

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 23rd 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 29th 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 where

	urgent care services	they would have gone prior to the unit being opened
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

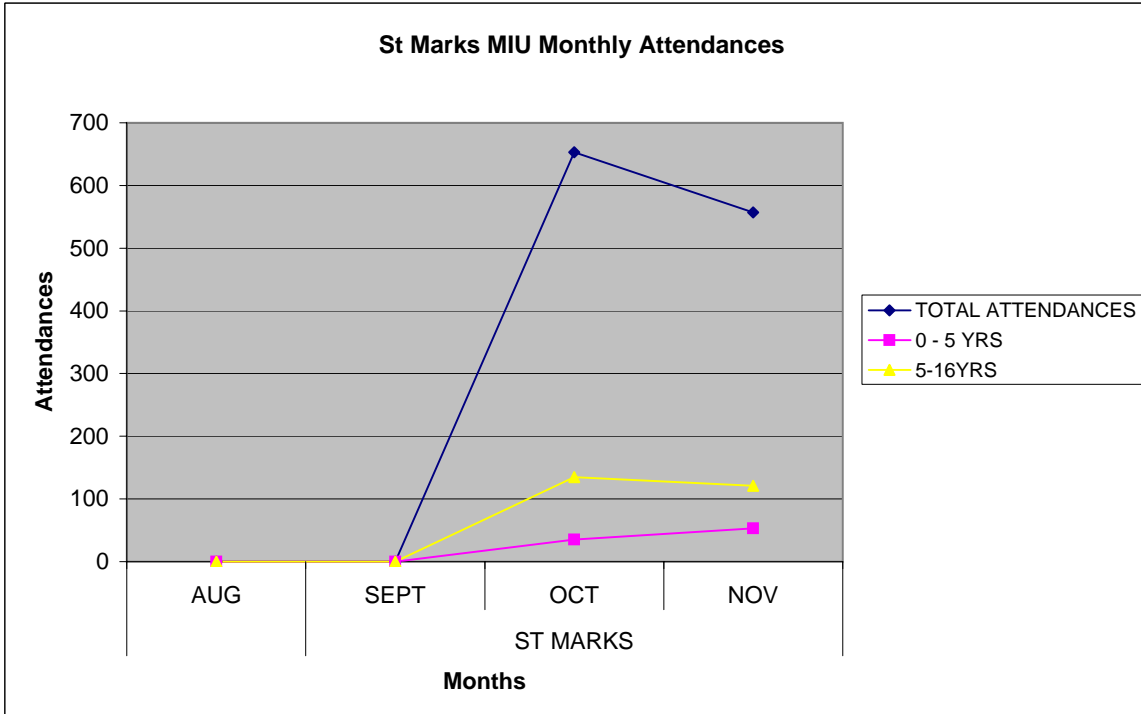
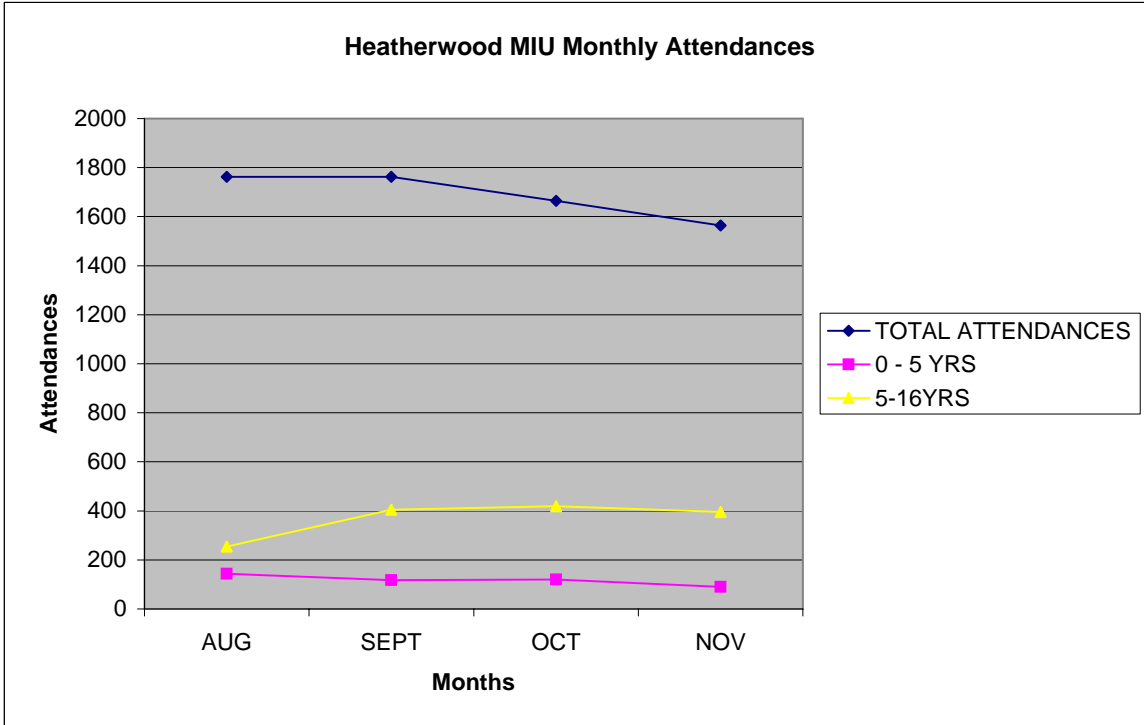
The Board will be kept informed of progress throughout the pilot and of the final criteria and process for agreeing the continuation of the service in line with the principals and rules of collaboration and competition.

