

## Minor Injuries Unit St Marks Hospital – Update on Progress and Evaluation

- Petition received from public, received during formal consultation on Right Care Right Place proposals, requesting a minor injuries unit to be provided on St Marks site.
- Board considered the petition at its public meeting on Friday 23<sup>rd</sup> May 2008 and agreed **to the piloting of an MIU to the end of the Financial Year.**
- It was agreed that the service would need to be reviewed at three month intervals to ensure that there is enough need for this service in Maidenhead and that during the pilot period the numbers of people using the service; geography; people being referred on; will be monitored to provide an evidence based report including impact on other services.
- Heatherwood and Wexham Park Hospitals Foundation Trust agreed to extend its existing minor injuries service on the Heatherwood site to Maidenhead for the period of the pilot.
- For logistical reasons, to do with the management and recruitment of staff over the two sites it was agreed that the period for the pilot be for 9 months from the end of September 2008.
- The pilot will begin on the 29<sup>th</sup> of September 2008 and it will initially be open from 9am to 5pm, on weekdays only, and will be a nurse led unit, staffed by highly trained Advanced Nurse Practitioners. Once additional staff are recruited to the service to enable it to be fully operational, it will be open from 8.30am – 6.30pm, seven days a week

## Evaluation

### By the service

The service will provide the PCT with the activity information on a monthly basis

	Indicator	Method of Measurement
1	Reduce % A&E attendances	Comparison number of A&E attendances in a month compared to the same month in 2007 Number of referrals from the MIU to the A&E
4	Less than 10% of patients re attending the MIU within 2 working days	Number of patients readmitted to the MIU within 2 working days of their first attendance
5	Less than 10% of attendances are from outside of the PCT area	Number of non Berkshire East residents attending the MIU
6	Reasons for choosing the MIU instead of other	Patients will be asked why they chose the MIU, and how did they become aware of the Unit and <b>where</b>

	urgent care services	<b>they would have gone prior to the unit being opened</b>
8	The MIU offers a service that is efficient	Opportunities to improve the service are identified throughout the pilot Average time between “booking in” at the MIU and appointment with the Nurse Achievement of 4 hour waiting time target Positive experience by the patient/carer
9	Patient satisfaction with the service	Patient satisfaction surveys

### **Overall evaluation by the PCT**

By the end of the pilot period the PCT will need to establish whether it will continue to commission an MIU on the St Marks site. This decision will take account of the overall cost effectiveness of the service including:

- The reductions in the number of attendances at A&E, compared to the previous year, (adjusted for yr on yr growth) for patients with the same postcode profiles as those attending the MIU.
- Nos of patients who would previously have accessed care from other services with a ‘fixed cost’ eg GP surgeries, community pharmacies.
- Throughput and viability for the provider
- Impact on other services eg GP out of Hours service, Heatherwood Hospital, Upton Hospital Walk in Centre
- Unforeseen changes in other services which may have an impact

The Board will be kept informed of progress throughout the pilot and of the final criteria and process for agreeing the continuation of the service in line with the principals and rules of collaboration and competition.