

Board Paper Summary Sheet

Agenda Item No : 199/12/08-09

Date of Trust Board Meeting:

**Title: Impact of MIU Service Changes since October 2007:
12 month review**

For: Approval Discussion Information to note

Purpose/Summary	To update the Board on MIU activity of following services changes that took place 1 October 2007
Link to PCT strategic objectives	Links to NHS Wiltshire's vision to commission best possible, seamless, effective and safe care for its residents within financial resources.
Human and Financial Resource Implications	None
Risk Management/Other implications	None
Equality issues	To commission services to meet the needs of our population and reduce health inequalities.
Consultation and Public Involvement	None
Freedom of Information	This report is not exempt from the FOI Act.
Review of Progress	Through routine performance reports
Standards for Better Health	C7a and c, C16, C17
Legality Issues	None

Options/Recommendations	The Board is asked to note the outcome of the review of the first year's data on activity and patient experience following the reconfiguration of Minor Injury Units in Wiltshire on 1 October 2007.
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Sponsoring Director's signature	Sally Sandcraft Director of Nursing, Midwifery and AHPs

NHS Wiltshire

Impact of MIU Service Changes since October 2007

1. Background

On 30 January 2007, the Wiltshire PCT Board agreed the Reforming Community Services (RCS) programme following two years of engagement and consultation in the Pathways for Change process.

The RCS programme included proposals to reconfigure minor injury units so that services were sited in two locations within the county and commissioned from a series of minor injury units provided by neighbouring PCTs.

There is no national standard for geographical access to A&E or minor injury units. In the absence of a national standard, the PCT assessed its planned service configuration against the standard for access to urgent dental care (15 mile maximum travel distance) and estimated that in excess of 95% of residents are within 15 miles of a minor injury service.

Over the past 12 month period residents of Wiltshire have been able to access minor injury services at:

Trowbridge Community Hospital
Clover Unit, Swindon
Bath Walk-in Centre
Newbury Community Hospital

Chippenham Community Hospital
Swindon Walk-in Centre
Andover Community Hospital
Frome Community Hospital

From 1 October 2007 opening hours were 24/7 at Trowbridge and 7.00-01.00, 7 days a week at Chippenham.

In addition, minor injury treatment continues to be available at the A&E departments in Salisbury, Bath and Swindon.

The publicity campaign to support the service changes has continued over the last 12 month period, including leaflets, posters, newspaper and radio advertisements.

2. MIU activity prior to service change: 2006/2007 audit of Cascards

An audit of the casualty cards (CasCards) in each MIU was undertaken to provide benchmark data on MIU activity for 2006/07. The audit sampled 13% of all cards and classified them by reason for attendance, time and day of attendance and registered GP.

The data was extrapolated to annual attendances and grouped into attendance for minor injury reasons (lacerations / bruising / crush injury / fall etc) and

attendance for general medical reasons (such as sore throat, chest infection or earache) which are covered under the core General Medical Services contract provided by GPs in each town:

Unit	Attendance for MIU reason	Attendance for GMS reason	Total
Chippenham	14369	3708	18077
Trowbridge	13069	3477	16546
Savernake	3846	316	4162
Melksham	5600	1784	7384
Devizes	3246	846	4092
Warminster	392	230	622
Total	40522	10361	50883

