

Title: Congleton Minor Injuries Unit

1 EXECUTIVE SUMMARY

- 1.1 The Congleton Minor Injuries Unit is a nurse-led service currently provided from Monday to Friday between 10am and 18:00h. During the winter of 2018/19 the service closed at weekends to support the deployment of the nurse to the ED at Macclesfield where staffing pressures are greater and the most acute patients are treated.
- 1.2 Since April 2019, seasonal pressures have not alleviated, which also reflects the national position. The plan to close during weekends over the winter period has therefore been extended over the summer months given ongoing staffing and activity pressures at the ED in Macclesfield.
- 1.3 In this context it is proposed that the current approach to provision of the Congleton minor injuries service continues, maintaining a Monday to Friday service, with no change to the current opening times. This will be reviewed on an ongoing basis.

The MIU is currently open Monday to Friday and closed at weekends.

In the context of sustained operational and workforce pressures at the ED it is proposed that weekend closure will continue.

2 EMERGENCY CARE PROVISION

- 2.1 East Cheshire Trust provides emergency access in two facilities namely Macclesfield Emergency Department (ED) and Congleton Minor Injury Unit (MIU).
- 2.2 The Macclesfield site provides care for circa 48,000 people per annum and is classed as a "Type 1 facility" receiving ambulances and providing open access care and treatment 24h per day 365 days per year. It should be noted however ambulances will not bring patients with certain conditions to Macclesfield but would take them to the nearest specialist centre for example a heart attack or stroke. This is in line with best clinical practice.
- 2.3 For context in Cheshire East the Emergency Department at Leighton which sees circa 93,000 patients per annum (including type 3 activity at the Victoria Infirmary in Northwich).
- 2.4 Congleton treats circa 2,000 patients per annum and is classed as a type 3 facility, which sees minor injuries such as:
 - Sprains
 - Cuts
 - Minor burns and
 - Minor finger dislocation

Congleton Minor Injuries Unit treats circa 2000 patients per annum, 75% of which are registered with a Congleton GP

Analysis of patient attendances shows that 75% of patients treated at Congleton are registered with a Congleton GP.

A range of alternative minor injury services are available to residents during weekends

- 2.5 The MIU is open from 10am to 18:00h during the week and is closed at weekends. When the MIU is closed at weekends the residents can access advice and support for the management of minor injuries at:

- Local Primary Care facilities
- Pharmacies
- Haywood Community Hospital Walk-in Centre, Burslem,
- Macclesfield ED
- Leighton ED
- Victoria Infirmary MIU, Northwich

3 PERFORMANCE & ACTIVITY

It is generally recognised that pressures on health services that were historically felt over the winter period have not abated

- 3.1 Many trusts nationally have been unable to meet the national urgent care standard of admitting, transferring or discharging 95% of patients from ED within 4 hours.

East Cheshire Trust remains challenged. Performance in August was 81% which compares to MCFT at 78%, the Northwest average of 86% and a national average of 88%

- 3.2 Nationally and regionally there has been growth in ED attendances.

Table 1 below indicates a 4.9% year on year comparative growth in ED attendances at Macclesfield, increasing operational pressures.

| Table 1 | | | | |
|---------|-----------------|-----------------|--------|-------|
| Month | ED attends 2019 | ED attends 2018 | Diff | % |
| Sep | 4,238 | 3,924 | | |
| Aug | 4,264 | 3,851 | | |
| Jul | 4,321 | 4,255 | | |
| Jun | 4,066 | 3,980 | | |
| May | 4,279 | 4,251 | | |
| Apr | 4,102 | 3,820 | | |
| Total | 25,270 | 24,081 | +1,189 | +4.9% |

ED weekday attendances are not dissimilar with Sundays and Mondays being the busiest days.

| Average Attends ED | Mon | Tue | Wed | Th | Fri | Sat | Su |
|---------------------------|-----|-----|-----|-----|-----|-----|-----|
| 2019_20 (to 22nd Sept 19) | 156 | 138 | 134 | 131 | 130 | 131 | 144 |

For comparative purposes Leighton/ Victoria Infirmary is seeing growth of circa 9% this financial year compared to last.

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4 CONGLETON MIU

The closure of MIU at weekends has continued with an average of 10 patients per day being seen on weekdays

4.1 During the winter period 2018/19 the Trust planned to close the unit over the weekends to assist in managing the pressure at the Macclesfield site. As pressure in the ED has continued, the MIU has continued to be closed at weekends.

