Minor injury units and services review in East Cambs and Fenland

Welcome and Introductions
Minor injury units and services review in East Cambs and Fenland

This evening we would like to:

- Discuss why we are reviewing the minor injury units and services
- Discuss the options that are being explored so far
- Hear your feedback
- Clarify next steps and timetable
Urgent and Emergency Care Vanguard

July 2015, the Clinical Commissioning Group (CCG) was selected as one of eight national Urgent and Emergency Care Care Vanguard sites.

Vanguards relate to recommendations set out in the Keogh Review. These recommendations include:

- providing better support for self-care
- helping people with urgent care needs get the right advice in the right place, first time
- providing highly responsive urgent care services outside of hospital, so people no longer choose to queue in A&E
- ensuring that those people with serious or life-threatening emergency care needs receive treatment in centres with the right facilities and expertise in order to maximise chances of survival and a good recovery
- connecting all urgent and emergency care services together so the overall system becomes more than just the sum of its parts
Minor injury units and services review – why?

● New recommendations for minor injury services in the Keogh review
● Opportunities for working more closely with other local services such as GP practices and Joint Emergency Team (JET)
● A need to ensure money spent and staff in the MIUs is being used more effectively
● This is about providing local minor injury services in a different way, not removing services

Minor injuries services are different to accident and emergency which provides 24/7 comprehensive emergency services for life threatening injuries.
<table>
<thead>
<tr>
<th>Urgent care draft standards – Keogh review</th>
<th>MIU (current position in C&amp;P)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Opening Hours</strong></td>
<td></td>
</tr>
<tr>
<td>• Open and staffed consistently for at least 16 hours (e.g. 8am to midnight) on every day of the year</td>
<td>• Opening hours/days varies between sites</td>
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<tr>
<td><strong>Staffing</strong></td>
<td></td>
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<tr>
<td>• Multi-disciplinary team of experienced generalist and specialist clinicians, including doctors</td>
<td>• Emergency nurse practitioners (ENPs)</td>
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<tr>
<td>• A minimum of 1 registered healthcare practitioner plus one other staff member</td>
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<tr>
<td><strong>Diagnostics</strong></td>
<td></td>
</tr>
<tr>
<td>• Plain film X-ray facilities</td>
<td>• Plain film X-ray facilities</td>
</tr>
<tr>
<td>• Point of care testing</td>
<td>• Over the weekend, X-ray 4 hours in Doddington on Saturday only</td>
</tr>
<tr>
<td>• ECG</td>
<td>• D-dimer testing for DVT</td>
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<tr>
<td><strong>Services</strong></td>
<td>• Resuscitation and stabilisation</td>
</tr>
<tr>
<td>• Acts as clinical advice hub for health professionals in the community (e.g. paramedics and emergency technicians)</td>
<td>• Potential co-location with out of hours service</td>
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<tr>
<td>• Out of hours pharmacy provision</td>
<td>• Minor injuries service</td>
</tr>
<tr>
<td>• Resuscitation and stabilisation</td>
<td></td>
</tr>
<tr>
<td>• Initial assessment by a competent mental health practitioner and a Mental Health Act assessment should be available within 4 hours</td>
<td></td>
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<tr>
<td>• Potential co-location with out of hours service</td>
<td></td>
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<tr>
<td>• Minor injuries service</td>
<td></td>
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<tr>
<td><strong>Referral to other services</strong></td>
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<tr>
<td>• Staff able to refer into daily acute medicine and acute surgery clinics</td>
<td>• Refer to acute services but not currently to available acute ‘ambulatory care’ clinics</td>
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A word about the money

- The CCG is in a very difficult financial place and needs to ensure best value from every pound spent.
- However the contract value for the MIUs is relatively small (about £1.3 million).
- The CCG needs to reduce its expenditure to within its budget and to ensure that money is being well spent – reduce spend this year by over £43m+.
- The CCG also needs to ensure patients can access the services they need.
Work so far

