


BOARD: MEETING IN PUBLIC
DATE: 24 September 2009
TITLE: Minor Injuries Unit at St Marks Hospital – Pilot Review
SUMMARY

- A petition was received from the public, during the formal consultation on Right Care Right Place proposals, requesting a minor injuries unit to be provided on St Marks site.
- The PCT 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 against an agreed set of criteria, 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; would be monitored
- 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 began on the 29th of September 2008 it was opened initially from 9am to 5pm, on weekdays only, with the expectation that once additional staff could be recruited it would be operational 8.30 to 6.30 seven days a week.
- As a consequence of continued difficulties with recruiting it was agreed that the pilot period would be extended with the review to report to the Board in September 2009

RECOMMENDED ACTION:

That the Board consider the review and support the recommendation that the PCT explore a a cost effective model of care to meet the need for care for minor injuries for the population of Maidenhead

Originator Alan Kennedy, Project Manager Berkshire Shared Services
 Tabled By Paula Head, Director of Strategic Commissioning

| | |
|-------------|-------------------|
| Directorate | Commissioning |
| Date | 24 September 2009 |

SUPPORTING INFORMATION

Localities Affected

This affects all of Berkshire East

Relevant Guidance, Legislation and Policies

Supporting the achievement of the target that people attending A&E will be seen treated and discharged from A&E within 4 hours

Contribution to HealthCare Commission Standards

Patient experience is a factor in the evaluation as is assessing the need for the service

Public & Stakeholder Involvement

The public have been involved in supporting the pilot since its inception and members from the patient panel have been involved in the monitoring and evaluation process. A petition signed by 7000 people has been received by the PCT in support of a minor injuries service on the St Marks site.

Financial Implications

The financial implications are considered as part of the PCT review.

Diversity and Equality

Background Papers

Right Care right Place Consultation and Response

INTRODUCTION

During the Right Care Right Place Consultation the people of Maidenhead presented the PCT with a petition signed by 3000 patients asking that we consider the possibility of a minor injuries service on the St Marks Hospital site. In discussion the board considered the petition and agreed that in the light of the continued pressure on A&E at Heatherwood and Wexham park, demonstrated by the trusts difficulty in maintaining their 4 hour target that a pilot minor injuries service on the St Marks site should be carried out.

Heatherwood and Wexham Park hospital agreed to extend the provision of their minor injuries service at Heatherwood and the pilot began in September 2008, initially for 9 months. Because of the difficulties in recruiting extended nurse practitioners the service has been operating initially from 9-5pm Monday to Friday and more recently from 9-5pm Monday to Saturday. Because recruitment continued to be a problem the period of the pilot was extended to August with this paper to be presented to the Board in September.

At the outset of the pilot the Board agreed a set of criteria against which the service provision would be considered and a slightly different set which would enable the PCT to consider the overall cost effectiveness of the service.

EVALUATION

The evaluation of the pilot has been guided by a core group of commissioners and patients including:

2 patients

Assistant Director Locality Commissioning Royal Borough of Windsor and Maidenhead
Practice Based Commissioning GP Locality Lead, Maidenhead
Practice Based Commissioning Manager, Maidenhead
Urgent Care Manager Heatherwood and Wexham Park

This group has overseen and dealt with any issues arising during the pilot in terms of patient information, problems with managing patients attending near closing and advised on the content of the patient survey.

Evaluation Criteria

By the service – assessing the effectiveness of the service

| | Indicator | Method of Measurement |
|---|--------------------------|---|
| 1 | Reduce % A&E attendances | Comparison number of A&E attendances in a month compared to the same month the previous year Number of referrals from the MIU to the A&E |

| | | |
|---|--|--|
| 2 | 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 |
| 3 | Less than 10% of attendances are from outside of the PCT area | Number of non Berkshire East residents attending the MIU |
| 4 | Reasons for choosing the MIU instead of other urgent care services | Patients will be asked why they chose the MIU, and how did they become aware of the Unit and where they would have gone prior to the unit being opened |
| 5 | 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 |
| 6 | Patient satisfaction with the service | Patient satisfaction surveys |

Overall evaluation by the PCT

At the end of the pilot period the PCT needs to 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, 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.
- 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

