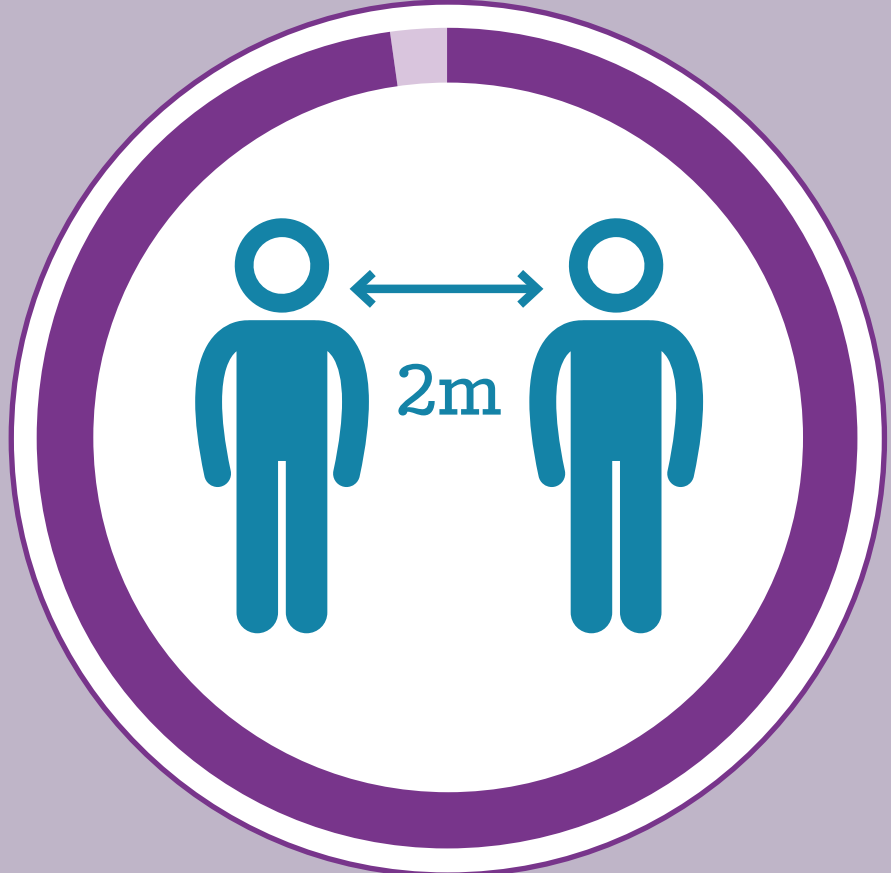


# Urgent and Emergency Care Survey 2020: Type 3

A Type 3 department is a minor injuries unit/urgent treatment centre treating minor injuries and illnesses. They can be doctor or nurse-led and accessed without appointment.

The 2020 survey had 59 NHS Trusts take part, with responses from 7,424 patients. Feedback was from a sample of patients who attended a Type 3 department in September 2020, and August 2020 if the sample size was not achieved in September alone. **During this period, Covid-19 hospitalisations were relatively low but rising.**