4.2 Table 2 indicates 299 fewer patients have been seen at the MIU compared to the same period last year.

| Table 2 | | | | |
|---------|----------------------------------|------------------|------|------|
| Month | MIU attends 2019 (weekdays only) | MIU attends 2018 | Diff | % |
| Sep | 202 | 188 | | |
| Aug | 148 | 223 | | |
| Jul | 219 | 246 | | |
| Jun | 172 | 252 | | |
| May | 142 | 220 | | |
| Apr | 141 | 194 | | |
| Total | 1,024 | 1,323 | -299 | -29% |

Since April 2019 there have been 1,024 attends at MIU and the unit was open for 107 week days (an average of 9.6 patients per day).

The MIU has been open more frequently in recent months and in August was open on weekdays for 82% of the time.

4.3 The pattern of MIU closure over the past 12 months is shown in more detail in table 3.

| Table 3 | | | | |
|---------|-------------------|------|--------|--------|
| Month | Weekdays in Month | Open | Closed | % Open |
| Aug-19 | 22 | 18 | 4 | 82% |
| Jul-19 | 23 | 20 | 3 | 87% |
| Jun-19 | 20 | 20 | 0 | 100% |
| May-19 | 23 | 14 | 9 | 61% |
| Apr-19 | 22 | 14 | 8 | 64% |
| Mar-19 | 21 | 11 | 10 | 52% |
| Feb-19 | 20 | 14 | 6 | 70% |
| Jan-19 | 23 | 19 | 4 | 83% |
| Dec-18 | 21 | 14 | 7 | 67% |
| Nov-18 | 22 | 15 | 7 | 68% |
| Oct-18 | 23 | 17 | 6 | 74% |
| Sep-18 | 20 | 17 | 3 | 85% |

5 STAFFING

- 5.1 The introduction of the National Junior Doctor contract has reduced the number of weekends that junior doctors can work. It is essential that senior nursing resources are optimised.
- There are currently 10 vacant nursing staff posts in MDGH Emergency Department
- 5.2 East Cheshire's vacancy rate for nursing staff compares well across Cheshire and Wirral providers however there are 10 vacant posts at the current time in the Macclesfield Emergency Department.
- The Congleton Unit is staffed with one experienced senior nurse (ENP) each day.
- At weekends the clinical teams agree that the one member of staff at Congleton should be deployed to support the Emergency Department at Macclesfield where patients with more acute needs are treated.
- East Cheshire Trust staff are often willing to undertake additional shifts to cover the vacancies however the trust like many departments across the country use agency staff to cover rota gaps. The level of expenditure on agency nurse staffing in ED for the first 5 months of 2019/20 is £233,304.
- The trust has an effective process in place to deploy staffing resources to meet clinical priorities
- 5.3 When the Department comes under heightened pressure the Consultant and Senior Nurse in ED review the position in terms of maintaining patient safety and should they deem it necessary then the ENP at Congleton will be brought back into the main department at short notice. Whilst seeking to maintain a weekday service, the unit may close at short notice during the week should staffing and demand at the Macclesfield site require the staff rostered at Congleton. Where such short notice weekday closure is required the Trust updates its website and informs the 111 service to try to alert the local population to prevent wasted journeys.

6 CONCLUSION

- 6.1 Demand at the Macclesfield site has not abated since the traditional winter period ended and the Trust must allocate its staff to where patient demand and clinical acuity is greatest.
- Consultant and Senior Nurses will continue to assess the demands at MDGH and make the judgement to redeploy staff when necessary to maintain patient safety
- 6.2 In addition to increased demand at Macclesfield, reductions in the number of junior doctors rostered at the weekends in Macclesfield ED requires the deployment of limited senior nursing resource from the MIU to the ED. This means that the weekend closure of the MIU will continue for the foreseeable future.
- 6.3 The number of weekday closures at Congleton has reduced however the Emergency Department medical and nursing staff assess the demands at Macclesfield and make the clinical judgment to transfer staff between Congleton and Macclesfield as required.
- The sickest emergency patients are in the Macclesfield Emergency

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Department and the ability to redeploy available resources to meet the needs of clinical priorities is essential to maintain patient safety.

- 6.4 At the current time therefore despite the traditional winter period being over the Trust will maintain the weekend closure of the MIU.

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| Signed | John Wilbraham, Chief Executive Officer |
| Date | 02 October 2018 |