RESULTS

Service Criteria

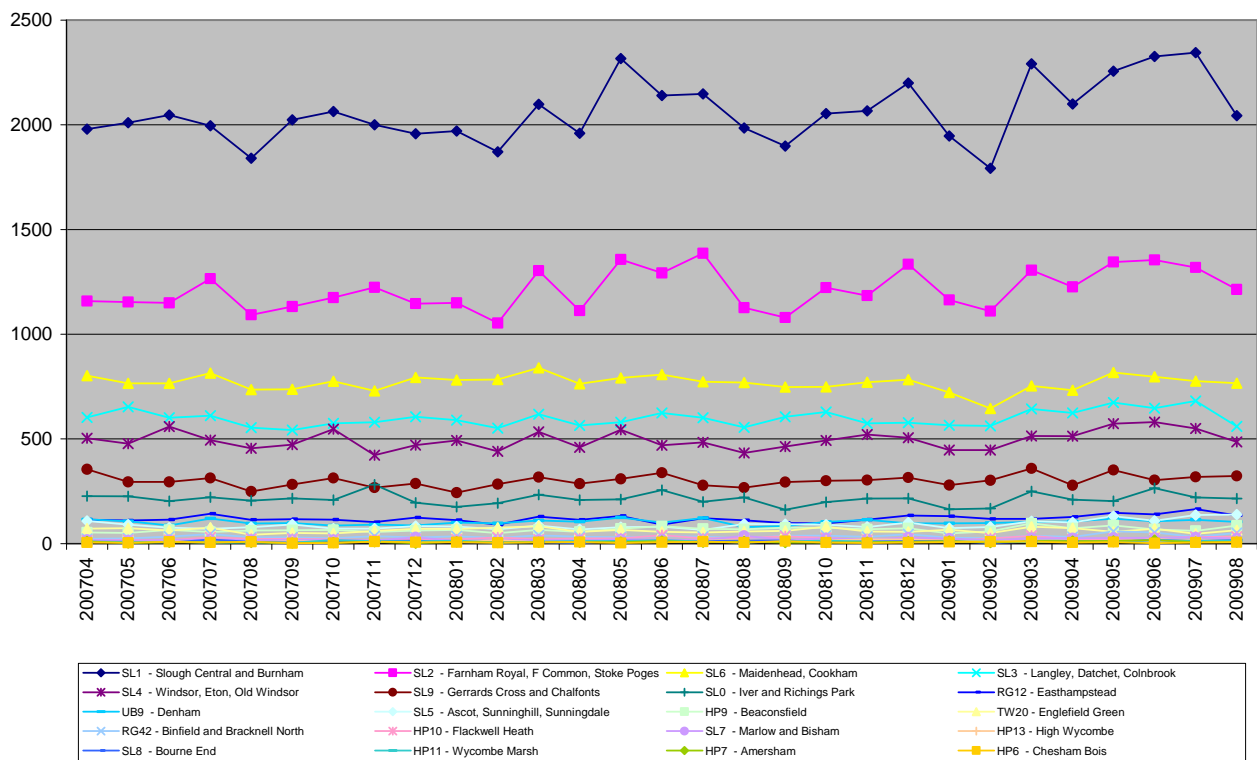
1 Comparison of the number of A&E attendances in a month compared to previous years:

This indicator was chosen to demonstrate any benefit to relieving pressure at Wexham Park A&E and to illustrate whether any activity was moved away from

HWH to the minor injuries service at St Marks

Total A&E attendances and Maidenhead A&E attendances at HWWP hospital did not reduce

Wexham Park A&E Attendances
(absolute numbers, all areas using Wexham Park)



2 **Less than 10% of patients re attending the MIU within 2 working days**

This indicator supports the effectiveness of the treatments in that people did not re attend. It also establishes a measure that ensures that people are not requested to re attend unnecessarily therefore generating unnecessary cost and increased income to the service provider; for example where self care would have been appropriate.

Target achieved. Returns to the unit averaged 8% during the pilot period

3 **Less than 10% of attendances are from outside of the PCT area**

This measure was to understand the reach of a service sited at St Marks. This measure also indicates whether the scope of our analysis in relation to impact on other services should be extended, eg beyond the Maidenhead GPs.

Approximately 0.5% of patients attending during the pilot period were from outside the catchment area. Meaning the scope of analysis is reasonably centered around Maidenhead GP practices

4 Reasons for choosing the MIU instead of other urgent care services

This indicator supports consideration of two aspects of the review:

- Why did patients attend the MIU eg it was convenient, they had heard the local campaign to 'use it or loose it'
- Where would they have gone previously, before the unit was open if anywhere

Please see Appendix 1

GP referrals into MIU 12.4% of all attendances

Would have gone to:

GP 26%

A&E 32%

Not sure/nowhere 17%

5 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

most patients waiting between 15-30 minutes for appointments and/or treatment and were seen within the 4 hours target

6 Patient satisfaction with the service

Please see appendix 1 for the user experience feed back which was very positive

Overall evaluation by the PCT

The overall evaluation of the service needs to take account of the cost effectiveness of the service for example will the service increase costs relative to the cost of treating minor ailments previously. This may happen either; because the service has attracted activity that was previously not being seen in the system at all or, the activity was shifted from a service where the costs can not be released eg fixed cost services such as GP practices or pharmacies.