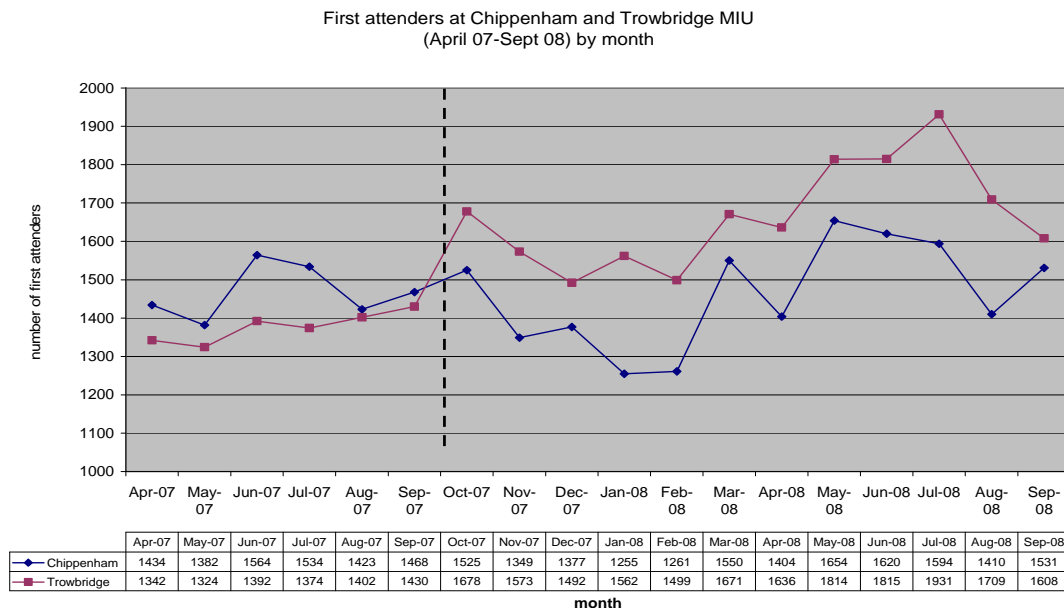
Notes:

- 1 For Savernake, the audit covered all CasCards but excluded patients who attended the unit from Marlborough Medical Practice for primary care purposes. This data was recorded on the practice's EMIS system as General Medical Services activity.
- 2 The Eastleigh Surgery in Westbury provided a MIU service on weekdays so the Warminster data is weekend only. The Eastleigh Surgery saw around 5500 patients for MIU reasons per annum (2004/05 data).

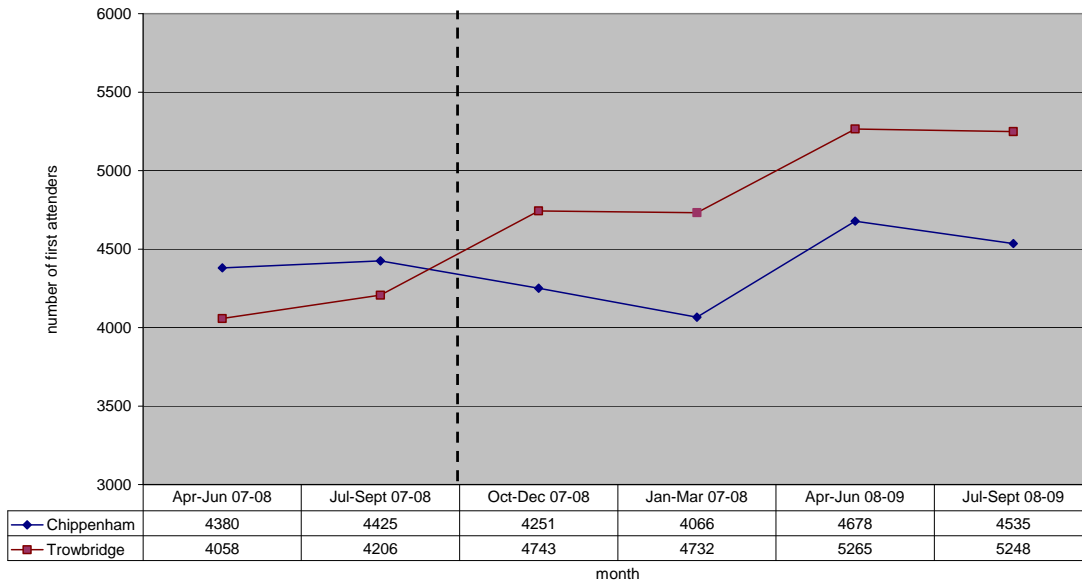
3. Impact of service change on MIU activity to end Sept 2008

3.1 Attendance at Chippenham and Trowbridge MIUs

From April 2007 - September 2008, the number of first attendances at Chippenham and Trowbridge MIUs, recorded on a monthly and quarterly basis, was as follows:



