



**Easy
Read**



**GIG
CYMRU
NHS
WALES**

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Minor Injury Unit at Prince Philip Hospital, Llanelli

What do you think about this service?



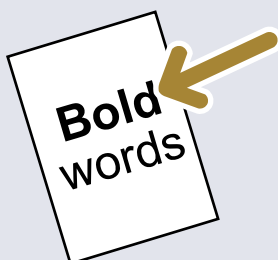
Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

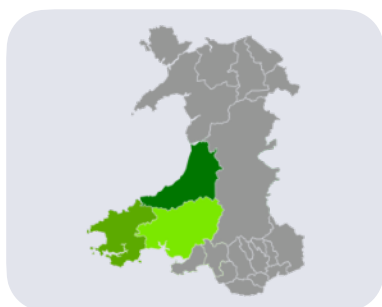
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About this booklet



This booklet is from Hywel Dda University Health Board.



We provide health services for people in West Wales.



We want to find out what you think about the services at the **Minor Injury Unit** at Prince Philip Hospital in Llanelli.



A **Minor Injury Unit** helps people with small health issues, like small cuts or small burns.



This booklet will give you information and then ask you some questions.

About the Minor Injury Unit



Minor Injury Units provide care for people who need to be seen urgently, but it is not an emergency.



The Minor Injury Unit provides care to adults and children over 12 months old for things like:



- Small cuts.



- Small bites or stings.



- Small burns or scalds.

The Minor Injury Unit also provides care for:



- Small head injuries.



- Things stuck in your ear or nose.



- Small injuries in your arms or legs.



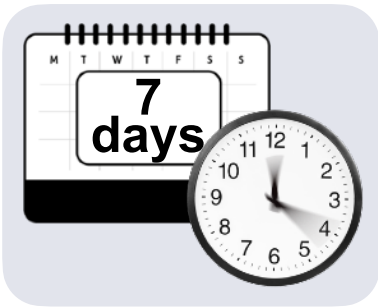
- Small eye injuries.



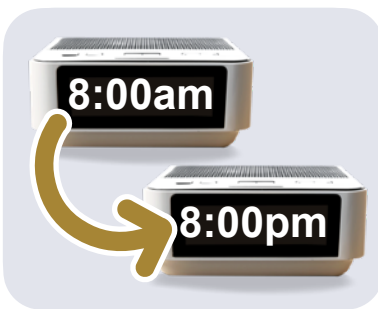
The Minor Injury Unit only deals with these small injuries. It is not an Emergency Department (A&E).



The opening times at the Minor Injury Unit at Prince Philip Hospital in Llanelli had to be changed for a little while in November 2024.



The unit used to be open 24 hours a day, 7 days a week.



It is now open 12 hours a day, every day, from 8:00am to 8:00pm.



This is because:

- There were concerns about how safe the service was.



- There are not enough doctors to work overnight.

About this survey



We want to find out how you think we should run the Minor Injury Unit in the future.



We have 4 choices that we would like to ask you about.

We would like you to tell us:



- Which choice you think will best keep patients safe and help with not having enough staff.



- Any worries you have about any of the choices.



- Anything else we should think about, including any new ideas about what we could do with the unit.



You can find out more about the choices on our website here:
www.hduhb.nhs.wales/PPHMIU



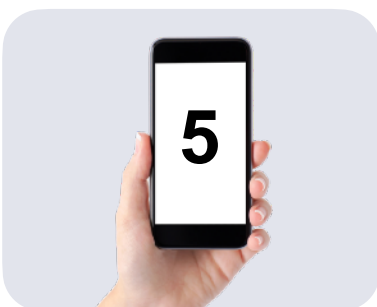
Please send your answers to us by 22 July 2025.



To send us your answers, you need to fill in the survey on paper and then post it to us.