The PCT also needs to consider whether this service is cost effective for the provider, for example does the income meet the cost of the service. A provider is not likely to be interested in running a service at a loss, particularly in the light of the current financial climate.

The impact of this service on other local services needs to be considered. Introducing a new service can have an effect on patient flows and might possibly undermine another service. During the period of the pilot there were no unforeseen changes in services that might have altered the scope or specification of the pilot services.

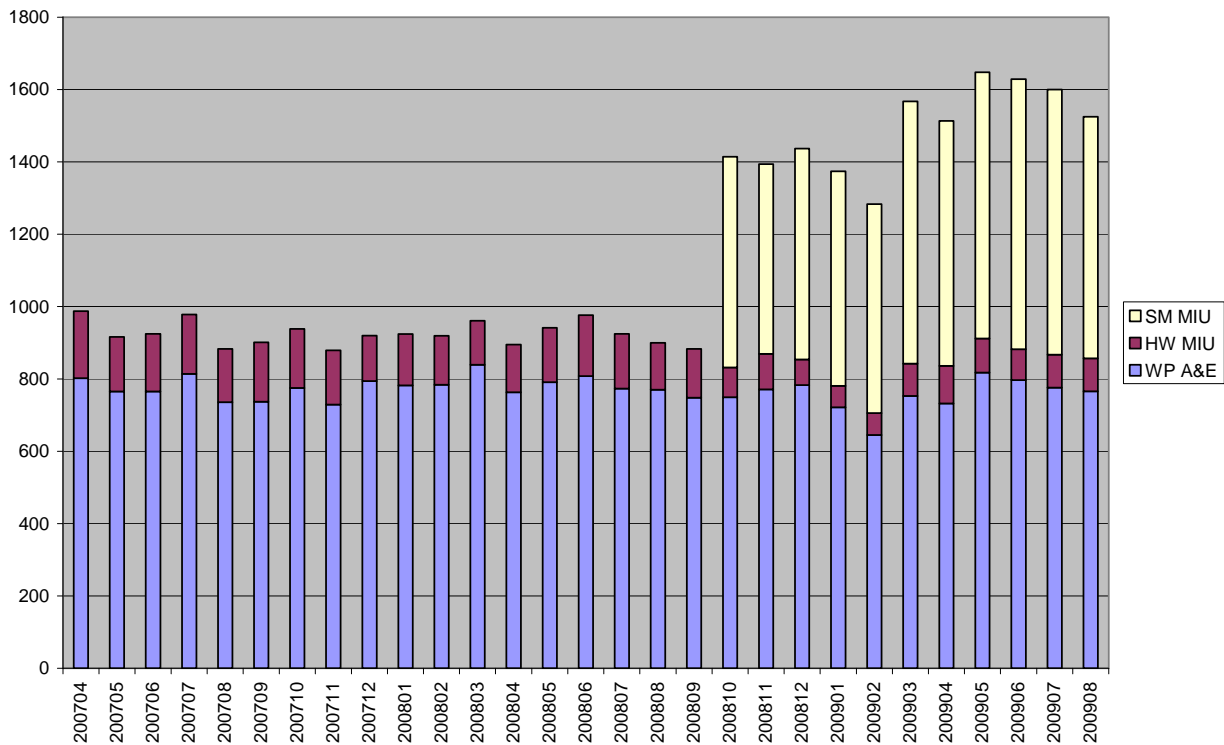
RESULTS

About 0.5% of attendances at the MIU were from outside of the Maidenhead area which indicates that the scope of review should be focused on the Maidenhead GP population

