



NHS 111

Provides urgent medical help

If you need urgent medical help
but you're not sure where to go.

🌐 Go to 111.nhs.uk or 📞 call 111

NHS 111, Urgent Treatment Centres, Minor Injuries Units.

April 2026

Background and Introduction

Between January and March 2026, Healthwatch Warwickshire asked people for their recent experiences of using NHS 111 services, Urgent Treatment Centres (UTC), and Minor Injuries Units (MIU). Through in-person engagement across the county, and on our website and social media channels, we received 230 responses to our survey.

NHS 111 service

If you have an urgent but not life-threatening health problem, you can contact NHS 111 for support. NHS 111 is open to help you 24 hours a day, seven days a week. The telephone line is free to call when you have an urgent healthcare issue. You can also use the NHS 111 website online or access it through the NHS App. NHS 111 helps get people the right physical and mental health advice and treatment when they urgently need it. A specialist health advisor will collect some information from you about your symptoms. They will then direct you to the service that can best help you. [NHS 111 online](#)

Urgent Treatment (or Care) Centres/Minor Injuries Unit

Patients with minor injuries and illnesses can attend an Urgent Treatment Centre, where trained nursing staff will undertake an assessment and give advice and treatment. Patients are able to have X-rays and a pharmacy is available. [When to go to an Urgent Treatment Centre](#)

Warwickshire venues:

- Hospital of St Cross Urgent Treatment Centre, Rugby
(Open 24 hours a day, seven days a week for patients over 5 years old)
- George Eliot Hospital Urgent Treatment Centre, Nuneaton
(Open 8am-8pm, seven days a week, including Bank Holidays)
- Warwick Hospital Minor Injuries Unit, beside A&E as part of the Emergency Department, Warwick
(Open 24 hours a day, seven days a week)
- Stratford Hospital Minor Injuries Unit, Stratford-upon-Avon
(Open Tuesdays, Wednesdays and Thursdays, 9am-4pm)

Summary and Next steps

People across Warwickshire told us they:

- Have a strong appreciation for caring and professional staff.
- Find long waits and delays frustrating, especially when they are not communicated in advance.
- Are sometimes confused as to which services are most appropriate for different circumstances.

77% of people who told us about their satisfaction with NHS 111 services, responded positively.

We heard NHS 111 services could improve experiences for patients by supporting staff to:

- Use effective listening skills and speak to callers with empathy, when using scripted triage.
- Ensure more vulnerable callers are treated appropriately.
- Use relevant local knowledge to give clear information about appropriate services.

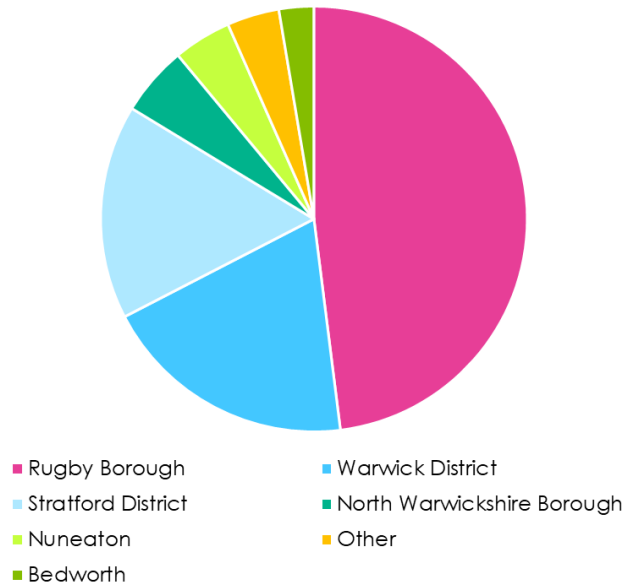
79% of people who told us about their satisfaction with Urgent Treatment Centres/Minor Injuries Units, responded positively.

People told us their experiences of Urgent Treatment Centres/Minor Injuries Units, could improve by:

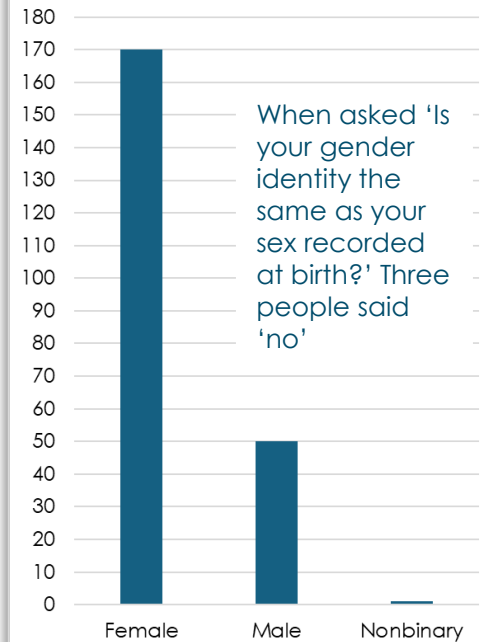
- Communicating expected wait times in a clear and transparent way.
- Increasing doctor led capacity at Hospital of St Cross, Urgent Treatment Centre, Rugby.
- Expansion of opening hours at Stratford-upon-Avon Minor Injuries Unit.