- MIU review showed that although there are no issues with the quality of services, they do not meet recommendations of the Keogh review
- Review of MIU data and visits
- Discussions with MIU staff and with local GPs
- Surveyed patients
- Developing options for the future
  - We will ensure that a future service will provide a local service for minor injuries/illness but this may be in a different way
- Reviewing GP capacity

- No decisions have been taken
## Current MIU opening hours

<table>
<thead>
<tr>
<th>Opening Hours</th>
<th>Doddington</th>
<th>North Cambs</th>
<th>Princess of Wales</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday– Friday MIU</strong></td>
<td>8.30am – 6pm</td>
<td>8.30am - 6pm</td>
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</tr>
<tr>
<td><strong>Monday – Friday X-Ray support</strong></td>
<td>MIU X-ray 9am to 5.45pm</td>
<td>MIU X-ray 9am to 4.45pm</td>
<td>MIU X-ray 9am to 4.45pm</td>
</tr>
<tr>
<td><strong>Saturday MIU</strong></td>
<td>9am - 5pm</td>
<td>Closed</td>
<td>8.30am - 6pm</td>
</tr>
<tr>
<td><strong>Saturday X-Ray support</strong></td>
<td>X-ray - 1pm - 4.45pm</td>
<td>No X-ray facilities</td>
<td>No X-ray facilities</td>
</tr>
<tr>
<td><strong>Sunday MIU</strong></td>
<td>9am - 5pm</td>
<td>Closed</td>
<td>8.30am - 6pm</td>
</tr>
<tr>
<td><strong>Sunday X-Ray support</strong></td>
<td>X-ray - 1pm - 4.45pm</td>
<td>No X-ray facilities</td>
<td>No X-ray facilities</td>
</tr>
<tr>
<td><strong>Bank Holidays MIU</strong></td>
<td>9am - 5pm Closed Christmas Day and New Years Day</td>
<td>Closed</td>
<td>8.30am - 6pm Closed Christmas Day and New Years Day</td>
</tr>
<tr>
<td><strong>Bank Holidays X-Ray support</strong></td>
<td>X-ray - 1pm - 4.45pm Closed Christmas Day and New Years Day</td>
<td>No X-ray facilities</td>
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MIU services

- Patients not clear when they can use MIUs
- Current arrangements have limits to the conditions that can be dealt with
- Low attendances at some periods and some sites
- Staff skills underutilised
- Extended hours in the past proved unpopular
Current MIU services

- Trauma (about 75%)
- Minor illness (about 25%)
- About 1/5 trauma cases need an X-ray
- Possible to see 84% of cases with no X-ray
- Currently about 37% cases subsequently referred to another practitioner
MIU activity – expected caseload of about 25 patients daily

<table>
<thead>
<tr>
<th>Unit</th>
<th>Total Activity</th>
<th>Number of weeks</th>
<th>5 or 7 Days per week</th>
<th>Average Daily Activity</th>
<th>Daily caseload with 2 Nurse Practitioners</th>
<th>Daily caseload with 3 Nurse Practitioners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Princess of Wales</td>
<td>13,638</td>
<td>44</td>
<td>7</td>
<td>44.3</td>
<td>22.2</td>
<td>14.8</td>
</tr>
<tr>
<td>Doddington</td>
<td>9,119</td>
<td>44</td>
<td>7</td>
<td>29.6</td>
<td>14.8</td>
<td>9.9</td>
</tr>
<tr>
<td>North Cambs</td>
<td>8,920</td>
<td>44</td>
<td>5</td>
<td>40.5</td>
<td>20.3</td>
<td>13.5</td>
</tr>
</tbody>
</table>
Current services offered at MIUs

- Wounds – cuts and bruises (Tetanus immunisation can also be given)
- Bites – human, insect and animal
- Minor burns and scalds
- Muscle and joint injuries – strains, sprains, limb fractures
- Emergency contraception
- Eye problems e.g. removal of foreign bodies, conjunctivitis
- Earache (patients aged 2 years and over)
- Cystitis (not children or male patients)
- Minor head injuries (with no loss of consciousness)
What local people told us

- Crucial to maintain a local service
- Like short waiting times and walk-in service
- Sometimes get passed between services
- Sometimes not sure where to go for what they need
- Staff are friendly and helpful
- Distance to services - don’t like travelling if they don’t have to
- Many would have attended GP practice or A&E if MIU not open
What we have found out so far?