First attenders at Chippenham and Trowbridge MIU
(April 07-Sept 08) by quarter



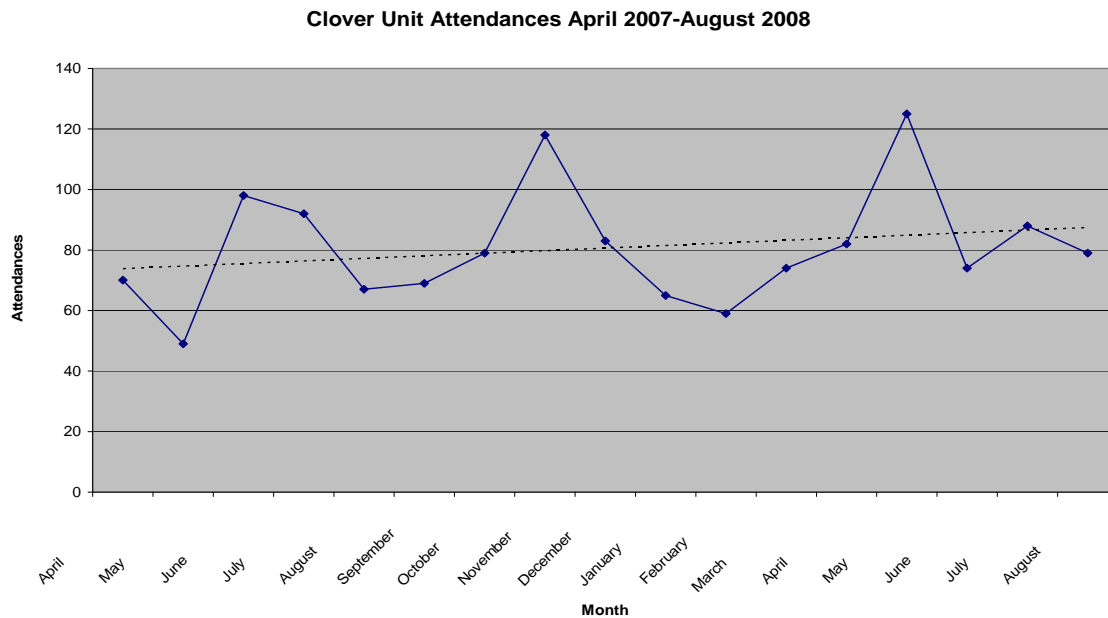
For the six months prior to the changes in MIU provision, Chippenham averaged 1468 first attendances per month and Trowbridge averaged 1377 first attendances. For the 12 month period since the service change (indicated by a dotted line on the charts), activity at Chippenham has stayed relatively constant with an average of 1461 first attendances per month. At Trowbridge, however, increasing activity has been observed, with first attendances averaging 1665 per month since October 2007. The upward trend in activity appears to be continuing month on month with 1752 first attendances per month, on average, between April and September 2008.

For the period October 2007- September 2008, 90% of patients attending Chippenham MIU and 88% of patients attending Trowbridge MIU were Wiltshire residents, with the remaining caseload from South Gloucestershire, Somerset, Swindon and the MOD. First attendances by registered GP (grouped by PBC) are:

Practice-based consortia	Chippenham first attendances	% of total no. of Wilts. attendees	Trowbridge first attendances	% of total no. of Wilts. attendees
WWYKD*	3739	24%	16150	98%
N Wiltshire	11874	75%	201	1%
E Kennet	79	<1%	15	<1%
S Wiltshire	21	<1%	27	<1%
Western	7	<1%	23	<1%
TOTAL	15720	100%	16416	100%

(* West Wiltshire, Yatton Keynell and Devizes PBC)

3.2 Attendance of Wiltshire patients at Clover Unit, Swindon and Marlborough NHS Trust



Attendance of Wiltshire patients at the Clover unit (Swindon) has continued to fluctuate over the period from April 2007- Aug 2008 but shows a general upward trend (dotted line on chart). Average numbers of Wiltshire patients attending Clover in 2007/08 were 77 per month, with an average of 90 Wiltshire patients per month attending in 2008/09 (year to date).

3.3 Attendance at Newbury, Andover and Frome MIUs

Wiltshire residents are also able to attend the MIUs at Newbury, Andover and Frome Community Hospitals.

From October 2007 - September 2008, Newbury MIU was attended by 14 Wiltshire patients on average, per month, representing 0.9% of total attendances at the unit. There has been no notable increase in attendances by Wiltshire patients over the period Apr 2007 – September 2008.

From October 2007 - September 2008, Andover MIU was attended by 98 Wiltshire patients on average per month, representing around 8% of the total monthly caseload seen by this unit. There has been no notable increase in attendances by Wiltshire patients over the same period.

