



## **South Gloucestershire**

**South Gloucestershire Primary Care Trust**

1 Monarch Court  
Emerald Park  
Emersons Green  
South Gloucestershire  
BS16 7FH

Tel: 0117 330 2400

Fax: 0117 330 2401

[www.sglos-pct.nhs.uk](http://www.sglos-pct.nhs.uk)

1 August 2011

Date:

Ref:

**Dear resident**

### **Yate West Gate Centre Questionnaire - Minor Injury Unit and X-ray service opening times**

The purpose of the attached questionnaire is to ask residents in Yate, and the surrounding area, about the current opening times of the Yate Minor Injuries Unit (MIU) and X-ray service at the Yate West Gate Centre so that we can ensure that we are meeting the needs of local people.

Since the Yate MIU opened in June last year the unit has exceeded the number of attendances that we originally anticipated and satisfaction levels are very high. The Yate MIU is currently open between Monday – Friday 8.30 am – 7.30pm and Saturday, Sunday and bank holidays between 10am – 2pm.

Over the past year, the X-ray service that runs alongside the MIU has mainly taken referrals from local GPs and is well used during the normal working week. However, in the out-of-hours service during evenings and weekends (after 5pm Monday to Friday and 10am – 2pm Saturday, Sunday and bank holidays) very few patients used the service.

At the end of June 2011, NHS South Gloucestershire and North Bristol NHS Trust took the decision to suspend the evening and weekend X-ray service and to review the opening hours that this service and the MIU operate.

Your views are very important to us to help us shape these services so that we can ensure that we are meeting local people's needs and making the best use of NHS resources.

The questionnaire is also available online at:

**<https://www.surveymonkey.com/s/yate>**

Alternatively, paper copies will be available at the Yate West Gate Centre, GP surgeries or via Yate Town Council.

The survey will run from **Monday 1<sup>st</sup> August until Friday 30 September, 2011.**

You can send back the attached survey to us for free. Our address is:

**FREEPOST RSGJ-HALK-ZHES  
NHS South Gloucestershire  
1 Monarch Court  
BS16 &FH**

If you wish to be kept informed about the results of this questionnaire, you can give us your contact details here. Alternatively, you can contact Sue Pratt, Communications Manager at NHS South Gloucestershire, on 0117 330 2499 or email [Sue.Pratt@sglos-pct.nhs.uk](mailto:Sue.Pratt@sglos-pct.nhs.uk)

Thank you for your interest.

Yours sincerely

*Roger Pedley*

Roger Pedley  
Director of Commissioning and Organisational Development.