

How an adult with a minor injury would access services in the options

This is Sioned. Sioned works at Hywel Dda.

Sioned went to a fitness class at her local gym after work and twisted her ankle. On arriving home she realised that her ankle was swollen and it was painful.

Sioned first checked her symptoms on the NHS symptom checker online. The guidance online advised her to:

- rest and raise her ankle when she could
- put an ice pack (or bag of frozen peas) wrapped in a towel on her ankle for up to 20 minutes every two to three hours
- wear wide comfortable shoes with a low heel and soft sole
- take medication that can be bought over the counter such as paracetamol and ibuprofen, to ease the pain

The next day, her ankle is still sore and swollen. Sioned calls 111 for advice and they suggest that Sioned could go along to the Minor Injury Unit to check her ankle.



Option 1: a 12-hour doctor led unit

This is based on the current 12-hours a day, seven days a week doctor led unit, with a further two hours staffing to allow patients in the unit to be treated. This would be in line with temporary closure model that has been in place since 1 November 2024 and is open from 8am to 8pm every day.



The next day, and after following the advice available on the NHS Symptom Checker online, Sioned calls 111.

As the swelling and pain has not gone away overnight, the team advise Sioned that she could visit the Minor Injury Unit at Prince Philip Hospital any time between 8am and 8pm to have her ankle checked.

In option 1, Sioned is able to visit the doctor led Minor Injury Unit any time between 8am and 8pm, seven days a week.



Once there, Sioned receives advice and treatment from the staff for her ankle and is able to leave the same day.

Option 2: a 14-hour doctor led unit

The unit is open to the public for 14 hours every day, from 7am to 9pm with a further two hours staffing to allow patients in the unit to be treated.



The next day, and after following the advice available on the NHS Symptom Checker online, Sioned calls 111.

As the swelling and pain has not gone away overnight, the team advise Sioned that she could visit the Minor Injury Unit at Prince Philip Hospital any time between 7am and 9pm to have her ankle checked.

In option 2, Sioned is able to visit the doctor led Minor Injury Unit any time between 7am and 9pm, seven days a week.



Once there, Sioned receives advice and treatment from the staff for her ankle and is able to leave the same day.

Option 3: a 12-hour doctor led unit

To start, the unit would initially be open for the current 12 hours, with a further two hours staffing to allow patients in the unit to be treated. It would then move to 14 hours, with a further two hours staffing to allow patients in the unit to be treated, and ultimately 24 hours overall.



The next day, and after following the advice available on the NHS Symptom Checker online, Sioned calls 111.

As the swelling and pain has not gone away overnight, the team advise Sioned that she could visit the Minor Injury Unit at Prince Philip Hospital to have her ankle checked.

In option 3, Sioned is able to visit the doctor led Minor Injury Unit any time between 8am and 8pm, seven days a week to start. Once more staff are available, the hours will change to 7am and 9pm, and once the level of staffing is met and it is safe to do so, she could go any time of day or night to be seen at the Unit.



Once there, Sioned receives advice and treatment from the staff for her ankle and is able to leave the same day.

Option 4: urgent care centre 14 hours a day

This option would see an Urgent Care Centre open for 14 hours a day from 7am to 9pm, seven days a week, with a further two hours staffing to allow patients in the centre to be treated. The centre would provide tests and treatments for adult patients with medical problems that do not require hospital admission and can be accessed via a patient's GP.



The next day, and after following the advice available on the NHS Symptom Checker online, Sioned calls 111.

As the swelling and pain has not gone away overnight, the team advise Sioned that she could visit the Urgent Care Centre at Prince Philip Hospital to have her ankle checked.

In option 4, Sioned is able to visit the Urgent Care Centre any time between 7am and 9pm, seven days a week.



Once there, Sioned receives advice and treatment from the staff for her ankle and is able to leave the same day.

How a child with a minor injury would access services in the options

This is Ben. Ben is three years old and is Lianne's son.

While out playing at a holiday club, Ben was stung on his hand by an insect. When Lianne arrived to collect Ben, the club leader explained that his hand was swollen.

The club leader had looked online at the NHS Wales symptom checker and had followed the advice to:

- keep his hand elevated
- and put a clean cloth soaked in cold water on the sting for 20 minutes

Once home, Lianne gave Ben some pain relief.

Later in the afternoon Ben started to complain of pain and his hand was becoming more swollen. Lianne calls 111 for advice and they suggest that she could take Ben to the Minor Injury Unit to check.



Option 1: a 12-hour doctor led unit

This is based on the current 12-hours a day, seven days a week doctor led unit, with a further two hours staffing to allow patients in the unit to be treated. This would be in line with temporary closure model that has been in place since 1 November 2024 and is open from 8am to 8pm every day.



As the swelling and pain has not gone away, the 111 team advise Lianne that she could take Ben to the Minor Injury Unit at Prince Philip Hospital any time between 8am and 8pm to have the insect bite checked.

In option 1, Lianne and Ben are able to visit the doctor led Minor Injury Unit any time between 8am and 8pm, seven days a week.



Once there, Lianne and Ben receive advice and treatment from the staff and they are able to leave the same day.

Option 2: a 14-hour doctor led unit

The unit is open to the public for 14 hours every day, from 7am to 9pm with a further two hours staffing to allow patients in the unit to be treated.



As the swelling and pain has not gone away, the 111 team advise Lianne that she could take Ben to the Minor Injury Unit at Prince Philip Hospital any time between 7am and 9pm to have the insect bite checked.

In option 2, Lianne and Ben are able to visit the doctor led Minor Injury Unit any time between 7am and 9pm, seven days a week.



