Wiltshire Council - Health Select Committee

27th September 2016

Subject: A proposal for a secure, sustainable and consistent Minor Injuries Unit service for Wiltshire

Executive Summary

Wiltshire Health & Care (WHC) manages both Trowbridge and Chippenham Minor Injury Units (MIU) as part of their Wiltshire Adult Community Services contract. Trowbridge MIU is currently open 24hrs and Chippenham is open between 7am and 1am.

Both MIUs are experiencing difficulties in maintaining appropriate and safe staffing levels throughout the night. Patient attendances overnight are also historically very low with an average of 2.3 patients per night at Trowbridge supported by two senior nurses at a cost per patient of £117 overnight compared with £21 per patient during the day; Chippenham has even less attendances.

The proposal is to revise the opening times for both MIUs so that they are consistently open from 7am to 11pm 7 days per week.

The benefits of this change are:

- No more unplanned closures at night time (28 overnight closures at Trowbridge since April)
- Better use of existing resources – two senior nurses providing overnight cover for an average of 2.3 patients per night is not a good use of their time and experience
- Less reliance on agency and bank staff – providing a consistent, reliable and efficient service
- A standardisation of service provision will provide greater clarity for the public on what services are available and when
- Any savings that may accrue from this change will be reinvested back into the provision of community services

Urgent Out of Hours services remain unchanged and potential patients can get appointments as appropriate via NHS111. There is minimal, if any impact on neighbouring Accident and Emergency departments as the numbers are so low and many of these overnight patients are minor illness not minor injury.

Proposal(s)

It is recommended that the Board:

Note and approve the proposal to amend and standardise the opening hours of Trowbridge and Chippenham Minor Injury Units to 7am - 11pm

Douglas Blair
Managing Director
Wiltshire Health & Care

Ted Wilson
Director of Community Services and Joint Commissioning
Wiltshire CCG