- Highly skilled and experienced staff provide a very safe service
- MIUs could treat a broader range of conditions
- Service not consistent across units
- Ambulance/transport issues
- Issues with the buildings/CQC
- Variable X-ray availability
- Many patients go to A&E who could be managed at MIU
- Limited integration with other services, e.g. JET, Neighbourhood Teams, Wards, Primary Care, Out of Hours GPs. Creates issues over prescribing, contacting GPs etc
## Early options for discussion

<table>
<thead>
<tr>
<th>Options</th>
<th>Description</th>
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<tbody>
<tr>
<td>Option 1</td>
<td>Continue with existing MIU, Out of Hours (OOH), community and primary care arrangements (Do Nothing)</td>
</tr>
<tr>
<td>Option 2</td>
<td>Close all MIUs and require primary care and local A&amp;E departments to manage the activity previously managed within the MIUs</td>
</tr>
<tr>
<td>Option 3</td>
<td>Reconfiguration of services in the Fens and East Cambs and use local primary care, OOH, JET capability and capacity and MIU staff to create an integrated local urgent care service</td>
</tr>
<tr>
<td>Option 4</td>
<td>Close all but one of the MIUs in the Fens and East Cambs but develop this into an Urgent Care Centre and use local primary care, Out of Hours, Joint Emergency Team (JET) capability and capacity and MIU staff to create an integrated local urgent care service in the areas affected by the closures</td>
</tr>
<tr>
<td>Option 5</td>
<td>Close all but two of the MIUs and develop these into Urgent Care Centres and use local primary care, OOH, JET capability and capacity and MIU staff to create an integrated local urgent care service in the area affected by the closure</td>
</tr>
<tr>
<td>Option 6</td>
<td>Develop all MIUs into Urgent Care Centres</td>
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Case studies

X-ray services
An 18 year old twists his ankle playing football on Saturday at 0900hrs. He goes to the MIU in Ely who assess him and feel that he needs an X-ray. He is told that he can go either to A&E in Addenbrooke’s or Doddington hospital between 1 and 4.45pm. He chooses Doddington. He has an X-ray which shows a displaced fracture requiring admission. He then has to be driven to Addenbrooke’s and does not get there until 1800hrs. An integrated service could have better access to X-ray.

Prescribing services
A mother attends MIU with her 18 month old child with a minor skin infection (impetigo), which needs antibiotic cream prescribing. The MIU nurse currently is unable to prescribe because child is below the set age range for the service. The family have to wait for 90 minutes for a call back from a GP at their practice to arrange a prescription. Under an integrated model the in-house GP could prescribe the required cream.

Trained prescribers
A pregnant lady attends the MIU with a urinary tract infection. This lady might be sent away to see a GP if she attended an MIU currently, depending on the expertise of the nurse attending her. An integrated service could be able to prescribe appropriately.
In the context of the Sustainability and Transformation plan


As part of this, local NHS and government officers have developed a new plan to keep Cambridgeshire and Peterborough Fit for the Future - covering hospital services, community healthcare, mental health, social care and GP services. Our plan aims to:

- improve the quality of the services we provide
- encourage and support people to take action to maintain their own health and wellbeing
- ensure that our health and care services are financially sustainable and that we make best use of the money allocated to us
- align NHS and local authority plans.
Next steps

- Continued work across the urgent care system as part of the Sustainability and Transformation Plan
- More work to consider options - August to October
- NHS senate and clinical gateway review - September/October
- If options supported, expected public consultation - Nov/Dec to February 2017
- CCG would make a decision following this process and after reviewing all the options and feedback
- We will ensure that a future service will provide a local service for minor injuries/illness but this may be in a different way.
Questions and feedback

- What matters to you?
- What would you like us to consider?
- How would you like to be kept updated?