If you need another copy of the survey, you can call us: 0300 303 8322



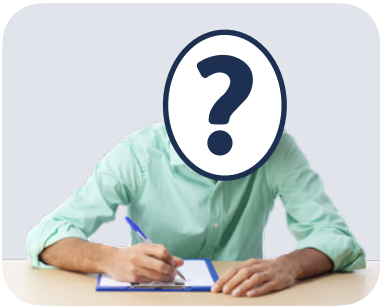
Press option 5, and give us your address so that we can post the survey to you.



You can post your answers to:
FREEPOST
HYWEL DDA HEALTH BOARD



You do not need a stamp.



The answers you give will be **anonymous**. This means no one will be able to link your answers to you.



When you fill in the survey, please do not write anything that would tell someone who you are, like your name or where you live.



You do not have to answer any of the questions if you do not want to.



We will follow the law about how to keep your answers safe and private.



We will only keep your answers for 1 year after any decision about the Minor Injury Unit is made.



You can look at our website to find out more about how we keep information safe:

www.hduhb.nhs.wales/about-us/governance-arrangements/your-information-your-rights/privacy-notice

About the 4 choices



We have come up with 4 choices for how the Minor Injury Unit could work in the future.

Please think about which choice you think would be best to:

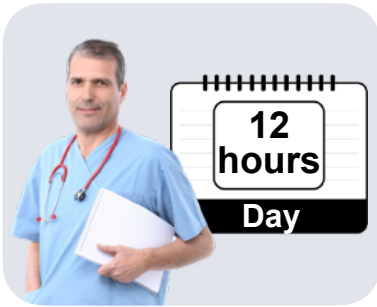


- Keep patients and staff safe.



- Deal with not having enough doctors who can work overnight.

Choice 1



There would be a doctor-led service every day for 12 hours a day.



This is how the service is running at the moment.



It would be open from 8:00am to 8:00pm.



This choice helps to make sure there are enough staff to treat patients safely.

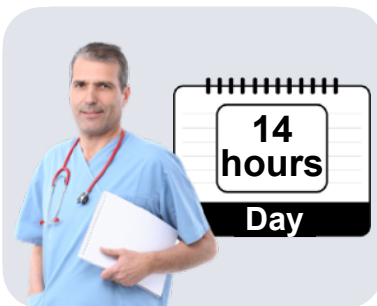


But this choice means that people who need care for minor injuries while the service is closed would have to travel to another hospital.



Or they would have to wait until the unit was open.

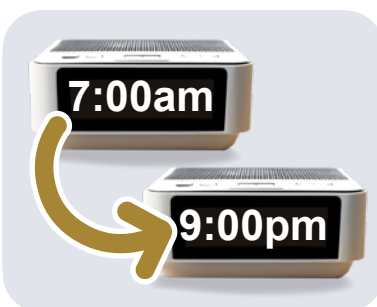
Choice 2



There would be a doctor-led service every day for 14 hours a day.



This choice means the service would be open for 2 more hours a day than it is now.



It would be open from 7:00am to 9:00pm.



This would help to deal with not having enough staff, but not as much as choice 1.

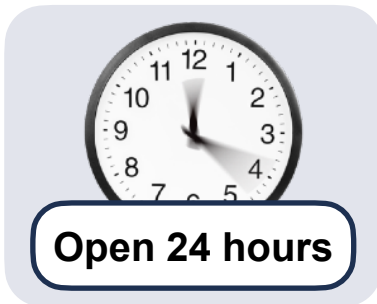


People would still need to travel to another hospital or wait if the unit was closed.



But the unit would be closed for less time. It would be closed for 10 hours from 9:00pm to 7:00am.

Choice 3



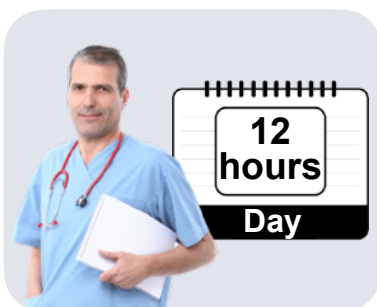
Getting the service back to being open 24 hours a day over time.



This choice would aim to get the service back to how it used to run.