Survey findings- who we heard from

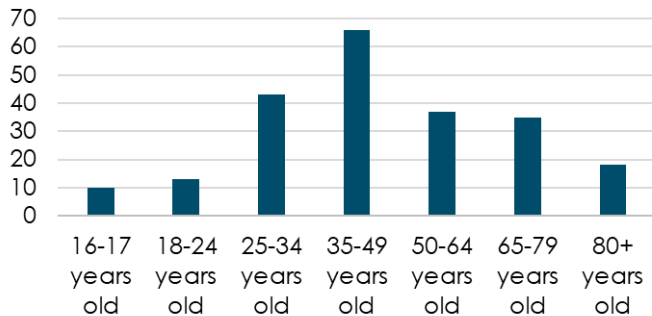
Location of people responding to HWW survey



Gender of people responding to HWW survey



Age of people responding to HWW survey



Ethnicity of people responding to HWW survey

White: British/ English/ Northern Irish/ Scottish/ Welsh	160
White: Any other White background (please tell us more below)	16
Asian or Asian British Indian	14
White: Irish	5
Asian or Asian British – Any other Asian or Asian British Background	4
Asian or Asian British – Bangladeshi	4
Any other ethnic group	2
Black or Black British Caribbean	2
Mixed/ Multiple ethnic groups – Black Caribbean and White	2
Arab	1
Asian or Asian British Chinese	1
Asian or Asian British Pakistani	1
Black or Black British – Any other Black or Black British Background	1
Mixed/ Multiple ethnic groups – Any other Mixed/ Multiple ethnic groups background	1
Mixed/ Multiple ethnic groups – Black African and White	1
White: Roma	1

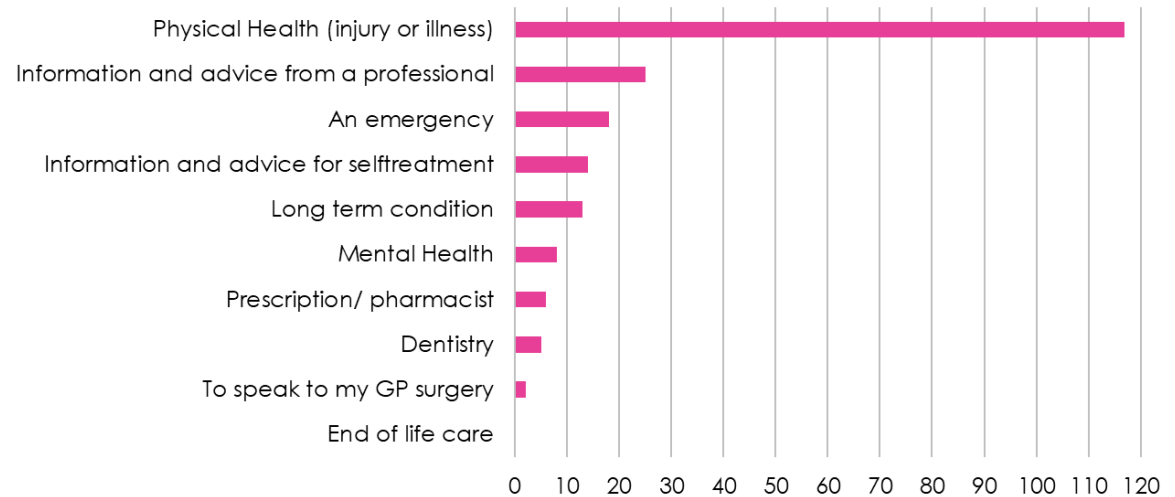
Survey findings-NHS 111

- 162 people (70%) told us they have used the NHS 111 **telephone service** in the last 12 months.
- 24 people (10%) told us they have used the NHS **online service**, either through the NHS 111 website or the NHS App.
- 44 people (19%) told us they have **not used any NHS 111** services in the last 12 months. The most common reason given included:
 - Choosing a more specialised or in-person option
 - "I had an eye injury so sought advice from my optician initially."*
 - "I had an injury which needed stitching."*
 - Dislike of using telephone or online for health
 - "I am autistic and ADHD so struggle to talk on the phone, unable to do online and remembering information I find difficult. I like to see someone in person."*
 - Four people were unaware there was an online option.
- The most common reason people told us they chose to use an NHS 111 service was **for advice** (47%), the second most common reason was because they couldn't get an appointment somewhere else (19%).
- 65 people (28%) told us they couldn't remember the exact time or day when they had last used one of the NHS 111 services, but **Saturday** (32 people, 14%) was the most common day for those who did remember, with an even spread across the 24-hours apart from a **slight increase between 6pm and midnight**.

