



# A secure, sustainable and consistent Minor Injuries Unit service for Wiltshire

# What happens at Wiltshire's Minor Injuries Units?



Sprains and strains

Wound infections

Insect and animal bites

Broken bones

Minor burns and scalds

Minor injuries to the:

- eye
- head
- back/shoulder
- chest

## What can MIUs treat?

Minor Injuries Units (MIU) offer a facility for treating injuries that are not serious, providing a real alternative and a more suitable setting for the care and treatment of less serious injuries to local Accident and Emergency departments.

The two MIUs in Wiltshire, at Trowbridge and Chippenham, are experiencing challenges with maintaining appropriate skilled staffing levels during the night.

Patient attendance overnight is also very low and it has been difficult to ensure the MIUs can be staffed properly, because of a shortage of staff with the right training to be able to treat minor injuries and deliver safe patient care.

The impact of this has been greatest at Trowbridge MIU and has resulted in an increase in the number of necessary overnight closures.

To make sure we can staff the unit in the day time when most minor injuries occur, it's essential that we now review the operational effectiveness of MIUs in Trowbridge and Chippenham so we can provide fair access to high quality care for the greatest number of people.



**2.3** Trowbridge MIU

**0.6** Chippenham MIU

**Average number of patients visiting Wiltshire MIUs between 11pm and 7am from January – March 2016**



### Trowbridge

Current time  
24-hours

Revised time  
7am – 11pm

### Chippenham

Current time  
7am – 1am

Revised time  
7am – 11pm

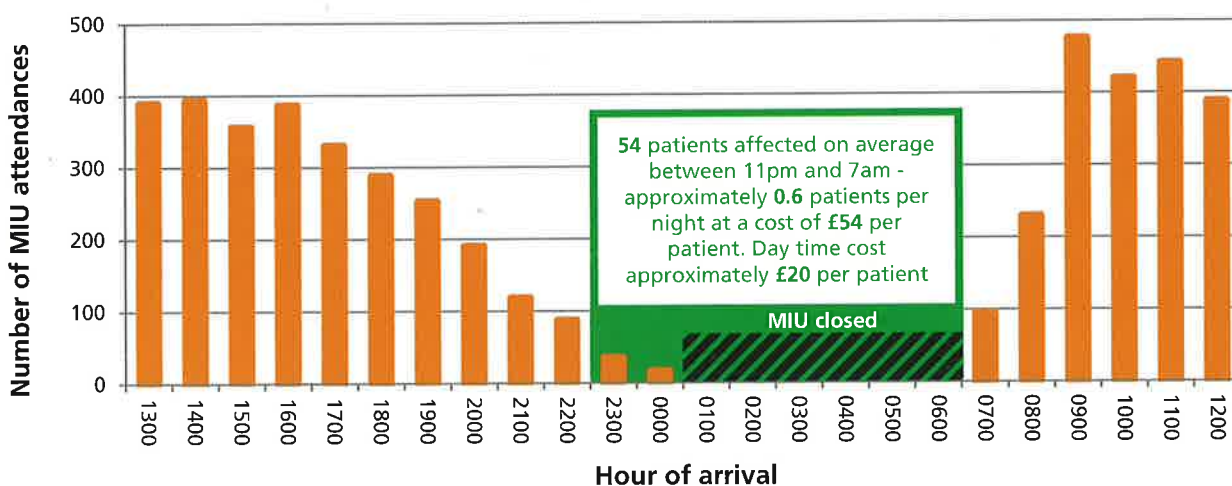
**MIU opening times**

# Who uses the Minor Injuries Units?

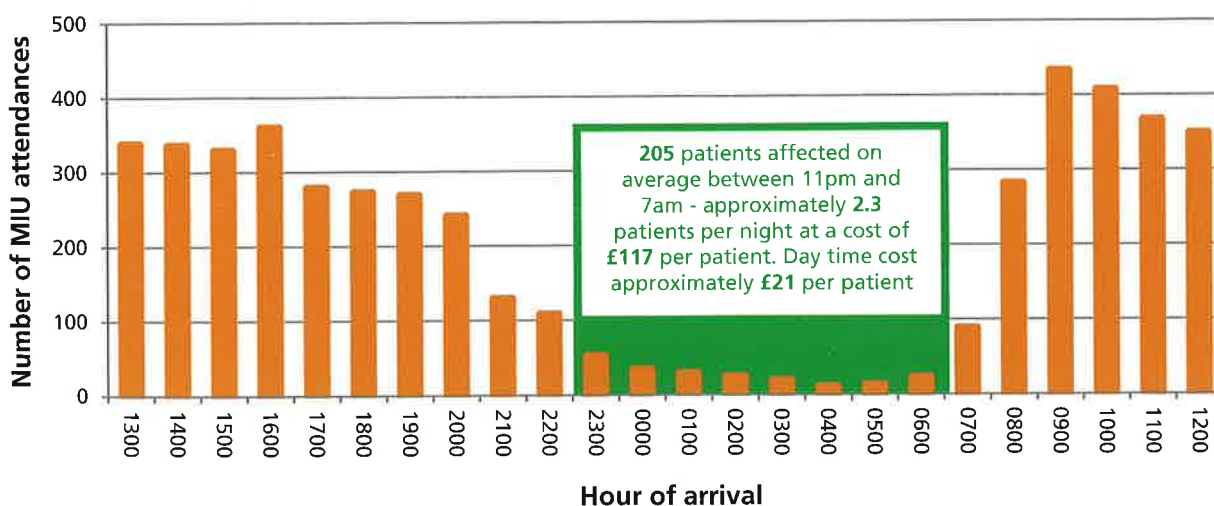
The demand for MIU services in Trowbridge and Chippenham is at its highest during the day time, between 7am and 11pm. National guidance states that providing consistent access to urgent care does not mean that MIUs must open 24-hours, but that they should be available for at least 16 hours a day.

Wiltshire Health and Care in partnership with Wiltshire Clinical Commissioning Group, proposes to adjust and align the opening hours of both Trowbridge and Chippenham MIUs. Our proposal is for both MIUs to be open between 7am and 11pm every day.

**MIU Chippenham Minor Injuries Unit Attendances by arrival hour**  
January - March 2016 (91 days)



**MIU Trowbridge Minor Injuries Unit Attendances by arrival hour**  
January - March 2016 (91 days)

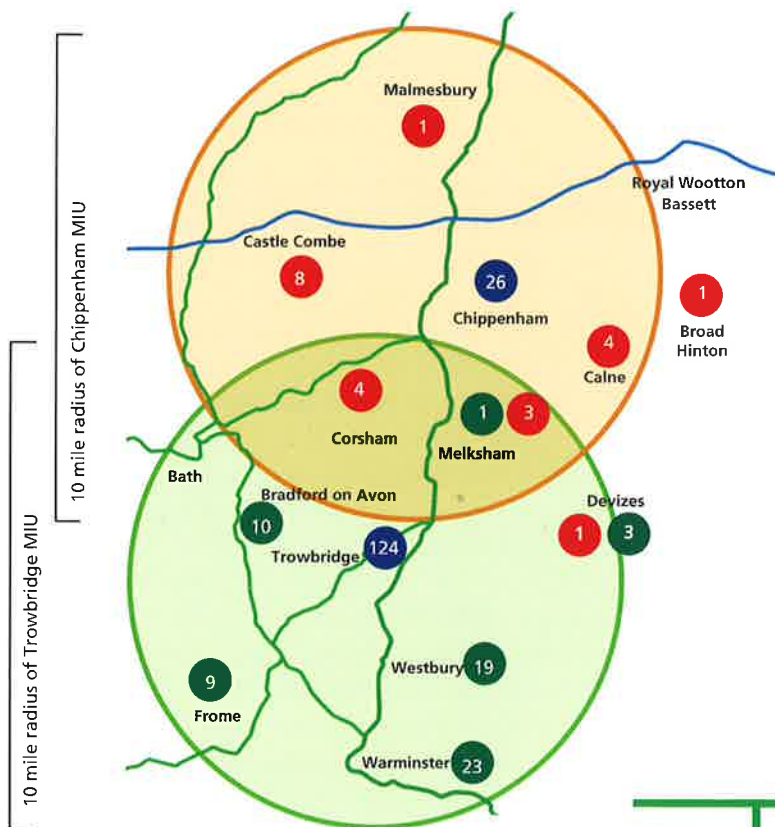


<b>£21</b>	Trowbridge MIU	<b>£117</b>
Cost per patient 7am – 11pm		Cost per patient 11pm – 7am



# Who uses the Minor Injuries Units overnight?

The total overnight patient visits to Trowbridge and Chippenham between 11pm and 7am from January – March 2016 (91 days) was **259**. This is just over 3% of total attendances.