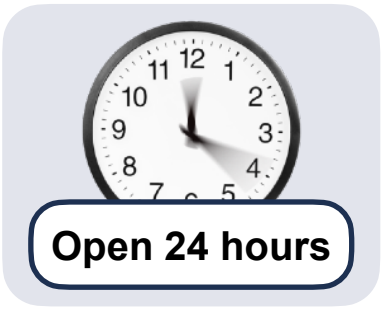
We would do this over time, by increasing how long the unit is open slowly.



It would first be open for 12 hours a day, like it is now.



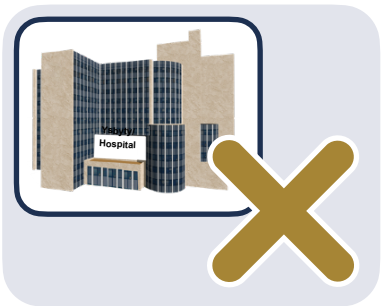
Then the unit would be open for 14 hours a day.



And then we would aim to be open 24 hours a day after that.



Doing it in this way would help us to deal with the issue of not having enough staff right now.



When the service is back to being open 24 hours a day, people would not have to travel to a different hospital.

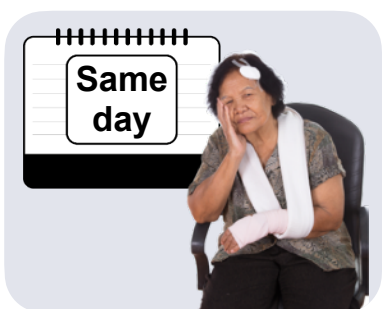


But the service might not be safe for patients if there are not enough staff to work overnight.

Choice 4



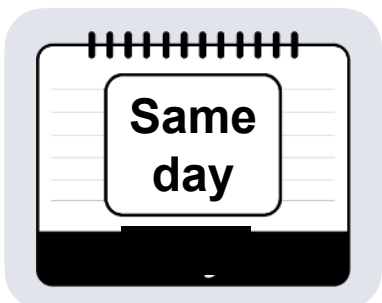
Change the service to an Urgent Care Centre that would be open 14 hours a day.



An **Urgent Care Centre** gives care for non-emergency illnesses on the same day.



It can deal with lots of health problems, including minor injuries as well as other illnesses.



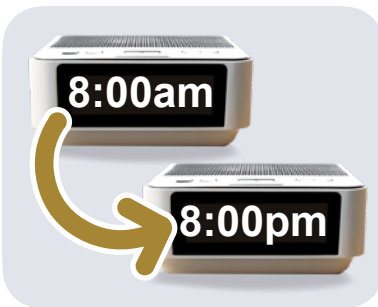
Patients are seen, treated and can go home on the same day.



Urgent Care Centres work with other health services in local areas to give treatment.



Changing the Minor Injury Unit to an Urgent Care Centre would help us to see and treat more people.



It would be open from 7:00am to 9:00pm.



Having the service open for 14 hours would help to deal with some of the issues about not having enough staff.



The service would be safer for patients than having a 24-hour service as there would be more staff.



But this choice means people would have to go to other hospitals when the Urgent Care centre is closed.



Or they would have to wait until it was open.

Questions for you to answer



Please answer these questions to tell us what you think.



Question 1: Which choice do you think would be the best to keep patients and staff safe, and deal with not having enough doctors?

- Choice 1 - a doctor-led service every day for 12 hours a day
- Choice 2 - a doctor-led service every day for 14 hours a day
- Choice 3 - getting the service to being open 24 hours a day over time
- Choice 4 - an Urgent Care Centre that would be open 14 hours every day
- I do not think any of the choices is better than the others
- I do not know



Question 2: Please tell us why you think the choice you picked would be best to keep patients and staff safe, and deal with not having enough doctors.

A large, empty rounded rectangular box for writing an answer to Question 2.



Question 3: How could we make the choice you picked even better?

A large, empty rounded rectangular box for writing an answer to Question 3.



Question 4: How could we make sure that the choice you picked does not affect anyone in a bad way?

A large, empty rounded rectangular box with a dark blue border, intended for writing an answer to Question 4.