Survey findings-NHS 111

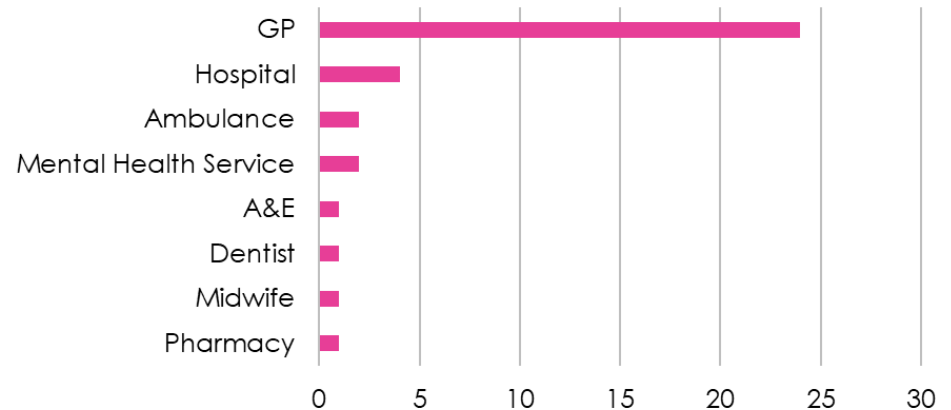
- Physical Health (injury or illness) was the most common condition people told us they had last used NHS 111 for (115 people, 50%)

What did you last use NHS 111 for?



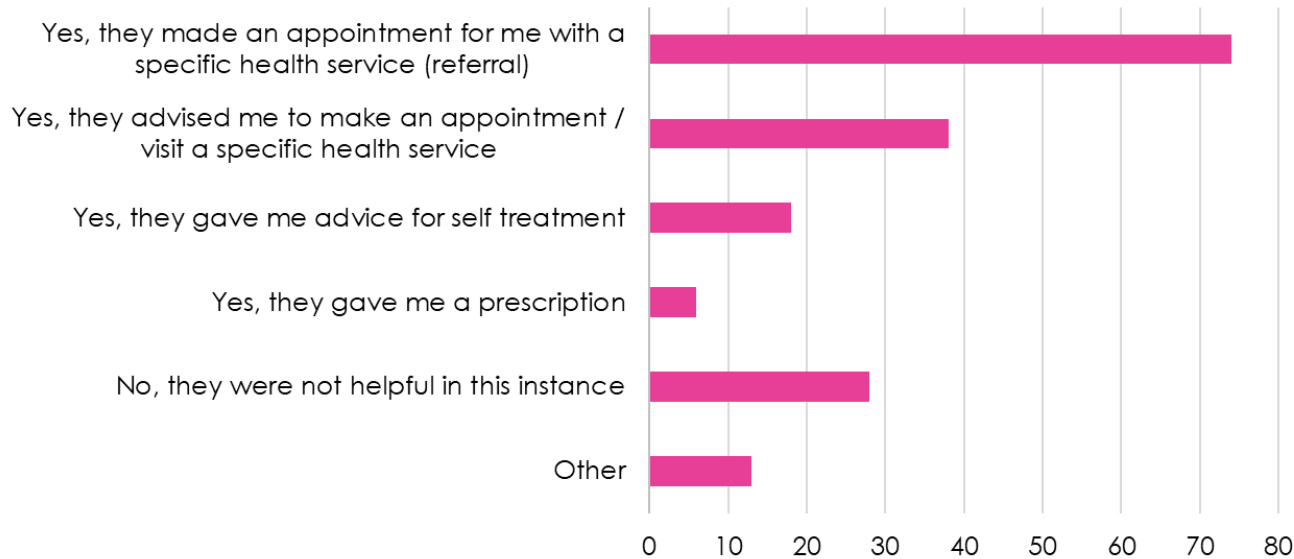
- 140 people (61%) told us that NHS 111 was the first service they made contact with, the last time they used it.
- 37 people (16%) told us which other service they contacted before NHS 111. Five of the 24 people who contacted a GP, were unable to make an appointment on a time scale suitable for them.

Which service did you contact before NHS 111?



Survey findings-NHS 111

Were you satisfied with your experience of using NHS 111?



- 177 people (77% of all respondents) chose to tell us about their level of satisfaction with NHS 111 services.
- 136 people (77% of these) told us they were satisfied with their experience.
- For each region of Warwickshire satisfaction was around 50%. Issues raised are not confined to specific areas.
- 28 people (16% of these) told us 'No, NHS 111 were not helpful in this instance'.
Reasons included: Long waiting times and missed call-backs, unhelpful, inaccurate or scripted advice, lack of continuity of care, being passed between services.

"No call back, we waited all night and then got a text message to see if we still needed a call back. Disappointing, I made a GP appointment the next day."

"I did not find them helpful; they did not seem to want to listen to me it felt like they had a script. The person on the phone was rude and showed no empathy."

"Putting the poorly person in the middle of a game of tennis between services isn't great and others would give up and end up in worse condition."

Survey findings-NHS 111

We asked, 'If you were in a similar situation in the future, would you choose to use NHS 111?'

- 131 people (74% of people who chose to tell us about their level of satisfaction) told us that if their circumstances were similar in future, they **would** contact NHS 111 again. Many respondents told us this would usually be for out-of-hours, or non-urgent circumstances.
 - "I go to the GP if open so call 111 if it is evening or weekends."*
 - "Reassuring as you get to speak to a health care professional"*
 - "Very quick response good relevant questions about my symptoms."*
 - "They made me an appointment with the frailty clinic for the following week."*
 - "They sent an ambulance, were kind people, they took my partner along too."*
 - "You can be waiting weeks to see a GP. Out of sheer desperation I called 111 to get a repeat prescription."*
 - "When I rang NHS 111, they were most helpful and I couldn't fault them. They were very thorough"*
- 35 people (20% of people who chose to tell us about their level of satisfaction) told us, they **would not** use NHS 111 services if they were in a similar situation in the future.