Prior to November 2008, Frome MIU attendance data for Wiltshire residents was not available as only total attendance figures from all geographical areas were collected manually. From 5 November 2008, a new electronic information system has been activated that should in the future allow Wiltshire patients to be specifically identified as a percentage of total Frome MIU activity (collated by Somerset PCT).

4. A&E Activity in Acute Hospitals

Year-on-year data for the 12 months October 2007 - September 2008 (to account for seasonality in emergency activity) shows that there has been:

- (i) -2.86% change in overall A&E attendances at Royal United Hospital Bath (RUH);
- (ii) +9.27% change in overall A&E attendances at Swindon & Marlborough NHS Trust (SMT);
- (iii) +0.5% change in overall A&E attendances at Salisbury Foundation Trust (SFT).

At the RUH, the actual number of patients with minor injuries seen from October 2007-September 2008 was 3453 compared to 7293 for the previous year (a -47% year on year change).

For SMT, HRG coding data indicated 7318 minor attendances from October 2007 - September 2008 compared with 7289 for the previous year (an increase of 0.4%). The overall increase in A&E attendances from October 2007-September 2008, therefore, was caused by an increase in major activity.

Similarly at SFT, HRG coding data indicated 14,404 minor attendances from October 2007 - September 2008 compared with 14,928 for the previous year (a reduction of 3.5%). The small percentage increase in overall A&E attendances at SFT was due to an increase in major activity.

Note: this analysis has been carried out using HRG coded activity, grouped into minor and major attendances.

5. GP Activity

Prior to the service reconfiguration there was some concern expressed by GPs that, where MIUs were closing, the local population would expect them to provide a minor injury service. The PCT established a data collection exercise from November 2007 – January 2008 to understand the actual patient demand in primary care arising from the MIU reconfiguration

The data collection exercise was voluntary and 32 of the practices (total = 40) in the areas affected by the service reconfiguration responded:

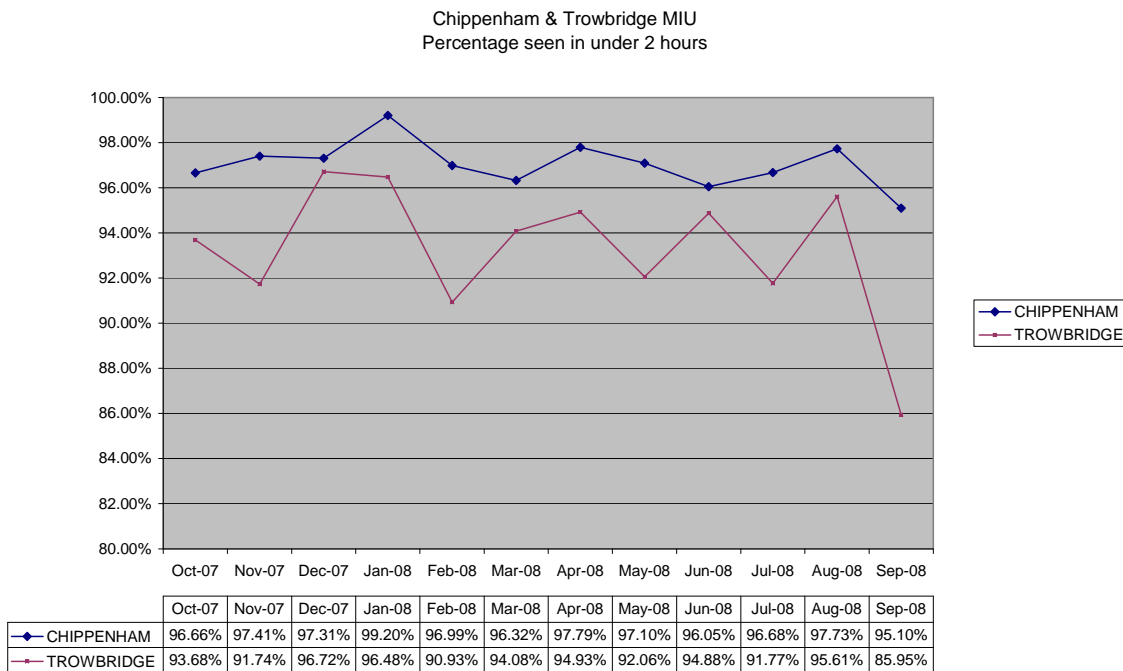
MIU Site	Number of practice returns	No. of patient enquiries	No. of Consultations (subset of enquiries)	Estimated annual enquiries	Estimated annual consultations
Chippenham	10	68	55	272	220
Devizes	5	104	84	416	336
Melksham	4	88	23	352	92
Savernake	5	166	114	664	456
Trowbridge	5	14	13	56	52
Westbury	3	83	11	332	44
		523	300	2092	1200

