



## Pre-assessment in Minor Injury Units

### Hereford and Worcestershire Health and Care NHS Trust

#### SUMMARY:

Introduction of a telephone pre-assessment (triage) by a 111 non-clinician prior to booking an appointment at a Minor Injury Unit

#### PURPOSE:

To maximise the percentage of patients attending Minor Injury Units through booked appointment

For more information visit:  
[www.communityhospitals.org.uk](http://www.communityhospitals.org.uk)

#### PATIENT BENEFITS:

Timely treatment at a clinically suitable setting

#### STAFF BENEFITS:

Effective workload and resource management  
Clinical meetings better attended

#### SYSTEM BENEFITS:

Reduced shuttling between Minor Injury Units and other settings  
Good infection prevention and control practices  
Safe, effective, efficient use of resources

#### KEY MESSAGE:

Pre-assessment ensured a smoother path to the most appropriate treatment with fewer unnecessary journeys and less exposure to infection