From a professional: *"I work on the Wellbeing for Warwickshire line. When people call us, we can tell them to call NHS 111 to get through to the crisis team, but then they call 111 who advise them to call us. It is not giving people the right information. If I call NHS 111 option 2 because I need to make a safeguarding referral, they can refuse to put me through to the right team. This happens a lot. If someone (individual or professional) calls 111 to make a referral to the crisis team but they are not in Warwickshire at that moment, they go to the local team who are unable to transfer calls to the Warwickshire team. They send people to us so we can refer them. It creates an extra obstacle for people to get support. Not many people use the professional phone number for the crisis team, and we end up being used like a call transfer centre."*



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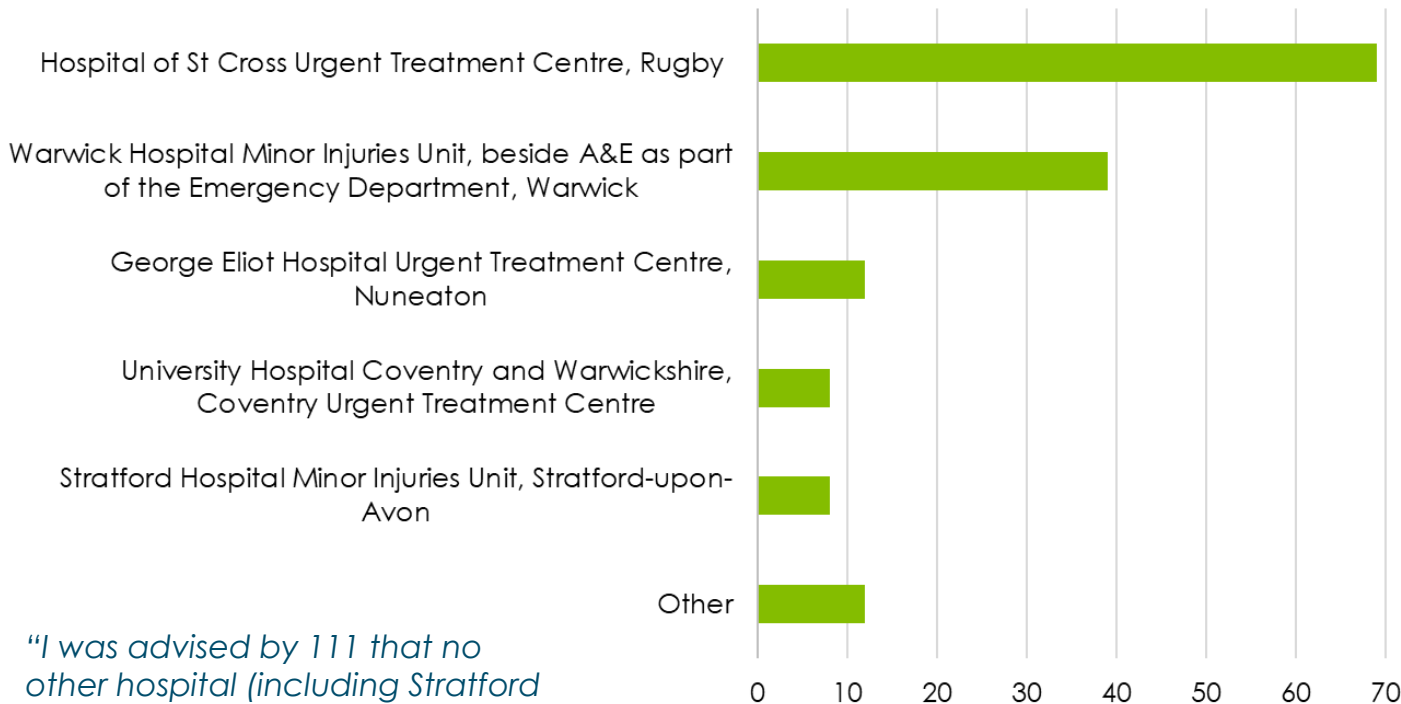
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Survey findings-Urgent Treatment Centres (UTC) and Minor Injuries Units (MIU)

- 134 people (58% of all respondents) told us they have used an Urgent Treatment Centre or Minor Injuries Unit in the last 12 months.

Which UTC/ MIU did you use most recently?



