

advised to make an appointment with your GP to arrange this.

NHS 111

If you are unsure if you need to attend the MIU, please ring NHS 111. They can direct you to the most appropriate service. If you need urgent minor injury care when the unit is closed, you should telephone NHS 111. NHS 111 is open 24 hours a day, 365 days a year and will ensure you receive the right care in the right place for your healthcare concern.

Accident and Emergency (A&E)/ 999

A&E is for **life threatening** emergencies. If you or someone you are with complains of chest pain, difficulty in breathing, severe stomach pains, heavy blood loss, is suffering from a suspected stroke or has had a major accident, please call 999 immediately.

Other local NHS services

Your local pharmacist will be able to give you free health advice. You do not need an appointment, please visit your local pharmacy for more information.

Privacy Notice for Patients

We keep records about the healthcare and treatment patients receive. This helps to ensure that patients receive the best possible care from us.

October 2022

Subject Access Requests

Patients may request to view their own records by contacting huc.informationrequests@nhs.net

Information Commissioners Office

Registration Details Registration Number: Z140226X
Address: HUC, The Old Ambulance Station, Ascots Lane, Welwyn Garden City, Hertfordshire AL7 4HL

How to find us

By car

Satnav postcode for Cheshunt MIU: EN8 8XN

By bus

Bus numbers 245, 251 and 310 all have stops within a five minute walk to the unit.

By train

The nearest train stations are Cheshunt and Theobald's Grove. They are both under one mile from the unit. You can also use Waltham Cross station which is approximately 1.5 miles from the unit.



Cheshunt Minor Injuries Unit

Patient Information Leaflet

Opening hours

Every day from 8am to 8pm

Last patient registration is 7:30pm

X-ray opening hours

Daily 9am to 6pm for Minor Injuries patients

Cheshunt Minor Injuries Unit
Cheshunt Community Hospital
King Arthur Court
Cheshunt EN8 8XN

01992 622157 Option 1
cheshuntmiu@nhs.net
www.cheshuntmiu.nhs.uk

This service is provided in partnership by:
HUC / Hertfordshire Community NHS Trust

Using the Minor Injuries Unit (MIU)

Cheshunt MIU is open every day from 8am to 8pm. You do not have to be registered with a GP to receive treatment. We offer a walk-in service for people who have **MINOR INJURIES. We cannot treat any children under the age of one year.**

Our services

The MIU can only treat **MINOR INJURIES** and does not treat minor illnesses or ongoing problems. We **CAN** diagnose and treat:

- Suspected fractured (broken) bones
- Muscle and joint injuries (sprains and strains)
- Minor burns and scalds
- Bites and stings
- Cuts and grazes
- Minor eye injuries
- Minor head injuries
- Removal of foreign bodies from the ears or nose
- Removal of splinters
- Emergency Contraceptive Pill

We **CANNOT** treat the following conditions in the unit:

- Life or limb threatening injuries (serious injuries)
- Long standing/ ongoing aches and pains like arthritis
- Severe neck and back injuries
- Hip injuries
- Allergic reactions / Hayfever
- Breathing difficulties
- Coughs and colds

- Earache / infection
- Mental health problems
- Eye infections
- Stomach pain
- Vomiting and diarrhoea
- Re-dressings/removal of stitches
- Pregnancy-related problems
- Chest pain
- Sore throat
- Under 1 year olds

If you arrive at the MIU with any of these conditions, you will be redirected to a more appropriate NHS service.

Information on common conditions can be found via our website

www.cheshuntmiu.nhs.uk or www.nhs.uk

Accessibility and bringing someone with you

The MIU has full wheelchair access. Only children and vulnerable adults can be accompanied. **Masks must be worn unless exempt.**

Our team

Our team is managed by a Matron/ Clinical Service Manager and consists of experienced nurse practitioners, medical technicians, and receptionists. There are **NO DOCTORS** at the unit. Please note our receptionists are not medically trained and are unable to give advice on medical conditions. Your clinical assessment will be undertaken by a nurse practitioner. You will be redirected to the most appropriate service if your condition cannot be treated at the MIU. Our nurse practitioners have undergone

extensive training to be able to diagnose and treat patients with minor injuries. There are x-ray facilities on site. The nurse practitioner will assess the injury and request an x-ray only if clinically indicated. They can administer and supply some medications for pain, minor infections and refer urgent conditions to other specialties if required.

Our medical technicians help the in delivering care such as applying plaster casts, recording observations and providing wound care for new injuries. We **DO NOT** offer a re-dressing or removal of stitches service. You must book an appointment at your GP surgery for these conditions.

X-ray facilities

Your x-ray results are discussed with you at the time of your visit. If you have a broken (fractured) bone, then you may be referred to the virtual fracture clinic. Some minor breaks (fractures) will not require a follow up. If your x-ray results are unclear, we may still refer you to a fracture clinic for an orthopaedic opinion.

Specialist and hospital care

If a member of our team believes your condition requires urgent hospital treatment or specialist care, they will refer you to the right service. Please note some specialist services are only offered at certain hospitals that may be out of the local area. If you need to be referred to hospital for routine treatment, you will be