H'wd Minor Injuries Unit													
Monthly Stats	2008 to 2009												
	April	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
New Patients	1564	1921	1910	1861	1764	1766	1667	1564	1389				15406
Returned	173	176	186	223	170	196	193	168	211				1696
By Ambulance	4	7	7	9	10	36	7	10	3				93
Sports	19	9	7	7	13	11	4	8	2				80
Assaults	10	10	15	10	6	9	7	3	8				78
RTA's	25	40	30	28	28	35	28	29	22				265
Acc Poisoning	0	1	0	0	0	0	0	1	0				2
Self Inflicted	2	2	0	1	1	2	1	0	4				13
0-5 yrs	111	141	129	126	143	117	120	90	101				1078
6-15 yrs	328	454	463	385	255	405	419	395	249				3353

HEATHERWOOD M.I.U													
Compare													
2007/2008 - 2008/2009													
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
New Pats 2007/2008	1885	1859	1789	1814	1744	1823	1664	1566	1381	1497	1526	1732	20280
New Pats 2008/2009	1564	1921	1910	1861	1764	1766	1667	1564	1389				
Difference	-321	62	121	47	20	-57	3	-2	8				
Returned 2007/2008	304	288	233	261	213	249	321	299	228	288	186	147	3017
Returned 2008/2009	173	176	186	223	170	196	193	168	211				
Difference	-131	-112	-47	-38	-43	-53	-128	-131	-17				
Amb 2007/2008	9	9	6	10	6	7	4	6	7	6	3	5	78
Amb 2008/2009	4	7	7	9	10	36	7	10	3				
Difference	-5	-2	1	-1	4	29	3	4	-4				

	HEATHERWOOD				ST MARKS			
	AUG	SEPT	OCT	NOV	AUG	SEPT	OCT	NOV
TOTAL ATTENDANCES	1762	1763	1664	1564	0	0	653	557
0 - 5 YRS	143	117	120	90	0	0	35	53
5-16YRS	255	405	419	395	0	0	135	121