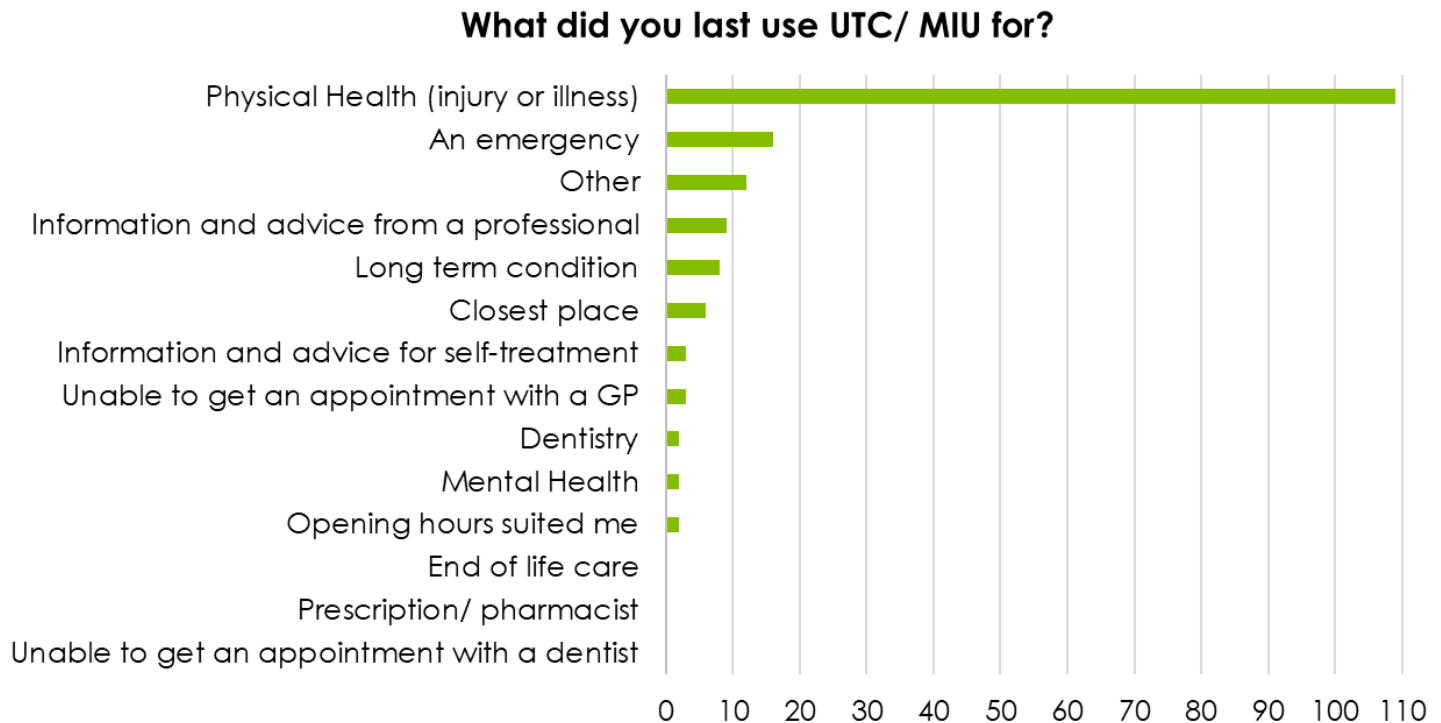
"I was advised by 111 that no other hospital (including Stratford or Redditch) were open on a Sunday with minor injuries, so I had to go to Warwick."

- These figures are broadly in line with the region people told us they live in.
- Of the 37 people who told us they live in Stratford-upon-Avon, 20 told us they have used an UTC or MIU in the last 12 months. Nine of these used Warwick Hospital, four used Stratford Hospital and two travelled out of Warwickshire.

"Stratford minor injuries unit should be open more to take the pressure off Warwick Hospital."

Survey findings-UTCs and MIUs

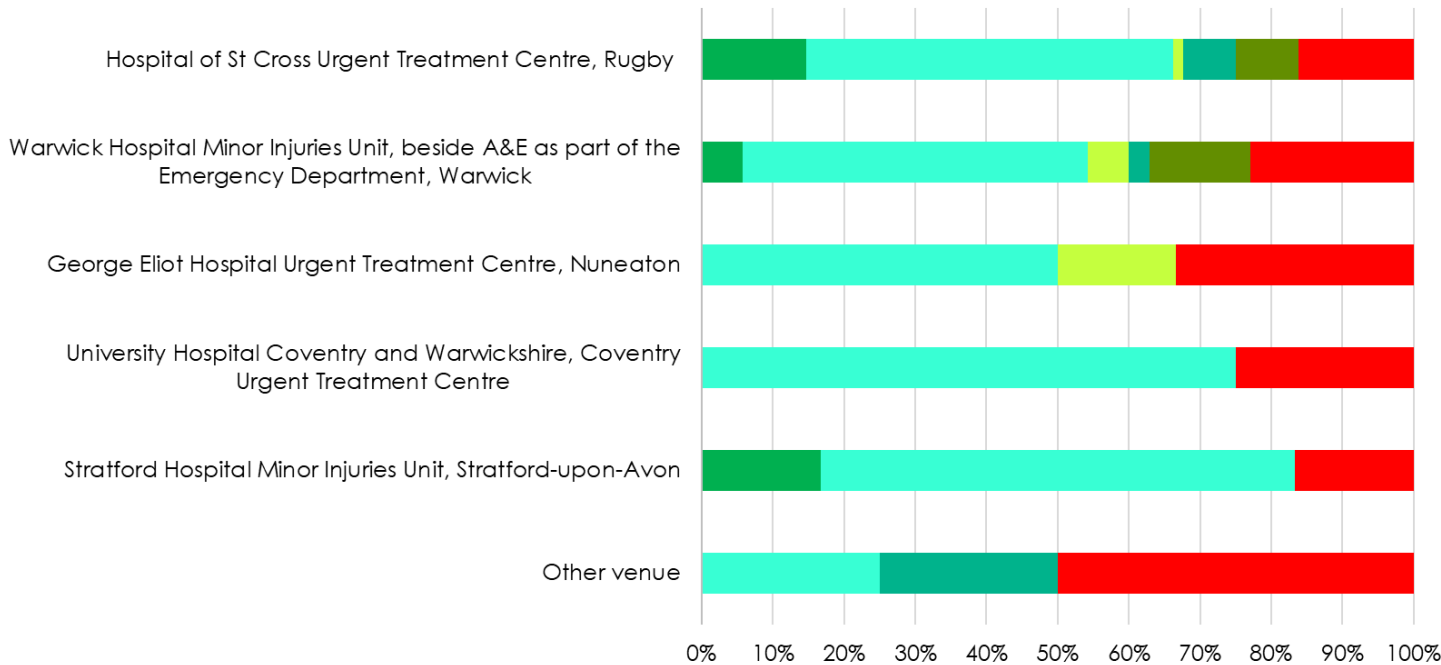
- Physical Health, (injury or illness) was the most common condition people told us they had last used UTC/ MIUs for (109 people, 81% of UTC/MIU attendees)