Question 5: Do you have any other ideas that would be better than the choices we have so far?

A large, empty rounded rectangular box with a dark blue border, intended for writing an answer to Question 5.

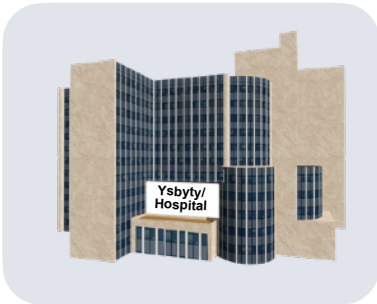


Question 6: Is there anything else you would like to tell us? Please write on the next page.

You might want to tell us your thoughts about:



- Anything you think we have not thought about.



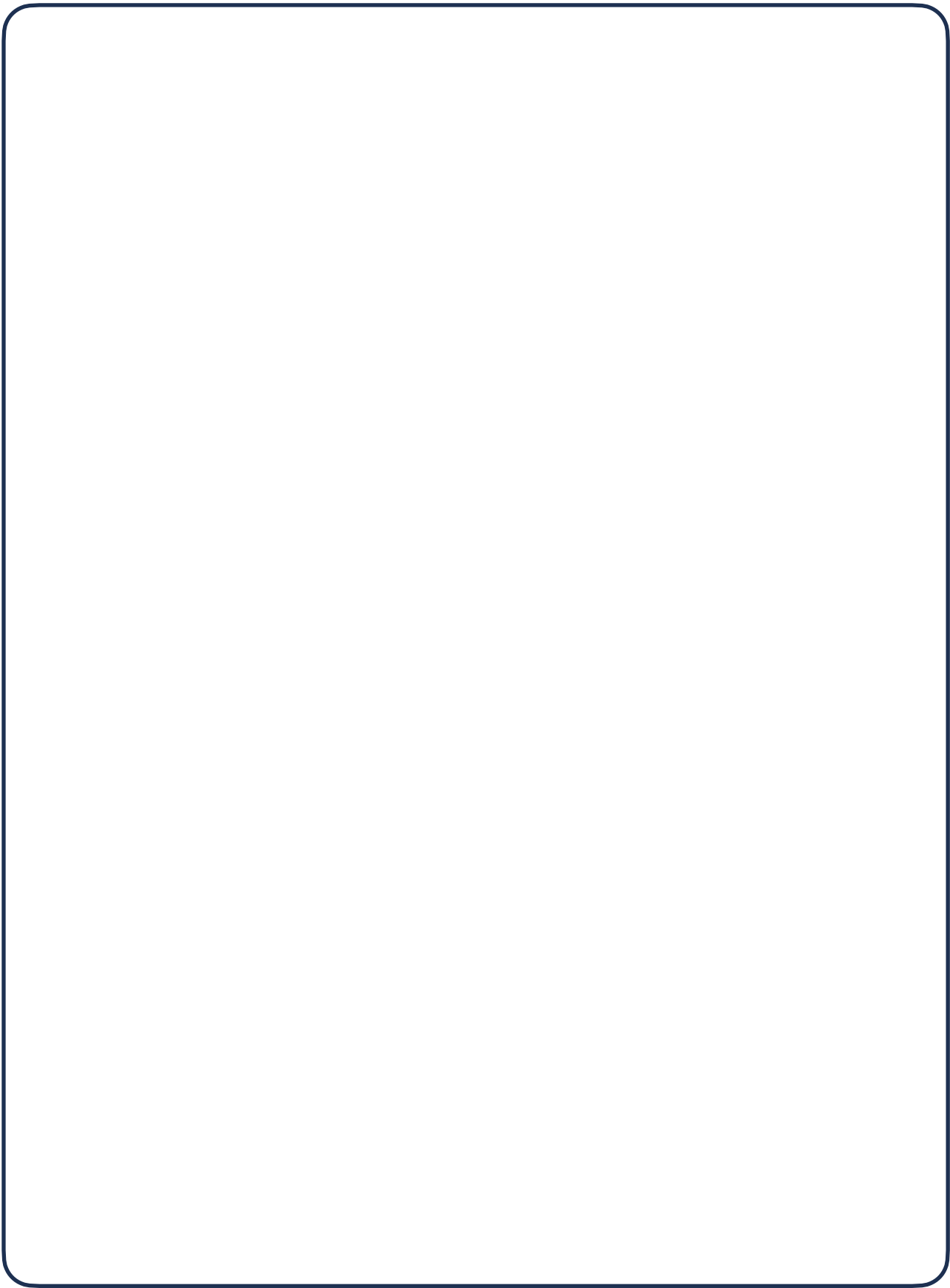
- The hospital.