6. Service Quality

6.1 Waiting Times at Chippenham & Trowbridge MIUs

The national standard for waiting times is that 98% of patients should be seen, treated and discharged within 4 hours. Over the 12 month period from Oct 2007 to Sept 2008, average performances against this target were 99.95% for Chippenham MIU and 99.83% for Trowbridge MIU.

The PCT has set itself a target that by 2011, 95% of patients should be seen, treated and discharged within 2 hours in an A&E or MIU. Against this local "stretch" target, the 12 month performance for Chippenham and Trowbridge MIUs for the period Oct 2007 – Sept 2008 is:



Chippenham MIU achieved the 2 hour 'stretch target' in every month over the period. At Trowbridge MIU performance against the 2 hour target has been more variable. Over 90% of patients were seen within 2 hours at Trowbridge in all months except Sept '08, when 86% of patients were seen within the 2 hour target.

6.2 Waiting times at Clover Unit, Newbury, Andover and Frome MIUs

The latest data on percentage of patients seen within the 4 hour national target for waiting times at the Clover Unit, Newbury, Andover and Frome MIUs is as follows:

	<u>% Patients seen within 4 hours</u>
Clover Unit	99.8%
Newbury MIU	100%
Andover MIU	100%
Frome MIU	100%

7. Patient Experience

7.1 Patient satisfaction survey

A patient satisfaction survey was carried out in Trowbridge and Chippenham MIUs in October 2008. Patient satisfaction with the quality of service received at both Trowbridge and Chippenham MIUs was high with 95% of patients surveyed rating the services received as 'very good' and the remaining 5% reporting the quality of service received as 'good'.

70% respondents were in the MIU for less than an hour, with 22% reporting being in the MIU between 1-2 hours, and 9% responding they were in for a longer period.

There were no reported difficulties in accessing either MIUs, with the majority of patients travelling by car to attend (87%) and 5% using public transport. These results were very similar to those from the patient satisfaction survey run for 2 weeks in June-July 2007, where 75% of respondents travelled by car, with some using ambulance, public transport, by foot or other methods.

General comments received from those surveyed on the quality of service received included:

"Need more time to cut down waiting time – excellent service otherwise."

"I could not fault the excellent service received – many thanks Trowbridge MIU"

"My care and attention was really excellent for my fractured ankle, I was referred to the RUH, which was also excellent."

7.2 Compliments, Concerns and Complaints

The following indicates the actual numbers of compliments, concerns and complaints received from October 2007 to September 2008:

Oct – Dec 2007

12 concerns about changes to MIU provision
1 complaint - waiting times at Chippenham

Jan – Mar 2008

4 concerns about changes to MIU provision
No complaints

Apr – Jun 2008

No concerns
3 complaints - 2 concerning waiting times
- 1 concerning availability of x-ray which was temporarily out of service

Jul – Sept 2008

2 concerns - 1 about changes to MIU service provision
- 1 about treatment provided
1 complaint - concerning lack of GP advice / support following a minor injury.

8. Healthcare Commission review of urgent and emergency care

Wiltshire PCT emerged as one of the top ranked, 'best performing' PCTs, ranked 15th overall out of the 152 PCTs in England assessed under the Healthcare Commission review of urgent and emergency care in 2007/08. This national review was carried out after the reconfiguration of MIU services in October 2007.

Urgent and emergency care service across the county were generally perceived to be readily accessible, effective and integrated. The PCT scored particularly highly in terms of management and commissioning of emergency and urgent care services, most notably in respect of PCT initiatives to improve service awareness and manage demand through good use of available resources.

9. Recommendation

The Board is asked to **note** the data on activity and patient experience following the reconfiguration of Minor Injury Units in Wiltshire on 1 October 2007.

Debbie Butler
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