**Trowbridge MIU**  
Total overnight patient visits = 205

**Chippenham MIU**  
Total overnight patient visits = 54

- postcodes of patients visiting Chippenham MIU
- postcodes of patients visiting Trowbridge MIU
- patients visiting their local MIU

Figures represent the number of people from the postcode attending an MIU

- **191 (93%)** of patients attending Trowbridge MIU were from within a 10 mile radius, of these 124 (60%) were from Trowbridge
- **48 (89%)** of patients attending Chippenham MIU were from within a 10 mile radius, of these 26 (48%) were from Chippenham
- **3** patients from Devizes went to Trowbridge MIU and 3 went to Chippenham MIU
- **3** patients from Melksham attended Trowbridge MIU and 1 attended Chippenham MIU
- Many patients attended overnight due to a minor illness. Minor Injuries Units can only treat injuries such as those listed on page 2



A&E provides immediate emergency care 24-hours a day, 365 days a year for people who show the symptoms of serious illness or are badly injured.

From:	To RUH	To GWH
Trowbridge	13.8miles 37 minutes	37.7miles 54 minutes
Chippenham	13.7miles 34 minutes	24.9miles 33 minutes
Melksham	14.7miles 38 minutes	32.8 miles 44 minutes
Devizes	20.7miles 48 minutes	23.5 miles 41 minutes

**In an emergency**

Healthcare services, including those for minor illness or injury, are available around the clock in Wiltshire – see page 6

# Reasons for change

Continuity of the existing arrangements at Trowbridge and Chippenham MIUs is not sustainable if we're to continue to provide an effective service that meets the current and future needs of local communities. The revised opening times for Trowbridge and Chippenham MIUs will have the following benefits:

**No more unplanned closures at night time** – the public can rely on stable, consistent MIU opening hours and make an informed decision of where to attend for healthcare if they need to be treated for minor injuries overnight.

**Maintaining quality and safety** – quality and patient safety is improved. We feel they are currently at risk.

**Clearer public communication** – clarity and consistency of opening hours across both MIUs reduces potential confusion for patients, the public and other urgent care professionals.


**Better use of resources** – the Care Quality Commission acceptable standard is for two highly qualified members of staff, including one Emergency Nurse Practitioner (ENP), to work every night. That means, on average, two staff are seeing one patient every 3-4 hours. With this proposal, staff who would normally be on duty overnight can be on shift during the day and evening when attendances are at their highest.

**Greater stability in staffing and less reliance on agency staff** – there is a national shortage of qualified nurses to fill the specialist ENP posts required in MIUs. We rely on a small number of staff to work additional shifts to cover the 24-hour period and also rely on expensive agency staff. This proposal will mean we can have a more suitable shift pattern, which recognises the national shortage of trained staff and provide stability.

We will continue to review the changes to ensure services remain appropriate to meet patients' needs. We recognise the increasing pressure on existing community based services and are reviewing our strategy for urgent care services provision across Wiltshire.

A key part of that is looking at plans to develop more Urgent Care Centres across the region similar to the one planned for Devizes. This will provide more flexible Primary Care services, as well as creating a hub for the integrated community health, social care and voluntary services. This proposal is not about cost cutting, it is about ensuring the limited number of qualified staff can be available when they are most needed.

Wiltshire Health and Care are committed to reinvesting any savings generated from improving the efficiency of services back into the community. Any savings from this proposal to reduce hours, will be reinvested back into providing better community services to ensure that the Minor Injuries Unit services:



Trowbridge	
Current time	Revised time
24-hours	7am – 11pm

Chippenham	
Current time	Revised time
7am – 1am	7am – 11pm

MIU opening times

- have the right capacity and skills to meet current demands and offer a resilient service
- get ready for increasing demands from growing local populations.

# Around the clock healthcare



**NHS 111:** free non-emergency number | trained call handlers will listen to your symptoms and direct you to the best medical care for you | 24 hours a day, 365 days a year

**NHS Choices:** advice and symptoms checker | 24 hours a day, 365 days a year | [www.nhs.uk](http://www.nhs.uk) | for information specifically for Wiltshire, visit [www.yourcareyoursupportwiltshire.org.uk](http://www.yourcareyoursupportwiltshire.org.uk)

**GP out of hours:** 6.30pm - 8am on weekdays and all day at weekends/bank holidays | call your GP to access the service | call 111 if you need medical help, but it's not life threatening

**Minor Injuries Unit (MIU):** treat minor injuries that are not life-threatening e.g. bites, and simple fractures

**Pharmacist:** experts in medicines | advice on common ailments | potential alternative to a GP visit | for your local opening times visit [bit.ly/YourPharmacy](http://bit.ly/YourPharmacy)

**GP:** see a GP if you have a condition that can't be treated with over the counter medication or advice from a pharmacist | for your local GP details visit [bit.ly/My\\_GP](http://bit.ly/My_GP)

**A&E:** genuine life-threatening emergencies | 24/7, 365 days a year

## Contact us

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