Once there, Lianne and Ben receive advice and treatment from the staff and they are able to leave the same day.

Option 3: a 12-hour doctor led unit

To start, the unit would initially be open for the current 12 hours, with a further two hours staffing to allow patients in the unit to be treated. It would then move to 14 hours, with a further two hours staffing to allow patients in the unit to be treated, and ultimately 24 hours overall.



As the swelling and pain has not gone away, the 111 team advise Lianne that she could take Ben to the Minor Injury Unit at Prince Philip Hospital to have the insect bite checked.

In option 3, Lianne and Ben are able to visit the doctor led Minor Injury Unit any time between 8am and 8pm, seven days a week to start. Once more staff are available, the hours will change to 7am and 9pm, and once the level of staffing is met and it is safe to do so, they could go any time of day or night to be seen at the Unit.



Once there, Lianne and Ben receive advice and treatment from the staff and they are able to leave the same day.

Option 4: urgent care centre 14 hours a day

This option would see an Urgent Care Centre open for 14 hours a day from 7am to 9pm, seven days a week, with a further two hours staffing to allow patients in the centre to be treated. The centre would provide tests and treatments for adult patients with medical problems that do not require hospital admission and can be accessed via a patient's GP. The Urgent Care Centre does not treat children for minor illnesses, only minor injuries.



As the swelling and pain has not gone away, the 111 team advise Lianne that she could take Ben to the Urgent Care Centre at Prince Philip Hospital any time between 7am and 9pm to have the insect bite checked.

In option 4, Lianne and Ben are able to visit the Urgent Care Centre any time between 7am and 9pm, seven days a week.



Once there, Lianne and Ben receive advice and treatment from the staff and they are able to leave the same day.

How an adult with a mental health concern would access services in the options

This is Lianne.

Lianne is Ben's mum and is pregnant with her second child.

After giving birth to Ben, Lianne felt very low and felt that she needed support with her mental health and well-being.

Lianne is starting to feel similar feelings again and is worried about what this means for her.

She has recently been to the Minor Injury Unit with Ben to treat an insect bite and is thinking of going to see the team for advice.

All options

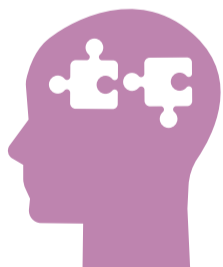
Lianne, or if she is contacting the service on behalf of another patient with a mental health concern or crisis, would not access services at Prince Philip Minor Injury Unit, under any of the options (including option 4 - an Urgent Care Centre).



If Lianne is concerned about her mental health, and needs support, she should call 111 and select option 2.



Lianne will be transferred to a dedicated member of a mental health team in our local health board area.



The service includes an assessment of needs and telephone based intervention to reduce distress.



The service is available 24 hours a day, seven days a week and is free to call from a mobile (even when Lianne has no credit left on her phone) or from a landline.

How an adult with a minor illness would access services in the options

This is Rhys.

Rhys has been managing his asthma for several years. One evening, he began experiencing increased shortness of breath and wheezing. He tried using his inhaler, but the symptoms persisted.

Rhys first checked his symptoms on the NHS symptom checker online. As he wasn't overly concerned, the guidance advised him to:

- Stay calm and relax
- Use his prescribed inhaler
- Sit upright
- Avoid triggers

If Rhys's condition did not improve or worsened, he would be advised to seek urgent medical attention.

The next day, Rhys's condition was the same and he decided he wanted to access more help.



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This is based on the current 12-hours a day, seven days a week doctor led unit, with a further two hours staffing to allow patients in the unit to be treated. This would be in line with temporary closure model that has been in place since 1 November 2024 and is open from 8am to 8pm every day.



Rhys would not attend the Minor Injury Unit, but would need to contact his GP for assessment and care.

Or, if after his GP has closed, Rhys would need to call 111 or the GP out of hours service.



If Rhys's condition worsened, he would be advised to seek urgent medical attention by calling 999.

Option 2: a 14-hour doctor led unit

The unit is open to the public for 14 hours every day, from 7am to 9pm with a further two hours staffing to allow patients in the unit to be treated.



Rhys would not attend the Minor Injury Unit, but would need to contact his GP for assessment and care.

Or, if after his GP has closed, Rhys would need to call 111 or the GP out of hours service.



If Rhys's condition worsened, he would be advised to seek urgent medical attention by calling 999.

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To start, the unit would initially be open for the current 12 hours, with a further two hours staffing to allow patients in the unit to be treated. It would then move to 14 hours, with a further two hours staffing to allow patients in the unit to be treated, and ultimately 24 hours overall.



Rhys would not attend the Minor Injury Unit, but would need to contact his GP for assessment and care.

Or, if after his GP has closed, Rhys would need to call 111 or the GP out of hours service.



If Rhys's condition worsened, he would be advised to seek urgent medical attention by calling 999.

Option 4: urgent care centre 14 hours a day

This option would see an Urgent Care Centre open for 14 hours a day from 7am to 9pm, seven days a week, with a further two hours staffing to allow patients in the centre to be treated. The centre would provide tests and treatments for adult patients with medical problems that do not require hospital admission and can be accessed via a patient's GP.

Rhys could contact his GP for assessment and care, or he could visit the Urgent Care Centre at Prince Philip Hospital for assessment and care between 7am-9pm, seven days a week.



When the Urgent Care Centre is closed, Rhys would need to call 111 or the GP out of hours service.



If Rhys's condition worsened, he would be advised to seek urgent medical attention by calling 999.