- 57 people (43% of UTC/ MIU attendees) told us they couldn't remember the exact time or day when they had last used either a UTC or MIU, but **Wednesday**, (18 people) then **Saturday** (16 people) were the most common days for those who did remember. 12 noon-6pm was the most common time for visits on Wednesdays and 6pm-12 midnight was the most common time for visits on Saturdays.
- Apart from usage being limited to opening times for some venues, no other specific patterns are noticeable in the responses we received.

Survey findings-UTCs and MIUs

Were you satisfied with your experience of using the UTC/ MIU?



- All 132 people who told us they had attended a UTC/MIU in the last 12 months, chose to tell us about their level of satisfaction.
- 79% of these told us they were satisfied with their experience.

- Yes, they made an appointment for me with a specific health service (referral)
- Yes, they gave me advice/ treatment
- Yes, they advised me to make an appointment/ visit a specific health service
- Yes, they gave me a prescription
- Yes, other
- No, they were not helpful in this instance

“Was very happy with service. Hats off to the staff.”
Hospital of St Cross Urgent Treatment Centre

“Staff were very efficient, caring and thorough”
Warwick Hospital Minor Injuries Unit

“Excellent and timely treatment.”
University Hospital, Minor Injuries Unit

Survey findings-UTCs and MIUs

Reasons for **not being satisfied** with experiences of UTCs and MIUs included:

- Poor communication/ feeling passed between services
- Limitations on treatments available
- Lack of empathy from staff
- Long waiting times
- Poor follow up/ lack of continuity of care

"Got treatment but was sent to UHCW for further checks which was disappointing, wish I could have stayed in St Cross and got treated there. UHCW is far away and an inconvenience to get to."

Hospital of St Cross Urgent Treatment Centre

"If they had treated quicker then she wouldn't have had to have her leg removed."

Warwick Hospital Minor Injuries Unit

"The urgent care centre at George Eliot had no GPs on shift, so I ended up at A&E, which was fine but the wait to be seen was 4 hours."

George Eliot Hospital Urgent Treatment Centre

"Said they could do nothing, suggested paracetamol. I was not satisfied."

University Hospital, Minor Injuries Unit

"The nurse was very abrupt and chastised me for using Stratford Minor Injuries unit, even though my doctor had sent me there."

Stratford Minor Injuries Unit



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Thank you to everyone who
shared their experiences of NHS
111, Urgent Treatment Centres,
and Minor Injuries Units with us.

Responses

University Hospital
Clifford Bridge Road
Walsgrave
Coventry
CV2 2DX

02 June 2026

www.uhcw.nhs.uk

Re: Healthwatch report: NHS 111, Urgent Treatment Centres and Minor Injuries Units

Thank you for the above report dated April 2026, which shared the findings of patient experience for urgent care services across Warwickshire. We welcome the insights gathered through your engagement work and are grateful to those that contributed to the feedback. Please note that the feedback relating to services not provided by University Hospitals Coventry and Warwickshire (UHCW) NHS Trust will need to be shared directly with the respective services.

As you know, UHCW is committed to continuously improving its services to ensure the delivery of high-quality care for all our patients. We therefore take very seriously the areas for improvement identified within the report.

In relation to the findings highlighted within the survey, UHCW has worked in partnership with the out-of-hours GP provider (Practice Plus Group) to enable the streaming of appropriate patients into this service. In addition, the Rugby Urgent Treatment Centre (RUTC) has access to a senior Emergency Department doctor on a 24-hour basis for clinical advice and support.


Performance at RUTC remains strong, with 98% of patients seen within four hours in April 2026. Waiting times are communicated through displays in the waiting area and via the UHCW website. A receptionist is also present within the waiting room alongside a triage nurse, and standard processes have been strengthened to ensure that patients are regularly updated on their care and any delays throughout their visit.

Thank you for the opportunity to review the report, we will ensure that the findings from this report are triangulated alongside other sources of patient experience and quality intelligence, including the Friends and Family Test feedback, complaints data, real-time feedback, and operational metrics. This will enable us to identify recurring themes and emerging risks, prioritise improvement actions, and track the impact of changes over time, providing robust assurance through our governance processes and ensuring that improvements are evidence-based and responsive to patient need.