Criteria

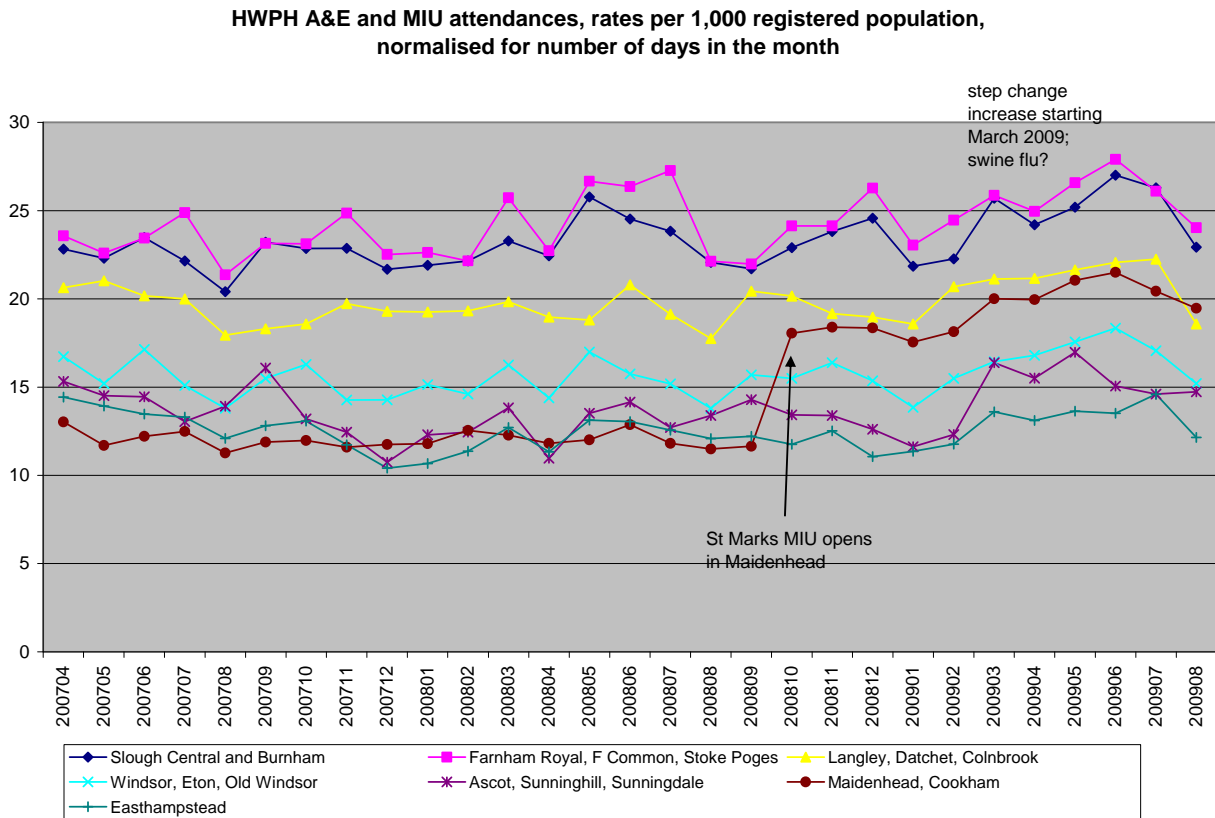
- **The reductions in the number of attendances at A&E, compared to the previous year, for patients with the same postcode profiles as those attending the MIU**

HWPH A&E Attendances for Maidenhead-based Practices, by Site



It appears from this graph that the activity at St Mark’s hospital is additional rather than substituting for activity that would previously have gone to Wexham Park. Although there appears to be some substitution from the Heatherwood minor injuries service