PLEASE NOTE ST MARKS M.I.U. OPENED ON 29TH SEPT 08

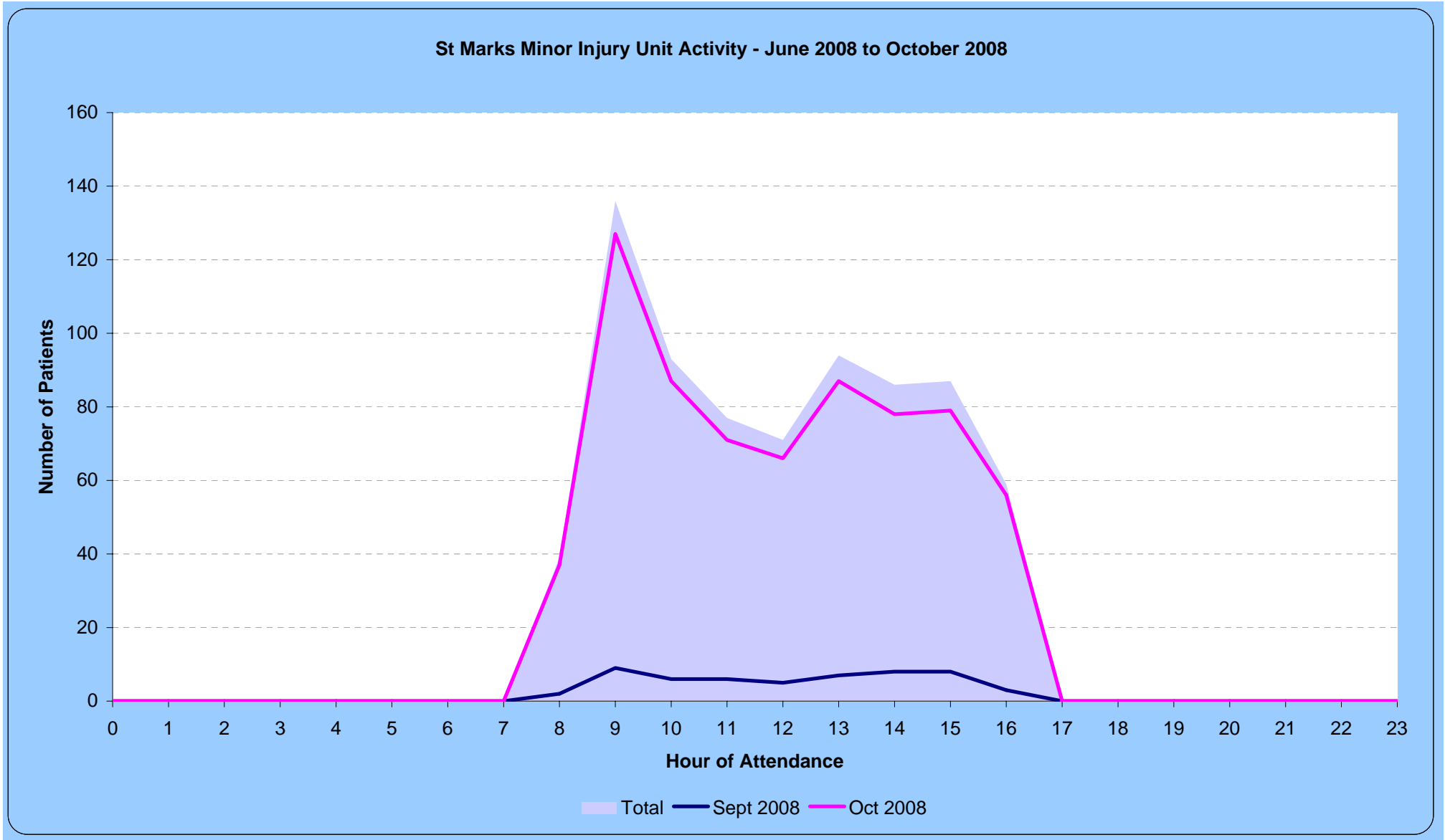


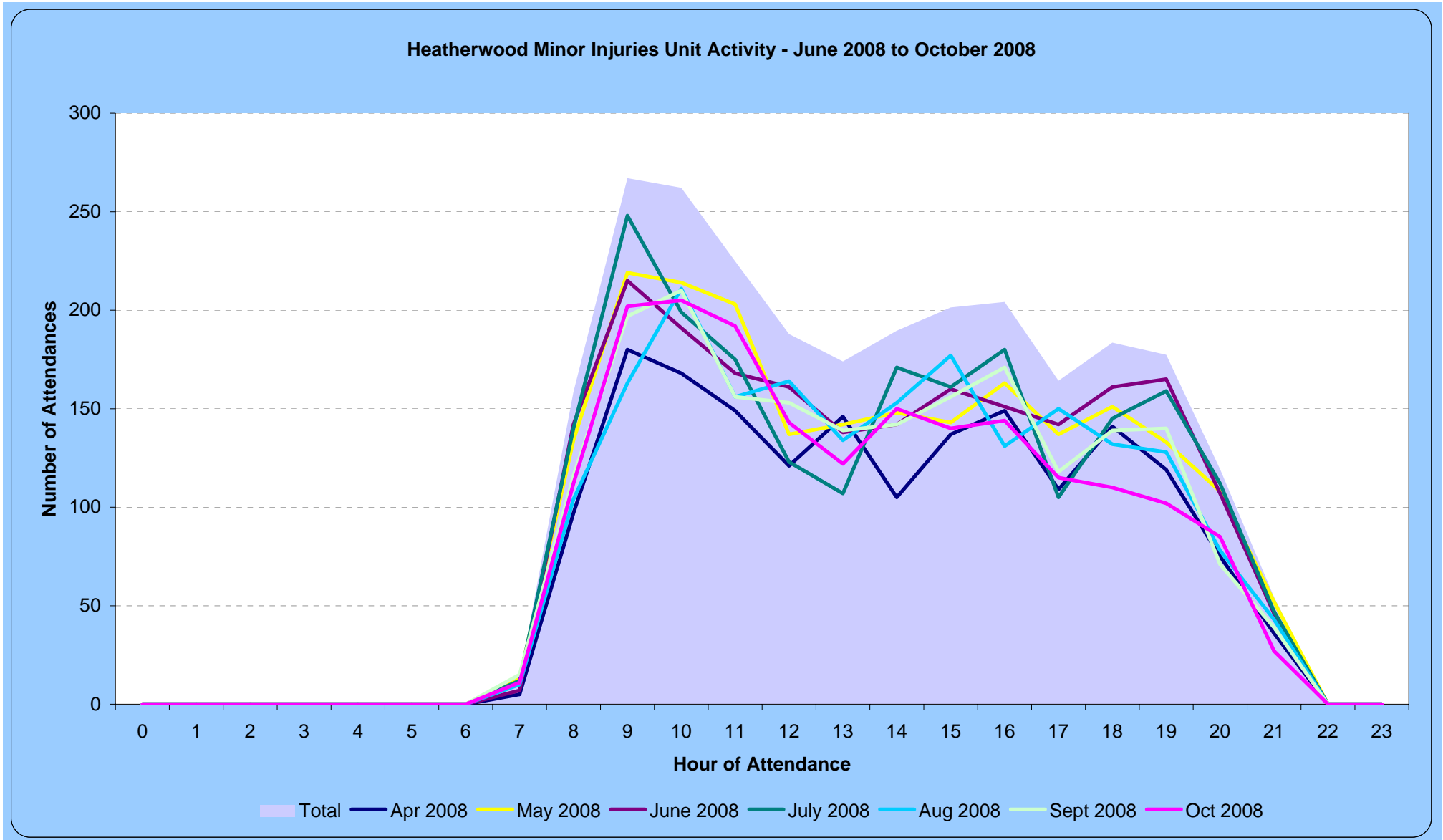
Title: Minor Injuries Unit Attendances - St Marks and Heatherwood

