


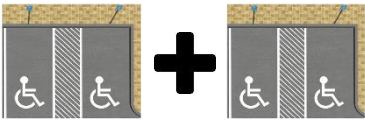




Recommendations summary



This is a list of what we think should be done to make the Minor Injuries Unit (MIU) better.

<p>Recommendations</p> 	<p>Comments from the MIU and GP</p> 
<p>We think</p>  <p>West Gate Centre should:</p>	
<ul style="list-style-type: none"> put more disabled parking bays in the car park 	<p>No comment received</p>
<ul style="list-style-type: none"> move the lowered pavement in the car park to a better place 	<p>No comment received</p>
<ul style="list-style-type: none"> put a seat for people to sit on near the drop off & pick up bay 	<p>No comment received</p>

- change the sign over the main entrance to show clearly everything on offer



Make all the names bigger and easier to read

BIG words



- change the signs inside the building to make it clear where to find what you need

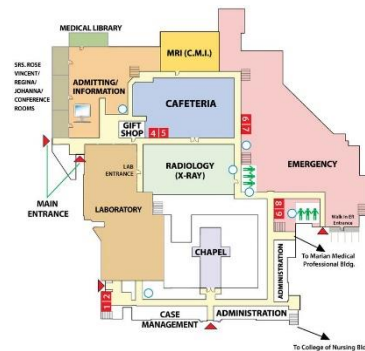


BIG words






No comment received

- put a map outside the building showing where to find what you need



No comment received

 <p>We think Minor Injuries Unit should:</p>	
<ul style="list-style-type: none"> • tell staff about the Accessible Information Standard and what they should do to follow it 	 <p>The Minor Injuries Unit is run by Sirona care & health who replied on the 29 November 2017 - we really listen carefully to the feedback we get about all our services and want to tell you what we are going to do about the things you told us about Yate Minor Injuries Unit.</p> <p>We know that having Accessible information is the law now. We are going to remind staff across all our services that they have to make sure all information is given to people in a way that they can best understand it.</p>
<ul style="list-style-type: none"> • change the sign about who can be treated into 'easy read' 	 <p>We are in the middle of changing all our signs and will make sure there are Easy Read versions.</p>

<p>things like bigger words, simple language and pictures. Using black writing on a yellow background would also help people with poor eyesight</p>  	
<ul style="list-style-type: none"> • make the lighting at the reception desk brighter 	<p>As you suggested we are going to ask our landlord to make the lighting in reception better.</p>
<ul style="list-style-type: none"> • lower the notice boards, take away the glass and use notices which are written in easy read. <p>Ask others who display notices to also use easy read.</p>  	<p>We have asked our landlords to lower the notice boards and we will make sure as many of our posters are easy read as possible.</p>
<ul style="list-style-type: none"> • have magazines in the waiting room 	<p>We are not able to have magazines in waiting areas because they cannot be cleaned and so can spread infection.</p>

- leaflets about
 - Wound care
 - Insect bites & stings,
 - Head injuries
 - Treating a wrist injury



and other local
leaflets to be easy read

Sirona care & health has recently changed all our phone numbers so we are updating all our leaflets. We will make sure easy read is included.

- when calling patients for treatment use a display board showing patients name



We're really pleased you think we deliver person centred care. You suggest we use a screen to call people from the waiting area. Because the waiting area is used by lots of services we think having a nurse call your name is the best way to call people, it also forms part of our assessment.

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