- Getting to the hospital.



- Support for patients, visitors and staff.



Treating everyone fairly



We have to think about how different groups of people might be affected by any changes to the service.



This might be because of their age, disability, race, religion or something else about their background.



Question 7: Are there any groups of people who you think might be affected in a good or bad way by any changes to the service?

Information about your organisation

If you are answering these questions for an organisation, please tell us:



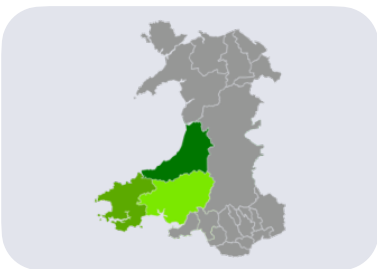
- The name of the organisation.



- Any group or department of the organisation you work in.



- Who the organisation works for or supports.



- Which area the organisation works in.



- How you listened to the ideas of members of the organisation.



Thank you for filling in this survey.



Please send it back to us by
22 July 2025.



You can post the survey to us for free.
Our address is:

**FREEPOST
HYWEL DDA HEALTH BOARD**

Questions about you



We want to make sure we hear from different groups of people who live in West Wales.



Answering these questions will help us to check who we have heard from.



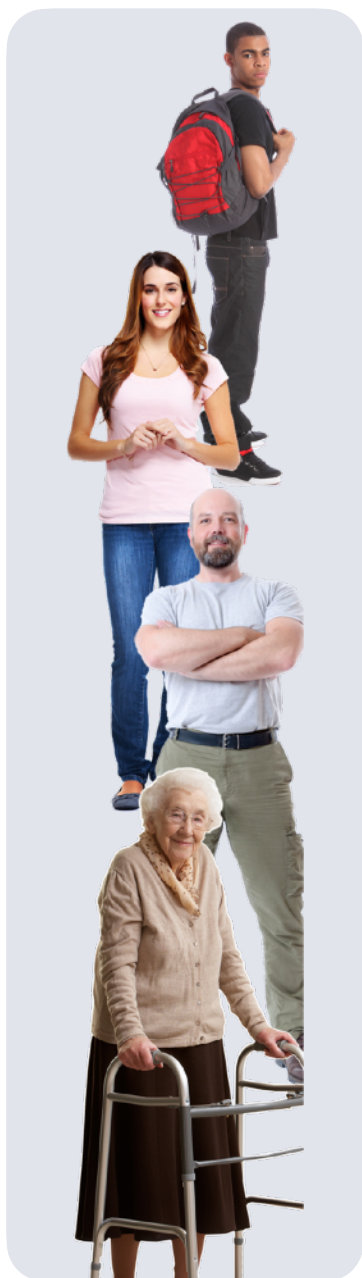
You do not have to answer any of these questions if you do not want to.



We will still read and include your answers to the survey even if you do not answer the following questions about you.

16 High Street
Sunnyfield
SA14 8AH

Question 1: Please tell us the first 5 letters and numbers of your postcode, like SA14 8:



Question 2: How old are you?

Please tick one box below

18 to 24.

25 to 34.

35 to 44.

45 to 54.

55 to 64.

65 to 74.

75 and above.