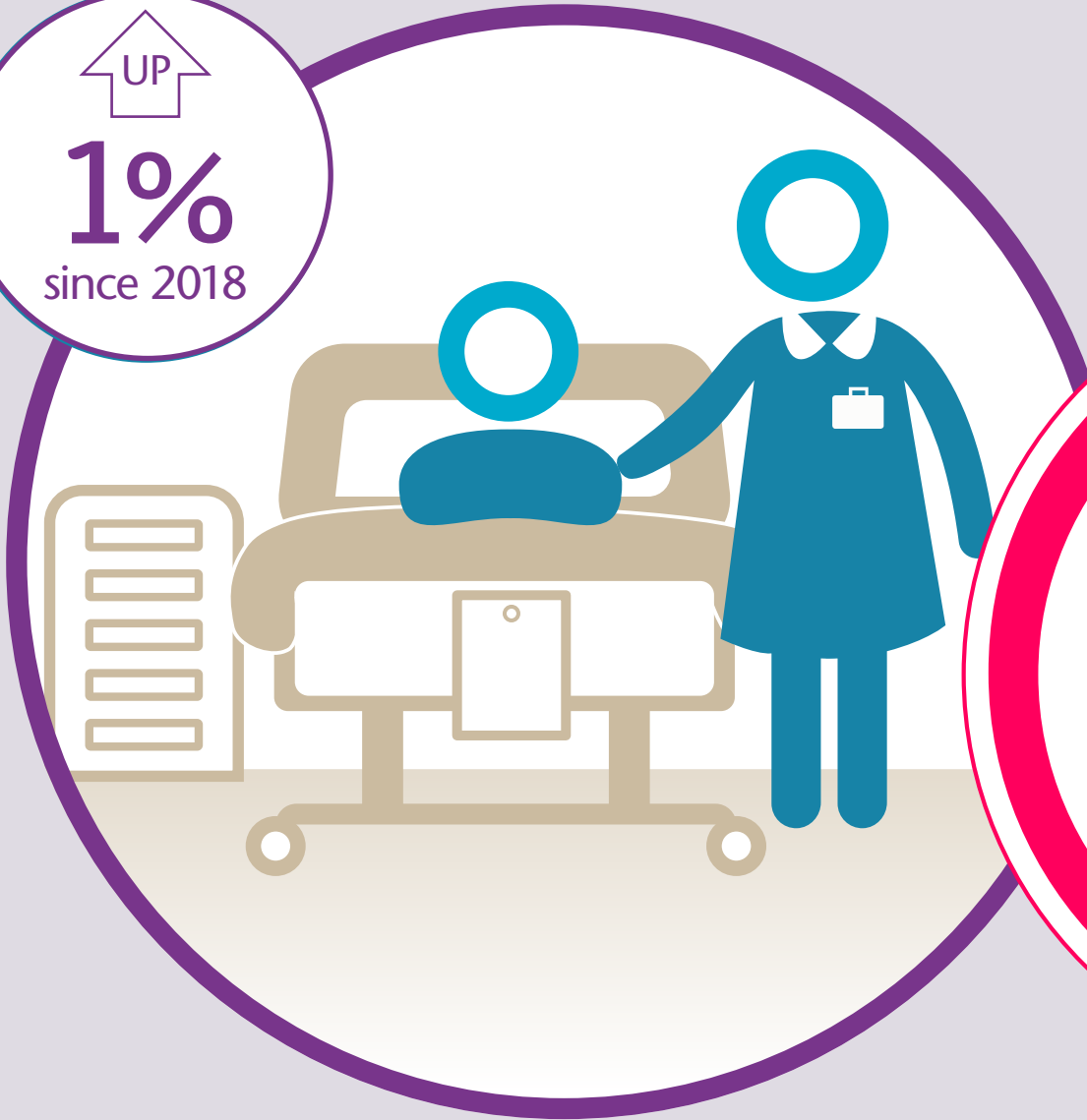
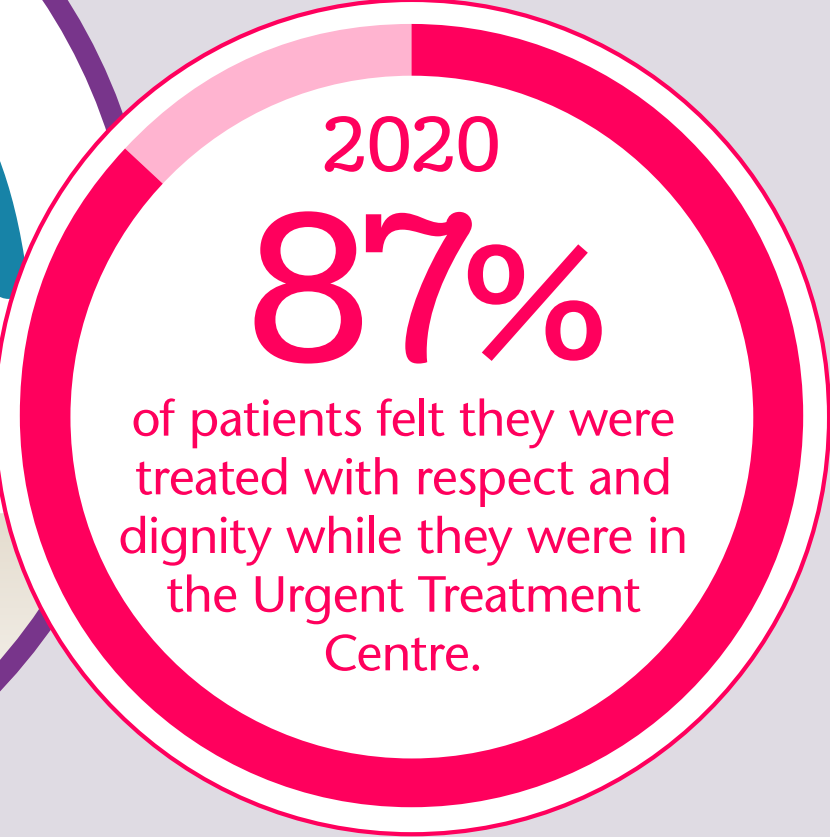
## New measures implemented to control Covid-19 infection



