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# Prince Philip Hospital Minor Injury Unit

## Stakeholder Reference Group

13 November 2025



## Welcome

### What is the aim for today's session?

- Provide an overview of the process leading to the Board decision in September 2025
- Outline next steps towards implementation following the Board decision

# Background



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The Board of Hywel Dda University Health Board (Hywel Dda) approved a temporary change to the opening hours of the Minor Injury Unit (MIU) in Prince Phillip Hospital (PPH) for a six-month period at the Public Board meeting in September 2024. The unit is currently open between 8am – 8pm, seven days per week, rather than the previous 24 hours / 7 days.

This change was proposed by the Carmarthenshire Unscheduled Care Management Team due to a significant and continued lack of medical cover, leading to clinical concerns in relation to patient safety. Additionally, it has been shown that a significant number of people attending the MIU had a higher acuity than the MIU was intended to deliver a service for. This position was reinforced by recommendations following a Health Inspectorate Wales (HIW) Inspection visit and further correspondence from HIW requesting reassurance on patient safety issues.

Following this decision, the temporary reduced opening hours of the MIU came into effect from 1 November 2024.

# Consultation options



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Stakeholders (including members of the public, Llais and SOSPPAN), as part of an options development process, shortlisted four potential options. The four potential options were:

- **12-hour doctor led unit** - as per the temporary model in place now, this would be open to the public for 12 hours, with a further two hours staffing to allow patients in the unit to be treated
- **14-hour doctor led unit** - this would be open to the public for 14 hours, with a further two hours staffing to allow patients in the unit to be treated
- **Phased option, doctor-led from 12-hours up to 24-hours** – this would initially be open to the public for the current 12 hours, plus two hours staffing, moving to 16 hours, inclusive of two hours staffing, and ultimately 24 hours overall
- **14-hour urgent care treatment centre (Same Day Urgent Care type model)** -this would be open to the public for 14 hours with a further two hours to allow patients in the unit to be treated

These were then formally consulted upon during a 12 week period up to 22 July 2025

# Overview of the consultation



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## Summary of consultation

### Questionnaire responses:

- 735 questionnaire responses
- 708 online responses (2 in Welsh)
- 27 paper copies (2 in Polish and 1 in Ukrainian)
- 9 Easy Read questionnaires

### Events and activities:

- 7 public events (4 face-to-face drop-in events, 3 online) - 89 attendees
- 3 staff drop-in events - 74 attendees

### PPH MIU discussions with service users:

- 12 sessions over 10 days - 274 conversations

### Targeted meetings with groups and organisations:

- 32 meetings - 245 attendees

**2 online sessions for town, community, and county councillors**  
- 18 attendees

### Written submissions

9 (2 from elected representatives and 2 from organisations)

However, a range of alternative options were also received as part of the consultation

# Alternative options



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- 26 alternatives were received and were considered by members of the original options appraisal group
- The following passed the 'hurdle criteria' and were added to the options to be considered by Board
  - 1a: Access via 111 only (Aligned to option 1 – 12 hour Doctor led service)
  - 2a: Access via 111 only (Aligned to option 2 – 14 hour Doctor led service)
  - 2d: Opening hours changed to 08:00-22:00 plus 2 hours to close (Aligned to option 2 –14 hour Doctor led service)
  - 4a: 12 hours plus 2 hours to close 08:00 –20:00 (Aligned to option 4 – 14-hour urgent care treatment)
  - 4b: Access via 111 only 07:00 – 21:00 (Aligned to option 4 – 14-hour urgent care treatment)
  - 4d: Opening hours changed to 08:00-22:00 plus 2 hours to close (Aligned to option 4 –14-hour urgent care treatment)

# Public Board consideration



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- At Public Board in September 2025, consideration was given to the original four options and the six alternative options submitted by the public during the consultation ([Board paper available here](#))
- Consideration included a full consultation report detailing all the feedback received via the different engagement methods; financial and workforce considerations; Quality Impact Assessments and Equality Impact Assessments.
- Based on all the evidence presented the Board chose option **4a: Urgent Care Centre – open 12 hours, 7 days a week, 8:00am – 8:00pm, with a further two hours staffing to allow patients in the unit to be treated**
  - This new model will bring together our existing PPH Minor Injury Unit and Same Day Emergency Care (SDEC) services into one integrated centre.
  - This means patients will be able to walk in and be assessed, diagnosed, and treated for a wider range of urgent but non-life-threatening conditions – including minor injuries, minor illnesses, and urgent medical needs that don't require an overnight hospital stay.

# Next steps



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- An implementation plan is currently being developed to support the next stage in the process.
- As outlined during the consultation, the intention is to deliver the new Urgent Care Centre at Prince Philip in the next 6–12 months
- We will also evaluate the new service after six months of operation, looking at patient experience, medical outcomes, transport and staffing.
- In the meantime, the MIU at Prince Philip Hospital will continue to operate from 8am to 8pm daily.
- If you live in or are visiting Llanelli and have a minor injury during the day (8am–8pm), you can continue to walk into the MIU at Prince Philip Hospital.
- For injuries outside these hours, please use:
  - the NHS Wales symptom checker <https://111.wales.nhs.uk/selfassessments>
  - or call NHS 111 Wales for advice (choose option 2 for mental health support)
  - in a life-threatening emergency, always dial 999



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**Diolch / Thank you**