and sickness certificates.

You should go to your dentist for dental problems.

What if I am unsure whether my problem can be assessed or treated at a Minor Injuries Unit?

Please telephone your nearest Minor Injuries Unit:

- Ely: 01353 772500
- Wisbech: 01945 468787
- Doddington: 01354 637078

NHS 111

Alternatively you should use the NHS 111 service if you need medical help or advice urgently but it is not life threatening.

Your local pharmacy

Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment.

Your General Practitioner (GP)

If you have an illness or injury that will not go away make an appointment with your GP or telephone for advice. They provide a range of services by appointment and when absolutely essential can make home visits.

Emergency department (Accident and Emergency) or 999

You should only go an emergency department or call 999 when it is a critical or life threatening emergency.