**98%**  
observed social distancing measures while in the Urgent Treatment Centre



### Respect & dignity



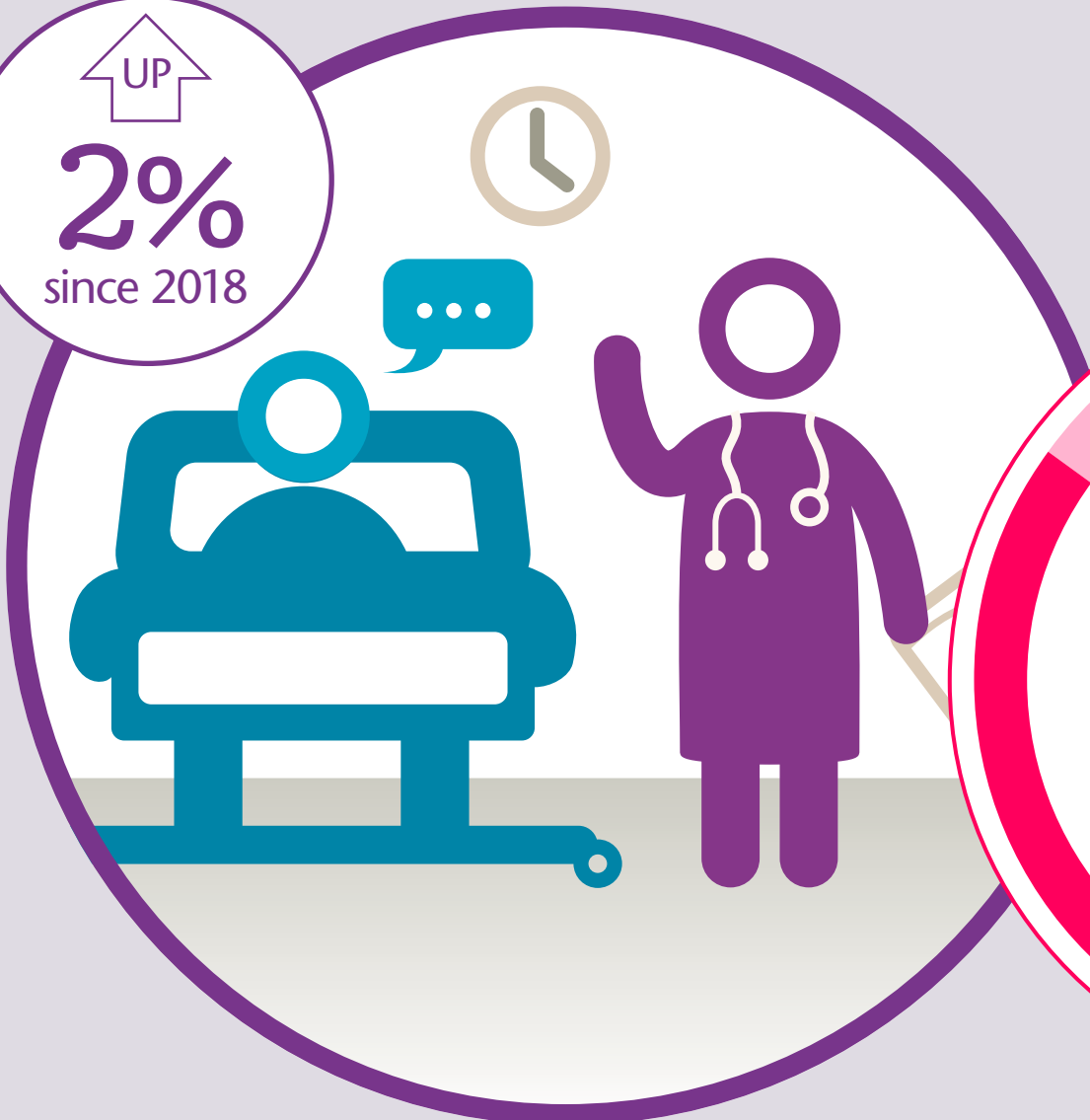
**78%**  
of patients said the Urgent Treatment Centre was 'very clean'.



**97%**  
saw handwashing with hand sanitiser or soap



### Clear communication



**97%**  
saw staff wearing PPE