Period: April 2008 to October 2008

Source: PAS via Webi XI A&E Universe

Date: 26/11/2008





01/10/2008	01/10/2008	Wed		4	4	8	4	3	6	2	2		4	4	3	2	3	49	2.6%	-11.0	
	02/10/2008	Thu		3	4	8	5	4	5	4	1	9	2	5	4	1	2	57	3.1%	-3.0	
	03/10/2008	Fri		4	6	4	6	7	5	7	4	4	5	2	5	8	1	68	3.7%	8.0	
	04/10/2008	Sat		2	4	4	8	9	7	4	4	7	4	5	1	2		61	3.3%	-1.0	
	05/10/2008	Sun		2	4	4	12	6	1	4	9	5	5	5		2		59	3.2%	-1.0	
	06/10/2008	Mon		2	12	7	6	3	2	4	2	7	10	1	10	3	1	70	3.8%	10.0	
	07/10/2008	Tue		4	12	15	14	3	3	4	7	10	6	2	7	3	1	91	4.9%	31.0	
	08/10/2008	Wed		6	6	5	8	2	7	3	3	9	4	6	2	2	2	65	3.5%	5.0	
	09/10/2008	Thu		4	5	9	6	4	3	6	3	7	6	6	5	1	1	66	3.5%	6.0	
	10/10/2008	Fri		6	7	4	6	4	4	6	6	5	4	5	2	4		63	3.4%	3.0	
	11/10/2008	Sat		7	4	7	2	7	5	4	4	5	1	3	3	8		60	3.2%	0.0	
	12/10/2008	Sun		3	4	7	5	5	5	6	6	9	3	3	7	3		66	3.5%	6.0	
	13/10/2008	Mon		5	6	7	8	10	5	5	6	6	6	4	1	4	2	75	4.0%	15.0	
	14/10/2008	Tue	1	6	14	9	8	7		4	7	3	4	5	4	3		75	4.0%	15.0	
	15/10/2008	Wed		5	6	5	6	5	3	4	5	5	4		3	1		52	2.8%	-8.0	
	16/10/2008	Thu		6	6	3	6	3	2	6	7	4	7	4		5	2	61	3.3%	1.0	
	17/10/2008	Fri	1	6	11	2	4	3	6	6	3	5	1	1	1	3	1	54	2.9%	-6.0	
	18/10/2008	Sat		9	5	7	3	5	6	4	4			2	2	2		49	2.6%	-11.0	
	19/10/2008	Sun	2		5	5	5	6	5	7	7	2	6	5	1	1	3	60	3.2%	0.0	
	20/10/2008	Mon		5	10	4	7	7	7	8	7	4	4	4	7	2		76	4.1%	16.0	
	21/10/2008	Tue	1	1	15	13	11	8	3	3	2	5	3	5	4	5	2	81	4.4%	21.0	
	22/10/2008	Wed		5	4	5	5	6	3	7	6	1	2	6	1	1		52	2.8%	-8.0	
	23/10/2008	Thu	1	5	7	6	5	1	4	6	8	4	4	2	5	3		61	3.3%	1.0	
	24/10/2008	Fri		3	4	5	5	4	4	3	4	2	3	6	3	2	1	49	2.6%	-11.0	
	25/10/2008	Sat		3		10	4	4	5	7	2	5	4	2	3	2	2	53	2.8%	-7.0	
	26/10/2008	Sun	1	3	2	10	3	4	4	4	2	3	2		2	3		43	2.3%	-17.0	
	27/10/2008	Mon		2	7	5	6	4	3	6	4	3	3	5	4	2		54	2.9%	-6.0	
	28/10/2008	Tue	2	1	14	12	9	5	3	4	4	9	2	2	5	1		73	3.9%	13.0	
	29/10/2008	Wed		3	3	8	5	4	1	2	4			4	2	4	1	41	2.2%	-19.0	
	30/10/2008	Thu		3	4	5	2		3	4	2	1	5	2	4	1		36	1.9%	-24.0	
	31/10/2008	Fri	2	3	3	4	4	2	3	4	5	1	1	4	1	3		40	2.2%	-20.0	
01/10/2008 Total			11	112	202	205	192	143	122	150	140	144	115	110	102	85	27	1860			
Grand Total			73	845	1424	1398	1199	1002	928	1011	1074	1089	876	979	946	636	290	13770			