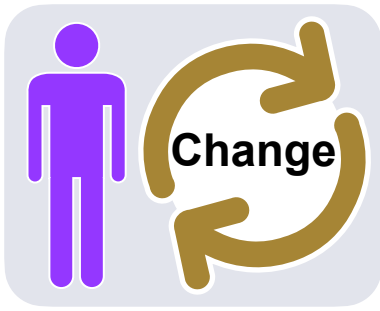
I do not want to say.



Question 3: What is your **gender**?

Your **gender** is how you think of yourself. Most people think of themselves as a man or woman.

- Man.
- Woman.
- Non-binary - this means you do not see yourself as a man or a woman.
- Trans Male or Trans Man.
- Trans Female or Trans Woman.
- I use another word for my gender.
- I do not want to say.



Question 4: Is your gender the same as the sex you were registered with at birth?

- Yes.
- No.
- I do not want to say.



Question 5: Are you pregnant or have you had a baby in the last year?

- Yes.
- No.
- Does not apply to me.
- I do not want to say.



Question 6: Do you think of yourself as **disabled**?

By **disabled**, we mean:



- You have an **impairment** in your body or your mental health.

An **impairment** is when something does not work as well as it should, like a person's body or mind.



- The impairment has a big and long-lasting bad effect on how you live your life.

Yes.

No.

I do not want to say.



Question 7: Please tell us what your disability, long-term illness or health condition is.

- This does not apply to me.
- A long-lasting illness or health condition, like cancer, HIV or diabetes.
- A mental health difficulty, like depression or anxiety.
- An impairment with your body or how you move around.
- An impairment with how you mix with others and talk to people.
- A learning difficulty, like dyslexia or ADHD.

There are more answers on the next page.

Blind or an impairment with your eyes that cannot be fixed by wearing glasses.

D/deaf or an impairment with your hearing.

An impairment, health condition or learning difference that is not listed above.

I do not want to say.



Question 8: Which race or ethnic background describes you?

Your **ethnic background** is your race and the country that your family comes from.



Arabic.



Asian or Asian British

Bangladeshi.

Chinese.

Indian.

Pakistani.

Other.



Black or Black British

- African.
- Caribbean.
- Other.



Mixed Race

- Black and White.
- Asian and White.
- Black and Asian.
- Other.



Traveller

- Gypsy or Roma.
- Irish.



White

- British (English, Northern Irish, Scottish, or Welsh).
- Irish.
- European.



Other

- I do not want to say.
- Another race or ethnic group, please tell us here:



Question 9: What is your sexual orientation?

This is who you are attracted to.

Asexual - you do not feel sexually attracted to anyone.

Bisexual - you are attracted to more than 1 gender.

Gay man.

Gay woman or Lesbian.

Heterosexual or Straight.

I do not want to say.

Other.



Question 10: What is your religion?



Buddhist.



Christian.



Hindu.



Jewish.



Muslim.



Sikh.

No religion.

Other religion.

I do not want to say.



Question 11: Are you married or in a civil partnership?

A **civil partnership** is a way of making your relationship legal without being married.

Yes.

No.

I do not want to say.



Question 12: Are you a member of the Armed Forces Community?

This means you are a veteran, reservist, cadet force adult volunteer or a family member of someone in the Armed Forces.

Yes.

No.

I do not want to say.



Question 13a: Do you care for someone without getting paid, like a friend, family member or neighbour?

Yes.

No.

I do not want to say.



Questions 13b: If you ticked yes, please tick any of the boxes that apply to you.

I am the main carer of a disabled child or children.

I am the main carer for a disabled adult or adults (aged over 18).

I am the main carer for an older person or people (aged over 65).

I am a supporting carer, someone else is the main carer.

I do not want to say.



Question 14: How much money comes into your home every year?

This is all of the money that comes in for everyone living in your home.

- Below £10,000.
- £10,001 to £20,000.
- £20,001 to £30,000.
- £30,001 to £40,000.
- Over £40,000.
- I do not want to say.



Question 15: What is your main language?

English.

Welsh.

I do not want to say.

Other (including British Sign Language) - please tell us:



Question 16: Which language would you like us to contact you in?

English.

Welsh.

I do not want to say.

Other (including British Sign Language) - please tell us:

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