

### Waiting times

One of our priorities is to ensure timeliness of care. The minor injury unit can experience high volumes of attendances and this increased demand can impact on waiting times. We understand this can be difficult, but we consistently work hard to minimise negative impact on your experience of our service. On arrival you will be booked in at reception and advised to take a seat in the waiting room. Patients are generally seen in time order however, on occasion patients may present to the unit with a severe injury or serious medical condition requiring more urgent or emergency assistance. In such cases assessments will be prioritised in accordance with clinical need.

If you attend with a condition that is not injury related, you will be offered a triage. This is a process that allows the clinician to identify the most appropriate timescale, location for definitive treatment. Patients may require special consideration to ensure they receive care and treatment personalised to meet their specific needs and maintains their safety. If you have any specific requirements, please inform the receptionist so the team can make reasonable adjustments to prioritise your care.

### Complaints procedure

If you wish to make a complaint, please ask a member of our team for a complaints form. Alternatively, you can forward your concerns to [FCMS.MBAY.OOH@NHS.NET](mailto:FCMS.MBAY.OOH@NHS.NET)

### Your experience matters

Our service has been rated overall as 'Good' by the Care Quality Commission. (Updated 14 November 2017)



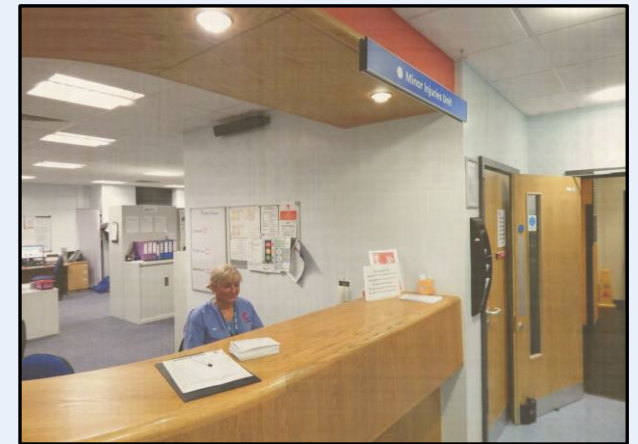
We strive to promote a culture of safety and quality. We continually monitor standards of care we deliver and responsiveness of the service we provide. We have so much to be proud of and strive to make all aspects of the care we provide to you consistently high. We aim to continually improve our service and your feedback helps us to identify areas that work well or require additional resources. Our patient satisfaction survey will be sent to you via text message. Please could you take the time to share your thoughts and comments on the care you have received during your visit.

### You have recently said

*"I thought it a service that was easily available. The staff were very helpful and sympathetic to my needs. They epitomised what the NHS is meant to be"*

*"Took my little girl who was really unwell thinking it was a walk-in centre, even though it isn't they still took the time to look at my little girl and do all her observations and advised me on what to do next, couldn't thank them enough"*

*"Absolute first-class service, staff are a credit to the place, explained everything to me and a credit to Rawtenstall, will 100% be telling people how good the*



## Welcome to Rossendale Minor Injury Unit



Primary Health Care Centre,  
Bacup Road  
Rawtenstall  
Rossendale  
BB4 7PL

### The service

We are a minor injury unit and provide treatment for a range of minor injuries. These include traumatic wounds, strains and sprains, burns, bites and stings, broken bones, minor head injuries and minor eye injuries. We provided a number of treatments which include x-rays, application of plasters or splints, stitching and wounds dressings. We are able to treat minor skin infections when caused by injury to the skin.

### Service provider

This service is commissioned by the local clinical commissioning board and provided by FCMS health service. This is a 'not for profit' organisation delivering both urgent and planned health services across multiple geographical locations including GP Out of Hours services, Urgent Treatment Centres, Health Centres, Care Co-ordination Services, and an Emergency Care Practitioner service.



### Our Team

We are a strong clinical team comprising of highly skilled advanced and emergency nurse practitioners supported by experienced health care assistants and receptionists. The team is supported locally by both clinical and service leaders. We follow the latest evidence-based guidance and quality standards to inform best practice. Our service works alongside local primary and secondary care services. We have

### Our Vision

As a healthcare service provider, we are committed to delivering high quality care and promoting good outcomes for all our patients and service users. We aim to understand individual health and social needs providing a culture of compassionate care. Person-centered care

### Our values



Our company values reflect the 'Compassion in Care' outlined in the NHS England [6 Cs](#)



***We are passionate  
in our drive to ensure that patients  
remain the central focus of all we do***

### What to expect when you arrive

When you have booked in at reception you will be asked to take a seat in the waiting room. A practitioner will then call you for assessment. The team continually monitor attendances and we strive to provide care in a timely manner. Following this assessment, a shared plan of care will be devised with you in which you will be treated and discharged, referred to specialty or directed to 111, Gp, urgent or emergency care services dependent on the severity and nature of your injury or symptoms.

### Pain management

Management of pain is a fundamental aspect of patient care. We understand that pain can be distressing and a leading symptom particularly following injury. In order to improve the assessment and delivery of timely pain relief please inform the receptionist on arrival you require pain relief, and a member of the clinical team will be informed.

### Facilities

Our service has access to X-ray facilities Mon–Frid between the hours 9am to 16:45hrs. Please be advised we have no X-ray service outside of these hours or at weekends and bank holidays. We have referral pathways to physiotherapy, podiatry, and treatment room services. We have a separate waiting room with baby changing facilities and can provide a private, comfortable environment if you wish to breastfeed. All possible efforts will be made to ensure effective communication with our patients