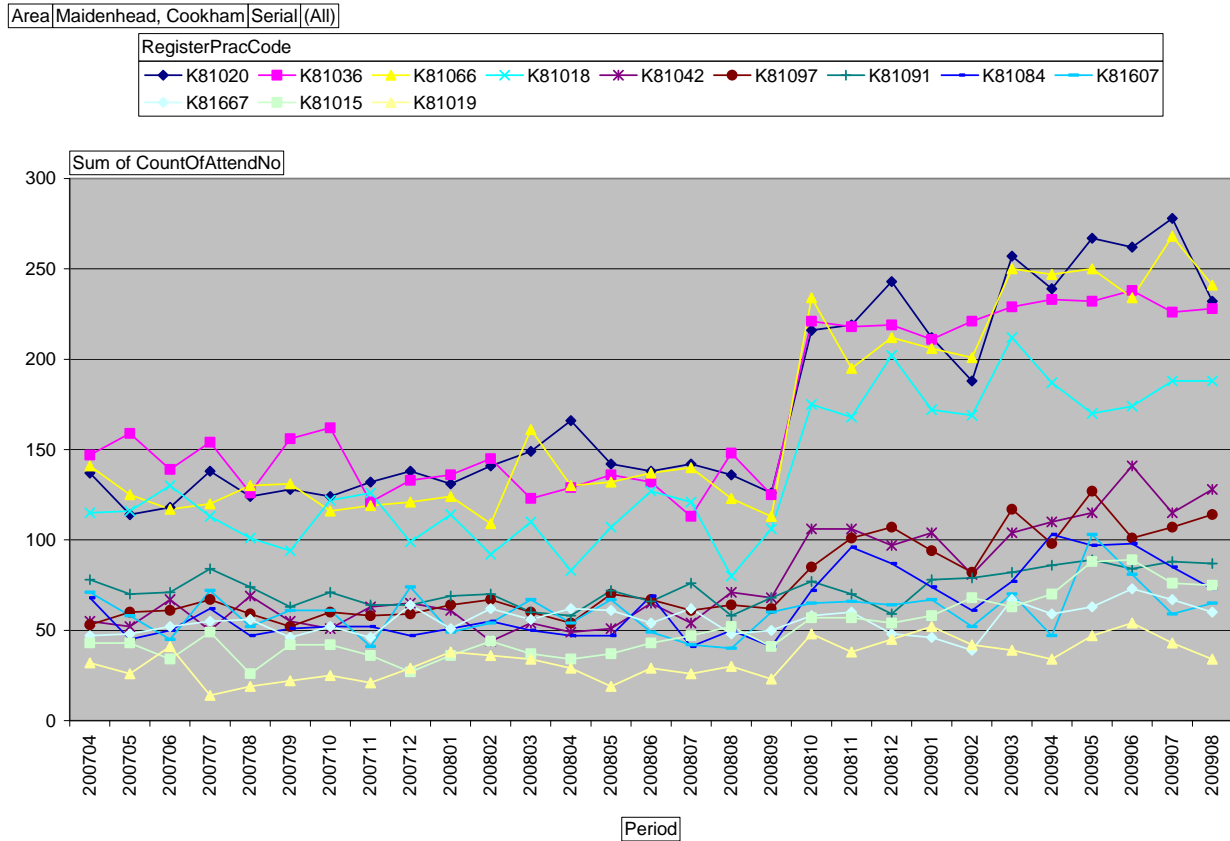
(small nos) the overall activity in minor injuries has increased for the maidenhead practices.



This graph demonstrates that overall urgent care attendances through all access points have increased with additional activity coming from the Maidenhead area.

- **Nos of patients who would previously have accessed care from other services with a 'fixed cost' eg GP surgeries**

The patient survey sent questionnaires to 250 attendees and 151 completed questionnaires were received back a return rate of approximately 60%. Of the patients who responded to the questionnaires approximately 43% indicated that had the unit not existed that they would have attended their own GP (26%) or possibly not sought advice or didn't know where they would have gone (17%).



This graph illustrates from which practices came the additional activity. The top four practices are those closest to St Marks Hospital.

- **Throughput and viability for the provider**

It has not been possible to get information from the provider to assess its viability from a cost v income perspective. However the continued staffing and recruitment issues may have an impact on the ability of the provider to maintain a service.

- **Impact on other services eg GP out of Hours service, Heatherwood Hospital, Upton Hospital Walk in Centre**

This table illustrates that comparing the same period last year, since the minor injuries unit has opened the total attendances at both Wexham Park and Heatherwood Hospital MIU have reduced by 85 attendances per month; however at the same time there has been a concomitant overall rise in minor injuries attendances of 564 per month since the unit opened.

Attendances at Wexham Park, St Marks and Heatherwood Hospital for Maidenhead Patients comparing October 2007 to August 2008 with October 2008 to August 2009

| Period | WP A&E | HW MIU | SM MIU | Grand Total | Period | WP A&E | HW MIU | SM MIU | Grand Total |
|--------|--------|--------|--------|-------------|--------|--------|--------|--------|-------------|
| 200710 | 775 | 163 | | 938 | 200810 | 749 | 83 | 582 | 1414 |
| 200711 | 729 | 150 | | 879 | 200811 | 771 | 98 | 525 | 1394 |
| 200712 | 794 | 126 | | 920 | 200812 | 783 | 71 | 583 | 1437 |
| 200801 | 782 | 142 | | 924 | 200901 | 722 | 59 | 593 | 1374 |
| 200802 | 784 | 135 | | 919 | 200902 | 645 | 61 | 577 | 1283 |
| 200803 | 839 | 122 | | 961 | 200903 | 753 | 89 | 725 | 1567 |
| 200804 | 763 | 132 | | 895 | 200904 | 732 | 104 | 677 | 1513 |
| 200805 | 791 | 150 | | 941 | 200905 | 818 | 94 | 736 | 1648 |
| 200806 | 808 | 168 | | 976 | 200906 | 797 | 85 | 747 | 1629 |
| 200807 | 773 | 152 | | 925 | 200907 | 776 | 91 | 733 | 1600 |
| 200808 | 770 | 130 | | 900 | 200908 | 766 | 91 | 668 | 1525 |