Hospital	St Marks
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Month	Arrival Date	Day of Arrival	Hour of Arrival										Grand Total	% of Month	vs Average	Outside Norm
			8	9	10	11	12	13	14	15	16	17				
01/09/2008	29/09/2008	Mon	1	7	3	4	3	5	5	4	1		33	61.1%	6.0	
	30/09/2008	Tue	1	2	3	2	2	2	3	4	2		21	38.9%	-6.0	
01/09/2008 Total			2	9	6	6	5	7	8	8	3		54			
01/10/2008	01/10/2008	Wed	2	6	2	2	1	1	5	4	3		26	3.8%	-3.9	
	02/10/2008	Thu	4	9	6	6	6	1	5	3	2		42	6.1%	12.1	
	03/10/2008	Fri	1	7	5	5	2	4	6	3	3		36	5.2%	6.1	
	06/10/2008	Mon	3	10	6	3	5	7	4	7	5		50	7.3%	20.1	
	07/10/2008	Tue	2	6	3	3	4	6	4	4	3		35	5.1%	5.1	
	08/10/2008	Wed	2	1	8	2	6	1		4	3		27	3.9%	-2.9	
	09/10/2008	Thu	1	5	5	1	1	3	5	5	5		31	4.5%	1.1	
	10/10/2008	Fri	3	5	2	1	5	4	6	3	2		31	4.5%	1.1	
	13/10/2008	Mon	3	9	6	4	2	10	4	5	3		46	6.7%	16.1	
	14/10/2008	Tue	3	3	1	4	3	6	1	4	2		27	3.9%	-2.9	
	15/10/2008	Wed	1	3	2	5		5	7	3	3		29	4.2%	-0.9	
	16/10/2008	Thu	3	10	3	3	2	3	4	4	2		34	4.9%	4.1	
	17/10/2008	Fri	2	5		4	1	2	2	4	2		22	3.2%	-7.9	
	20/10/2008	Mon	1	5	6	5	2	7	3	4	1		34	4.9%	4.1	
	21/10/2008	Tue	2	5	2	3	1	2	4	1	2		22	3.2%	-7.9	
	22/10/2008	Wed		4	4	1	2	6	2	4	3		26	3.8%	-3.9	
	23/10/2008	Thu		8	4	1	2	4	2	3	3		27	3.9%	-2.9	
	24/10/2008	Fri		3	2	3	1	4	3	4	1		21	3.1%	-8.9	
	27/10/2008	Mon	1	4	7	4	5	5		4	2		32	4.7%	2.1	
	28/10/2008	Tue		1	4		4		2	1	3		15	2.2%	-14.9	
	29/10/2008	Wed	1	3	3	4	4	1	2	2	2		22	3.2%	-7.9	
30/10/2008	Thu	1	12	6	1	4	2	3	1	1		31	4.5%	1.1		
31/10/2008	Fri	1	3		6	3	3	4	2			22	3.2%	-7.9		
01/10/2008 Total			37	127	87	71	66	87	78	79	56		688			
Grand Total			39	136	93	77	71	94	86	87	59		742			