Once published, the report will be shared through the Emergency Medicine Group meetings as well as the Emergency Medicine Patient Experience group as well as the Trusts Patient Experience and Engagement Committee.

I would like to thank you for the continued support from Healthwatch to improve our patients' experience and commissioning this report. We are encouraged by the positive feedback regarding our staff and the overall experience of many patients. At the same time, we fully acknowledge the areas identified for improvement and are committed to driving meaningful change.

Yours sincerely



Professor Andrew Hardy
Chief Executive Officer

Responses



George Eliot Hospital

NHS Trust

"The relatively low response rate of 132 patients across the region, with only one comment relating to the George Eliot Urgent Treatment Centre, means that no definitive conclusions about our service can be drawn. Between January and March 2026, 4,887 patients used the service. In March, there were 147 individual responses, of which 11 (7.5%) rated the service as poor or very poor, while 126 (85.7%) rated it as good or very good. It is important that we fully understand the experiences and perspectives of our service users in order to inform continuous improvement. We would therefore welcome the opportunity for Healthwatch Warwickshire to visit the George Eliot Urgent Treatment Centre to support the collection of real-time patient feedback."*

**Head of Nursing for Unplanned Care (Emergency Pathways),
George Eliot Hospital NHS Trust (GEH).**

*The 147 individual responses relate to feedback received directly by GEH

Responses



South Warwickshire
University
NHS Foundation Trust

“Thank you for the UTC/MIU report.

For factual accuracy, the Emergency Department (ED) at Warwick Hospital does not have a Minor Injury Unit but an Injury Stream, as part of the ED. Stratford hospital does have a MIU.

Since January 2025 SWFT has treated almost 126,000 people through its MIU and ED, including the injury stream. Patient feedback captured through the SWFT Patient Experience Dashboard for this period is extremely positive:

*Review Count : **5640 responses (Positive: 87.91 % Negative: 7.24 %)***

Average Five Star Score to all questions: 4.55 Score by Question 4 & 5 stars:

Experience= 87.8 % Dignity= 92.42% Safe= 92.63% Staff= 91.1% Cleanliness =88.44% Involved = 88.88%

Information= 82.92% Food= 30.46% (54.97% did not apply to)

5577 responses captured feedback with free text, with patient making comments such as:

- Staff were amazing and I got seen quickly. They went above and beyond*
- Very efficient, very caring, explained everything clearly*
- I couldn't have asked for better attention and treatment*
- Service was prompt and we were moved along in good time, we were kept informed at all times*

Trust data shows that the 3 days that Stratford MIU is open, attendance is not reduced at the Warwick site.








We are thankful for all patient feedback and are fully engaged in using it to shape patient centred care and service improvements.”

Divisional Director of Nursing SWFT & GEH
South Warwickshire University NHS Foundation Trust

Support for patients

Choosing the right service



 A&E	A&E	Choking Blackout Blood loss Chest pains	An A&E department (also known as emergency department or casualty) deals with genuine life-threatening emergencies. People are seen and treated in order of need.
 999	999	Choking Blackout Blood loss Broken bones	Call 999 if someone is seriously ill or injured and their life is at risk.
 Minor Injuries Unit	Minor Injuries Unit	Strains Sprains Stitches	Visit a walk-in centre, minor injuries unit or urgent care centre if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery opens.
 GP/Doctor	GP/Doctor	Persistent symptoms Long term conditions Chronic pain New prescriptions	Make an appointment with your GP if you are feeling unwell and it is not an emergency.
 Pharmacist	Pharmacist	Minor illnesses Headaches Stomach upset Bites & stings	Ask your local Pharmacist for advice – your pharmacist can give you advice for many common minor illnesses.
 NHS 111	NHS 111	Unsure? Unwell? Confused? Need help?	Call NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.
 Self Care	Self Care	Coughs & colds Grazed knees Sore throats Other minor issues	A lot of illnesses can be treated in your home by using over the counter medicine and getting plenty of rest.

Support for patients

When to use NHS 111 online or call 111

NHS 111 can help if you think you need medical help right now.

You can get help from NHS 111:

- by using [111 online](#)
- in the [NHS App](#)
- by calling 111

111 can direct you to the best place to get help if you cannot contact your GP during the day, or when your GP is closed (out-of-hours).

Depending on what you need, you might be advised to:

- call 999 or go to A&E in an emergency
- go to an [urgent treatment centre](#)
- see an evening and weekend GP (out-of-hours GP)
- book a callback from a nurse
- get urgent specialist support, for dental or mental health problems
- contact your own GP surgery
- see a pharmacist for help with a minor illness
- look after yourself safely at home

Visit the [NHS website](#) for more info

Pharmacy First **NHS**

Treatment for common conditions without a GP appointment

- Sore throat** 5 years and over
- Earache** 1-17 years
- Sinusitis** 12 years and over
- Infected insect bites** 1 year and over
- Impetigo** 1 year and over
- Shingles** 18 years and over
- Uncomplicated urinary tract infections** Women 16-64 years

Choose the right service

What is an Urgent Treatment Centre (UTC)?

Urgent Treatment Centres (UTCs) provide urgent medical attention in situations where it is not a life-threatening emergency.