| | | | | | | | | | |
|--------------|-------------|-------------|--|--------------|--------------|-------------|------------|-------------|--------------|
| Total | 8608 | 1570 | | 10178 | Total | 8312 | 926 | 7146 | 16384 |
|--------------|-------------|-------------|--|--------------|--------------|-------------|------------|-------------|--------------|

| | WP | HW | St M | Total |
|------------------|-------------|-------------|-------------|-------------|
| Total Var | -296 | -644 | 7146 | 6206 |
| per month | -27 | -59 | 650 | 564 |

Cost of variance based on Av. £60/at £372,360

Although not included in this table:

East Berkshire Primary Care, who provide the out of hours service and East Berkshire Community Health Services who provide the walk in centre reported no noticeable change in activity. This table only represents attendances by Maidenhead patients and the total attendance rate at Heatherwood Minor injuries for all east Berkshire patients has increased during the period.

Review

The data and information garnered during the period of the pilot indicates that the minor injuries service has been used by patients, the majority of which have been registered with GPs in the Maidenhead area.

It appears from the data that the use of the service is mainly in addition to current activity levels, which would result in an additional cost to the commissioners of approximately £370,000. The patient survey would suggest that 26% of this activity would have been associated with a fixed cost previously.

There is significant local support for the PCT to continue to commission a minor injuries service for Maidenhead. The PCT has recently received a petition of approximately 7,000 signatures in support of a service on the St Marks site.

68% of patients questioned rated the service as excellent and no patients rated the service as poor. Waiting times and treatment/examination times are excellent

The unit has not been able to open to its specified hours due to difficulties in recruiting suitably qualified and experienced staff. Currently the unit is operational Monday-Saturday 09:00-17:00. Sunday and evening opening have not been achieved. There is clear anecdotal evidence from the patient surveys that the opening hours are currently not always the most convenient to the public.

Recommendation

There is a significant amount of local support for the minor injuries service and this needs to be considered in the balance of additional commissioned activity and cost in the current economic climate. During the 11 months that the minor injuries unit has been operating a number of other models for providing minor injuries have been piloted nationally and appear to offer care for minor injuries in a more cost effective manner.

1. Explore the possibility of delivering a minor injuries service using a more cost effective model that meets the needs of the Maidenhead population,
2. Bring a proposal back to the Board for agreement at the November 2009 meeting
3. Work with the current provider to ensure smooth transition to a new service.



Minor Injuries Unit Survey St Mark's Hospital - Maidenhead

What is this survey about?

The survey is enquiring into your visit to the Minor Injuries Unit at St Mark's Hospital, Maidenhead so that the service to you can be evaluated. This questionnaire is voluntary; you do not have to complete it if you do not wish to do so. It is completely anonymous and complies with the Data Protection Act. **PLEASE DO NOT PUT YOUR NAME ON THE FORM.**

Who should complete the questionnaire?

The questions should be answered by the person who has had the appointment at the Minor Injuries Unit. If the person needs help completing the questionnaire, the answers should give his/her opinion. If the patient is a child (under 16), the parent or guardian should complete the questionnaire.

Who is carrying out the survey?

The LINK for Windsor, Ascot and Maidenhead, who are part of an independent national organisation aiming to improve local health and social care, together with the Members of the Health Panel who work with NHS Berkshire East.

What is the Survey for?

Your experience of your appointment will be useful in reviewing the services which will help in the evaluation of the Unit and local NHS services for Maidenhead.

Completing the questionnaire

For each question, please tick inside one box using a black or blue pen. Do not worry if you make a mistake, simply cross out the mistake, and put a tick in the correct box. You can either complete the survey at the time of your visit or enclose it in the Freepost envelope provided.

Questions or help?

If you have any queries about the survey, or would like more information about the Windsor, Ascot and Maidenhead, LINK, please contact: Eloise Armstrong on 07901 948 664 or email Eloise.armstrong@berkshire.nhs.uk.

Alan Kennedy
Project Manager
NHS Berkshire East

Minor Injuries Unit Survey

Q1 How did you hear about the MIU?

- Word of mouth
- Radio/newspaper
- Friend/family
- Chemist
- Doctor/nurse

Other

Q2 Who suggested you visit the MIU?

- GP or practice sent me
- My carer
- Self - referral
- NHS Direct

Other

Q3 Where would you have gone if there was no MIU?

