TENBURY MINOR INJURIES UNIT OPENING HOURS

Summary

1. Representatives from Worcestershire Health and Care NHS Trust (WHCT) and South Worcestershire Clinical Commissioning Group (SWCCG) have been invited to discuss proposed changes to the opening hours of the Minor Injuries Unit (MIU) at Tenbury Community Hospital.

2. This agenda report should be read in conjunction with Appendix 1 and Appendix 2. Appendix 1 is the briefing paper provided in November 2014 and Appendix 2 provides the detailed results of the patient engagement exercise.

Background

3. Minor Injuries Units treat a wide range of conditions and form an integral part of Worcestershire's urgent care system. They are designed to deal with conditions that require treatment, but not urgently, and where any delay to the treatment would not have a material impact on the patient's recovery. Minor injuries are conditions such as cuts, grazes, burns, and sprains etc.

4. There are five MIUs in Worcestershire:

<table>
<thead>
<tr>
<th>Location</th>
<th>Current Hours</th>
<th>Avg atts/day</th>
<th>Run By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bromsgrove</td>
<td>8am to 8pm Mon – Fri</td>
<td>24</td>
<td>Worcestershire Health and Care</td>
</tr>
<tr>
<td></td>
<td>12pm to 8pm Sat &amp; Sun</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Malvern</td>
<td>9am to 9pm</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>Evesham</td>
<td>8am to 11pm</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Tenbury</td>
<td>24 hours a day</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Kidderminster</td>
<td>24 hours a day</td>
<td>75</td>
<td>Worcestershire Acute</td>
</tr>
</tbody>
</table>

5. As identified in the table above, the only units that are open 24/7 are the units in Kidderminster and Tenbury.

6. The proposed change has been prompted by on-going difficulties in staff recruitment. The Royal College of Emergency Medicine says that MIUs need to be staffed by Emergency Nurse Practitioners (ENP) at all times. An ENP is specially trained to have the skills to diagnose, treat and discharge patients without having to refer to a doctor for support.

7. WHCT has been through a number of recruitment exercises in recent years in an attempt to bolster the staffing numbers to enable ENP cover for all shifts. The pool of ENPs to recruit from is relatively small and those that are available have not been attracted to work in Tenbury because of the very low throughput of patients. ENPs need to see patients regularly in order to
maintain their skills and accreditation. There is not sufficient throughput of patients in Tenbury overnight to achieve this.

8. The substantive pool of ENPs has been deployed to cover shifts when the majority of patients attend the department. This is typically during the day. In the last 12 months the majority of night shifts have been covered by agency nurses. This approach brings significant additional cost and introduces quality and safety risks associated with staff working in an unfamiliar environment.

9. The proposal is to reduce the opening times to 9am until 9pm, seven days a week.

10. Between April 2013 and December 2014 (a period of 640 days) a total of 3,976 patients received treatment, an average of just over 6 per day.

11. During this time 470 patients used the unit between the hours where the unit is proposed to be closed – an average of 0.7 patients per day or 5 patients per week. Thus 88% of all attendances in the last 21 months have been during the hours when the unit is proposed to stay open.

12. There are frequently times when no patients at all use the service in the proposed hours of closure. The attendance pattern between 9pm and 9am during between April 2013 and December 2014 was:

- 0 attendances – 316 days
- 1 attendance – 203 days
- 2 attendances – 91 days
- 3 attendances – 19 days
- 4 attendances – 7 days

13. Alternative options for service users are to wait to be seen during normal MIU opening times, or to attend the much busier 24/7 unit in Kidderminster. Patients would not be expected to travel to either of the main local A&E units as these are designed to deal with more serious conditions. If the patient has a more serious condition then they should either dial 999 and be taken to a major A&E unit directly, or go directly by other means. Attending an MIU first in the expectation of receiving appropriate treatment for a major condition can introduce unnecessary delay and can have an adverse effect on the patient’s health outcome.

14. During November and December 2014 a stakeholder and public engagement exercise was undertaken to establish local views on the proposed change, this involved:

- Meetings and briefings with local councillors
- Briefings for local MPs
- Meetings with the Hospital League of Friends
- Meetings with staff at the hospital
15. The engagement timeline and a summary of the results are included in Appendix 2. The headline messages are:

- 63 completed responses received
- 46% of respondents had used the facility in the last three years during the day, and 28% during the night
- To the question of “How do you feel about the proposal to change the opening hours of the Tenbury MIU” the responses were:

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>28.6%</td>
</tr>
<tr>
<td>Agree</td>
<td>23.8%</td>
</tr>
<tr>
<td>Unsure</td>
<td>12.7%</td>
</tr>
<tr>
<td>Disagree</td>
<td>11.1%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>23.8%</td>
</tr>
</tbody>
</table>

- Thus on balance, respondents that expressed a view either way were 2/3 to 1/3 in support of the proposal.

16. There were a range of views expressed in the narrative responses, which can be viewed in full in Appendix 2.

17. SWCCG, the main commissioner, has consulted with the other significant commissioners on the requested change.

**Next Steps**

18. Following analysis of the results of the engagement exercise, SWCCG accepts that WHCT’s case to amend the opening hours is reasonable and will be taking a decision on the future commissioning policy at its Governing Body meeting on Thursday 22 January 2015.

19. If SWCCG Governing Body approves the request from WHCT to amend the opening hours then a detailed plan, including full communications and engagement activities will be developed. The actual service change will not take place until both SWCCG and WHCT are satisfied that the plan has been implemented fully.

**Purpose of Meeting**

20. Members are invited to consider and comment on the plans to change the opening hours of Tenbury Minor Injuries Unit and determine the HOSC’s response.

**Supporting**

Appendix 1 – Briefing note circulated to HOSC in November
Information

Appendix 2 – Report on the public engagement exercise

Contact Points

County Council Contact Points
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Or Minicom: Worcester (01905) 766399

Specific Contact Points for this Report
Emma James / Jo Weston, Overview and Scrutiny Officers
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Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) there are no background papers relating to the subject matter of this report.

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http://worcestershire.moderngov.co.uk/ieListMeetings.aspx?CommitteeId=141