Choose the right service

- Sprains and strains
- Suspected broken bones
- High temperature
- Skin infections and rashes
- Stomach pain, vomiting and diarrhoea

UTCs can diagnose and deal with many of the common problems people go to A&E for and can be accessed on a walk-in basis or following advice from NHS 111.

Choose the right service

Where is my nearest UTC?

City of Coventry Health Centre
Opening hours: 8am - 10pm
City of Coventry Health Centre, Stoney Stanton Road CV1 4FS

- Minor Injuries Unit**
Opening hours: 24/7
Any service available
University Hospital Coventry
Clifford Bridge Road, CV2 2DX
- Rugby Urgent Treatment Centre**
Opening hours: 24/7
Any service available
Hospital of St Cross, Barby Road
CV22 5PX
- Urgent and Emergency Care**
Opening hours: 8am - 8pm
Any service available
George Eliot Hospital, College St,
Nuneaton CV10 7DU

Healthwatch Warwickshire Survey Questions

NHS 111

1. Please tell us where you live:

- North Warwickshire Borough
- Nuneaton
- Bedworth
- Rugby Borough
- Warwick District
- Stratford District
- Other (please tell us where below)

2. Have you used any of these services in the past 12 months?

(Please tick all that apply)

- NHS 111 phone service
- NHS 111 online service through the NHS 111 website
- NHS 111 online service through the NHS App
- None of these (If there is a reason you did not use one of these, please tell us why below, and then skip to question 10)

3. Why did you last use NHS 111? (Please tick all that apply)

- I couldn't get an appointment somewhere else
- I was instructed to by a health professional (e.g., GP, nurse, dentist, pharmacist, social worker, or support organisation)
- For advice
- Something else (please tell us more below)

4. What day and time did you last use NHS 111? (Please circle)

- Monday Tuesday Wednesday Thursday Friday Saturday Sunday
- 8am-12noon 12noon-6pm 6pm-12midnight 12midnight-8am
- Don't remember



5. What did you last use NHS 111 for? (Please tick all that apply)

- Mental Health
- Dentistry
- Physical health (injury or illness)
- Long term condition
- Prescription/Pharmacist
- Information and advice for self-treatment
- Information and advice from a professional
- An emergency
- To speak to my GP surgery
- End of life care
- Other _____

6. Thinking about the last time you used NHS 111, was it the first service you tried?

- Yes No

7. If you answered 'no' to question 6, who did you contact first?

- GP
 - Pharmacy
 - Dentist
 - Hospital
 - Mental Health service
 - Other
- Please tell us more below

8. Were you satisfied with your experience of using NHS 111?

- Yes, they made an appointment for me with a specific health service (referral)
 - Yes, they gave me advice for self-treatment
 - Yes, they advised me to make an appointment/visit a specific health service
 - Yes, they gave me a prescription
 - No, they were not helpful in this instance
 - Other
- Please tell us more below

9. If you were in a similar situation in the future, would you choose to use NHS 111? Yes No

Please tell us more below

Urgent Treatment (or Care) Centres/ Minor Injuries Units

10. Have you used an Urgent Treatment (or Care) Centre/ Minor Injuries Unit in the past 12 months? Yes No

11. Which of these did you use most recently?

- Hospital of St Cross** Urgent Treatment Centre, Rugby
(Open 24 hours a day, seven days a week)
- George Eliot Hospital** Urgent Treatment Centre, Nuneaton
(Open 8am-8pm, seven days a week, including Bank Holidays)
- Warwick Hospital** Minor Injuries Unit, beside A&E as part of the Emergency Department, Warwick
(Open 24 hours a day, seven days a week)
- Stratford Hospital** Minor Injuries Unit, Stratford-upon-Avon
(Open Tuesdays, Wednesdays and Thursdays, 9am-4pm)
- Other** (please tell us where below)

12. Why did you last visit an Urgent Treatment (or Care) Centre/ Minor Injuries Unit? (Please tick all that apply)

- Mental Health
- Dentistry
- Physical health (injury or illness)
- Long term condition
- Prescription/pharmacist
- Information and advice for self-treatment
- Information and advice from a professional
- An emergency
- End of life care
- Closest place
- Opening hours suited me
- Unable to get an appointment with GP
- Unable to get an appointment with Dentist
- Other _____



13. What day and time did you last use an Urgent Treatment (or Care) Centre/ Minor Injuries Unit? (Please circle)

- Monday Tuesday Wednesday Thursday Friday Saturday Sunday
- 8am-12noon 12noon-6pm 6pm-12midnight 12midnight-8am
- Don't remember

14. Were you satisfied with your experience of using the Urgent Treatment (or Care) Centre / Minor Injuries Unit?

- Yes, they made an appointment for me with a specific health service (referral)
 - Yes, they gave me advice / treatment
 - Yes, they advised me to make an appointment/visit a specific health service
 - Yes, they gave me a prescription
 - No, they were not helpful in this instance
 - Other
- Please tell us more below

15. Do you have any other thoughts about your experience of NHS 111 or Urgent Treatment (or Care) Centres/ Minor Injuries Units that you would like to share with us?

For more information:

Healthwatch Warwickshire
4-6 Clemens Street, Leamington Spa
CV31 2DL

website: www.healthwatchwarwickshire.co.uk

telephone: 01926 422 823

email: info@healthwatchwarwickshire.co.uk

write: FREEPOST Healthwatch Warwickshire

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