- GP practice
- A & E at Wexham Park Hospital
- A & E at High Wycombe General Hospital
- MIU at Heatherwood Hospital
- Walk -in-Centre at Upton Hospital
- Nowhere /Not sure

Other, please state where you would have gone

Q4 How did you travel to the MIU?

- In an ambulance
- Drove myself
- Voluntary car service
- A friend or family member drove me
- Taxi
- Public transport

Please let us know what other method you used

Q5 What are the first FOUR parts of your post-code?

- Q6** How long did you have to wait before you were able to speak to a nurse?
- 0-15 minutes
 16-30 minutes
 Longer
- Q7** From your arrival, how long did you wait to be examined?
- I did not have to wait
 1 - 30 minutes
 31-60 minutes
 More than 1 hour
- Q8** Did the nurse explain your condition or treatment in a way you could understand?
- Yes, definitely
 Yes, to some extent
 No
 I did not need an explanation
- Q9** Were you treated with dignity?
- Yes, definitely
 Yes, to some extent
 No
- Q10** Did you have any tests such as x-rays or blood tests?
- Yes
 No
- Q11** Are the current opening hours convenient for your needs?
- Yes
 No
- Q12** What happened at the end of your visit to the MIU?
- Taken by ambulance to A&E
 Sent to A&E
 Told to go to GP
 Went home
- Q13** If you were worried after you left the MIU, were you given the details of someone you could contact ?
- Yes
 No
- Q14** Were you told what to expect in the next few days and what to do if necessary?
- Yes
 No

Q15 How would you rate the service at the MIU?

- Excellent*
- Very Good*
- Good*
- Fair*
- Poor*

Q16 Any other comments about the service and attention you received at the MIU?

Thank you for completing this survey, your participation is very important. **PLEASE POST THE QUESTIONNAIRE BACK IN THE FREEPOST ENVELOPE PROVIDED.** The results will be used to the benefit of patients attending the Minor Injuries Unit at St Mark's Hospital; they will be published in the NHS Berkshire East (PCT) Board Papers in September.

PATIENT
DYNAMICS™

Listening to patients' views

Patient Survey Report

PatientDynamics Limited
5 Nutfield Lane
High Wycombe
HP11 2ND

Telephone: 01494 536346
Fax: 01494 536146
Email: info@patientdynamics.org.uk

Report Date: Monday, 3rd August 2009

Minor Injuries Unit, St Mark's Hospital



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SUMMARY OF RESULTS

The service provided by the MIU at St Mark's Hospital Maidenhead is rated highly by users of the service. Mean satisfaction scores over 90% were achieved on the outcome measures of:

- Nurse explanation
- Dignity
- Told what to expect
- Overall rating of MIU service

The areas garnering lower scores concerned operational issues such as wait, convenience and further contact details.

The majority of users had heard about the MIU through word of mouth or via the media and indeed the vast majority had self-referred. Had the MIU not existed over a quarter would have visited their GP practice and a third would have attended A&E at Wexham Park. 87% travelled to the MIU by car with 80% travelling from within the SL6 post code.

At the MIU, one quarter of patients waited longer than 30 minutes before they were able to speak to a nurse, and 14% waited for more than 1 hour to be examined. 36% had tests performed, and 93% went home afterwards with no further referral.

The satisfaction scores were cross-tabulated by whether the patient self-referred or was recommended to visit the MIU. In half the satisfaction ratings, patients who chose for themselves reported a statistically significantly better experience than those advised to attend.

One further analysis was performed to see if there were any notable predictors of whether patients rated the MIU service as good or bad. Although there are many numerical differences, the unsurprisingly statistically dissatisfied are those that were subsequently referred to A&E.

INTRODUCTION AND METHODOLOGY

Background

This survey was carried out by the LINk for Windsor, Ascot and Maidenhead, who are part of an independent national organisation aiming to improve local health and social care, together with the Members of the Health Panel who work with NHS Berkshire East.

The questionnaire was designed by the LINk for Windsor, Ascot and Maidenhead and NHS Berkshire East and modified by PatientDynamics.

This report:

- Summarises the main survey findings.
- Provides frequency charts of responses for every question.
- Looks at how referral method may have affected patients' responses.
- Looks at how each question may have affected the rating of the service.
- Includes all free text comments.

Methodology

PatientDynamics printed 250 copies of the questionnaire and sent them to the survey organiser.

The questionnaire was handed out to people attending appointments in the minor injuries unit of St Mark's hospital starting 29th June, ending 4th July 2009. Completed questionnaires were returned to PatientDynamics for analysis.

