

East Cheshire NHS Trust
MIU Proposal for continued service

Report of	Lesley Petrie – AD MBU
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Subject/Title	<ul style="list-style-type: none"> Follow-up paper for the Overview and Scrutiny Committee regarding the proposal for the change in provision of MIU service at Congleton War Memorial Hospital
Background papers (if relevant)	<ul style="list-style-type: none"> proposal for the change in provision of MIU service at Congleton War Memorial Hospital
Purpose of Paper	<ul style="list-style-type: none"> To feedback to the committee following the stage 1 consultation
Action/Decision required	<ul style="list-style-type: none"> To consider the report and approve the recommended option
Links to: <ul style="list-style-type: none"> ➤ NHS strategies and policy ➤ 	<ul style="list-style-type: none"> NHSLA – standard 5 criterion 7 CQC –regulation 17 CQC –regulation 15 CQC –regulation 10
Link to: <ul style="list-style-type: none"> ➤ Trust’s Strategic Direction ➤ Corporate Objectives 	<ul style="list-style-type: none"> MBU – pressures document 2009-10 MBU – CIP document 2009-10
Resource impact	<ul style="list-style-type: none"> Capital or revenue monies Staffing resources
You are reminded not to use acronyms or abbreviations wherever possible. However, if they appear in the attached paper, please list them in the adjacent box.	<ul style="list-style-type: none"> MBU – Medical business unit MIU – Minor injuries unit CWMH – Congleton war memorial Hospital ENP – Emergency nurse practitioner ED –Emergency department

1. Summary of proposal

The proposal to alter the opening times of the Minor Injuries Unit

This would provide a 10:00 to 18:00 service for an Emergency Nurse Practitioner at Minor Injuries Unit (along with an experienced Health Care Assistant working from 14.00 to 18.00 weekdays) and continue to provide a 08:00 to 20:30 at weekends.

The Emergency Nurse Practitioner would be mainly treating the walk-in minor injuries patients whilst the GP referral patients for suture removal and wound care would be treated by the Health Care Assistant where applicable and referred to the Emergency Nurse Practitioner when beyond their level of experience.

GP referral patients would be booked in at specific times thereby reducing the waiting times for these patients

This option would eliminate the risk related to lone working as the unit would have 2 staff for half the shift and the first part of the shift would be supported by the on-site radiographer.

With this option nursing staff would not be available to assist GP Out of Hours 18:30 to 20:30 Monday to Friday.

Reducing opening hours and providing a bookable service for GPs would protect the service at Congleton, provide back up for lone workers and improve the patients experience.

Current Opening hours	Proposed Opening Times
Monday – Friday 08:30 – 20:30	Monday – Friday 10:00 – 18:00
Weekends/Bank Holidays 08:00 – 20:30	Weekends/Bank Holidays 08:00 – 20:30

2. Background

East Cheshire Trust has provided a Minor Injuries service at Congleton War Memorial Hospital for 30 years or more for the local population.

The Minor Injuries Unit is currently staffed by a band 6 Emergency Nurse Practitioner who provides nursing assessment and treatment for patients presenting with Minor Injuries (problems e.g. strains, sprains, minor head injuries and minor burns and scalds), follow-up wound care and GP referrals for dressings and suture removals.

In addition to this it supports GPs who provide a minor operations services.

The Emergency Nurse Practitioners based at the Minor Injuries Unit also support the GP Out of Hours service from 18.30 – 20.30 Monday to Friday and from 08.00 – 20.30 weekends. There is a call handler employed by GP Out of Hours service based in the MIU during these times.

The number of patients attending with minor injuries is low (average 18 patients per day) and is particularly skewed towards the 10am – 4pm.

All patients attending do so on a “drop in” basis and no appointments are made prior to attendance

The Emergency Nurse Practitioners currently work primarily on their own causing lone worker risks

Due to the diverse nature of the attending patients and the lone worker aspects of the role there are difficulties in recruiting staff to work at the unit.

The low numbers of patients attending the unit means that there is currently an inefficient utilisation of staffing resources

The Proposal to alter the Opening Times of the Minor Injuries Unit was presented to the Overview and Scrutiny Committee in February 2011. The Committee requested a level 1 consultation which was conducted by the Central and Eastern Primary Care trust

3. Summary of feedback

A summary of the feedback and the proposed actions can be seen in appendix 1.

4. Next steps

- A period of Staff Consultation and recruitment of a Health Care Assistant will be required prior to any change being implemented.
- A communication plan will be developed to sign post patients to the appropriate healthcare setting/provider.
- The Trust will work with Colleagues in Primary Care to ensure appropriate information is available for residents of the Congleton area regarding service provision for those requiring treatment for minor injuries

Appendix 1

Overview of feedback received and proposed actions

Organisation	Concern	Action
NWAS	No objections but some concern that the small numbers of people that would have gone to the MIU in Congleton may now opt to go to Macclesfield A&E using a 999 call. Ambulance performance is paramount and any increase in demand, however small may have an impact on this	A communication plan will be developed to sign post patients to the appropriate healthcare setting/provider. This will include information in the Unit itself, information in the Press and patient information leaflets in the GP surgeries detailing the new ways of accessing appointments at the MIU
Congleton GP Surgeries	<p>Wording of the background part of the proposal document should better reflect existing and proposed services.</p> <p>Similar concerns as above. The time gap between proposed closure time of the MIU and the opening time of the Out of Hours service (1800 – 18.30) needs consideration</p>	<p>The proposed paragraph has been added to the proposal paper in section headed “back ground”</p> <p>The GP Out of Hours patients and the MIU patient patients are two distinct patient groups. Discussions have been held between the GP Out of Hours Service regarding these changes. They have not expressed any concerns about the “gap”. Any confusion for patients with be addressed in the Coms plan.</p>
LINKs	<p>The CELINK have reviewed the concerns expressed by the GPs and how those concerns are being addressed and have offered the following comment:</p> <p>We understand that this proposal is now supported by the GPs.. Concerns have been addressed by the employment of a Health Care Assistant and for much of the time this means there will be two staff not one on duty which also addresses the problems of single staff working. Although we have received concerns from Congleton residents as to the contraction of opening hours, with the under usage at times we do not feel any objection would be sustainable. The current proposals appear to offer a sustainable service for the future.</p> <p>We feel it is vital that this is resolved as soon as possible and that the hours of opening are widely publicised.</p>	