

Extract from:

**WILTSHIRE PRIMARY CARE TRUST**

**MINUTES OF THE MEETING IN PUBLIC OF THE BOARD OF  
WILTSHIRE PRIMARY CARE TRUST HELD AT 10.00AM ON TUESDAY  
20 MAY 2008 IN THE ST JOHN THE BAPTIST PARISH CENTRE, TROWBRIDGE**

[...]

**39/05/08 – 09 IMPACT OF MIU SERVICE CHANGES SINCE  
OCTOBER 2007**

This item and the following item were taken out of sequence in the light of interest from the local community.

A question has been submitted by Joan Davies, Chairman of the Marlborough Community Area Health and Social Care Forum regarding the the number of people from the Marlborough area that had used the MIU at Thatcham. AK explained that the information was not available at this point but would be provided in writing, when available to Joan Davies.

AK introduced the paper which updated the Board on MIU activity following the services changes that had taken place on 1<sup>st</sup> October 2007. These changes had been part of The Reforming Community Services Programme following two years of engagement and consultation in the Pathways for Change process. The service changes had been supported by a publicity campaign involving leaflets, poster and advertisements.

Prior to the change, there had been an audit of casualty cards to identify the reason for attendance at MIU. In 2006/07 there had been 51,000 attendances, of which 20% were for general medical services. Following the service change, there had been an increase in activity at Trowbridge MIU but no change in volume at Chippenham. Overall there was a drop in attendances, which it was believed was as a result of more patients providing self care and attending pharmacies for advice. With regard to A & E attendances at acute hospitals, there had been no impact at Salisbury Hospital, a reduction at the Royal United Hospital, Bath and an increase at Swindon and Marlborough Trust. The increase at SMT was as expected as a result of the transfer of patients from Savernake Hospital but also because there was switch in activity overall from the RUH to Swindon & Marlborough Trust from the North Wiltshire area.

GP's had been concerned that they might pick up the impact of the service change. Data had been collected from GP's over a 3 month period which demonstrated that there had been a very low amount of activity in primary care as a result of the MIU changes.

The review had also encompassed the quality of service provision. A local MIU services were exceeding the national waiting time target and Chippenham MIU had already met the local stretch target for patients to be seen and treated within two hours, with Trowbridge operating at 94% of patients seen within 2 hours against the local target of 95%.

Over the period of October 2007 to March 2008 the PCT's Patient Advice and Liaison Service had received 16 contacts about the MIU service. Only two of these were complaints, and as a result of the second complaint new signs were being introduced into the MIU's to explain how the triage system worked.

JH asked what was known about the patients who were no longer attending MIU and were potentially self-treaters. In response AK said that the MIU CasCard audit had demonstrated that a significant percentage of patients could have received self care. There had been no clinical incidents and only two complaints in the period of the review. JJ suggested that a further audit could be undertaken one year after the establishment of the new service to see if the mix of injuries and reasons for attendance had changed. It was agreed that report would be brought back to the Board in December after a full year of operation.

**Action: SS**

JB said that the feedback from staff working in the MIU's was very positive. The units were working well. Staffing had been consolidated and the core skills were good, resulting in fewer transfers to acute hospitals. The communication exercise appeared to have been effective. Wiltshire Community Health Services would be undertaking a clinical audit against the agreed commissioning specification.

LW felt that it was encouraging that so many people lived within a 15 mile distance of a Minor Injury Unit but asked which areas were outside this target. AK said that the parts of the areas west and south of Devizes were outside the 15 mile target.

BS welcomed the factual data provided and suggested that the next review should include data from walk-in-centres in Bath and Swindon to allow comparison. It was also suggested that data from services outside the County boundaries should be collected.

In response to a question from RN, AK said that there was no evidence of an increase in the number of ambulances taking minor injuries to acute services. The introduction of emergency care practitioners who are able to treat at the scene and then discharge patients was an important development.

**The Board noted the outcome of the review of the six months data on activity and patient experience following the reconfiguration of Minor Injury Units in Wiltshire on 1<sup>st</sup> October 2007.**