The survey consisted of 15 questions where participants were required to tick one box or write in an answer and a question where participants wrote in any other comments.

Mean rating scores- how are they calculated?

Questions asking patients to evaluate the service provided were scored. The scoring system is based on that used by the Care Quality Commission. For each question that has been scored, a weighting has been assigned to each answer. The scoring system is that 100 is given to the most satisfactory answer and 0 to the least, with the other answers allocated scores between these, with equal intervals between all of the scores. For example: excellent = 100, very good=75, good=50, fair= 25 and poor=0.

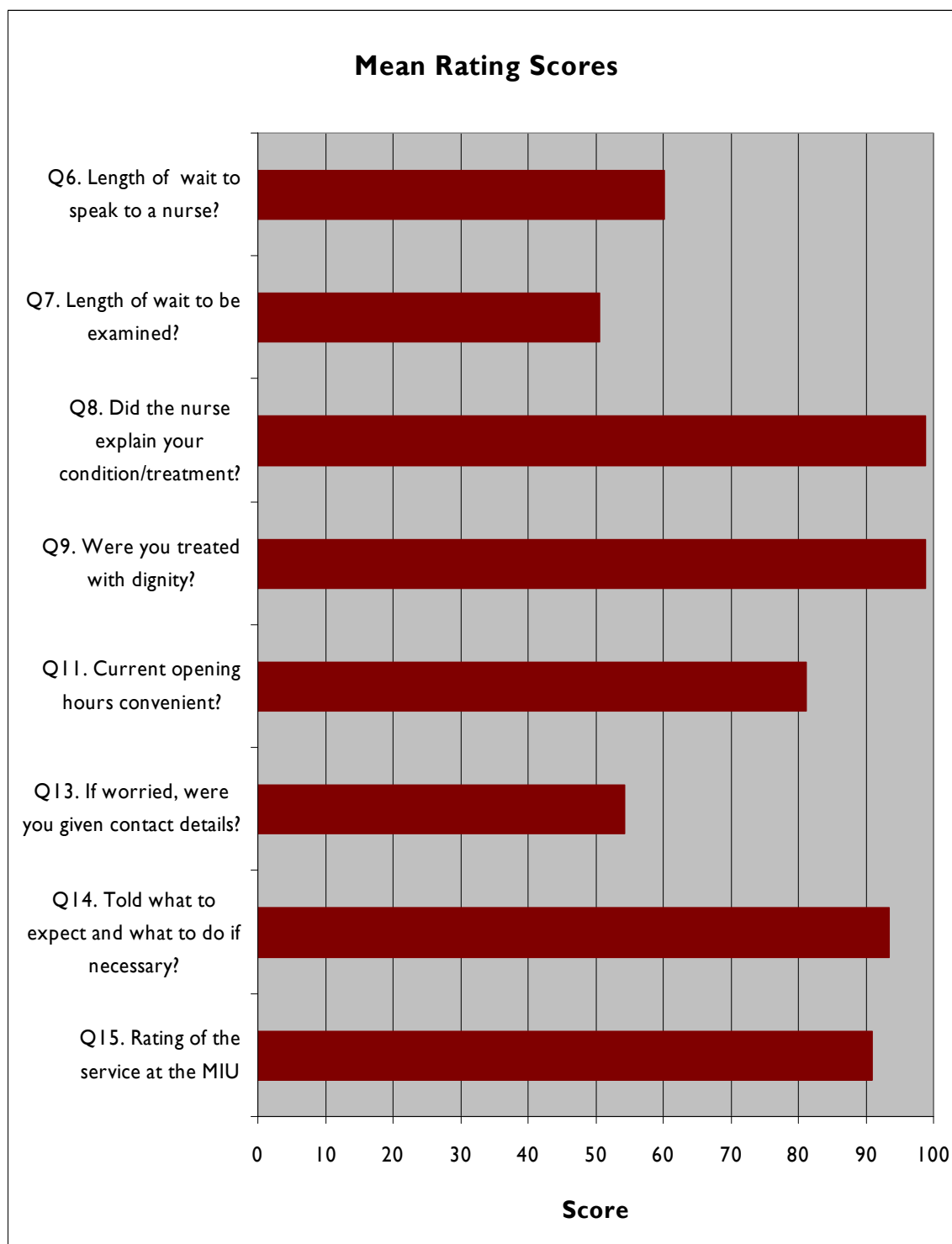
A mean (average) score is calculated based on the responses to each weighted answer.

Responses

A total of 151 completed questionnaires were received.

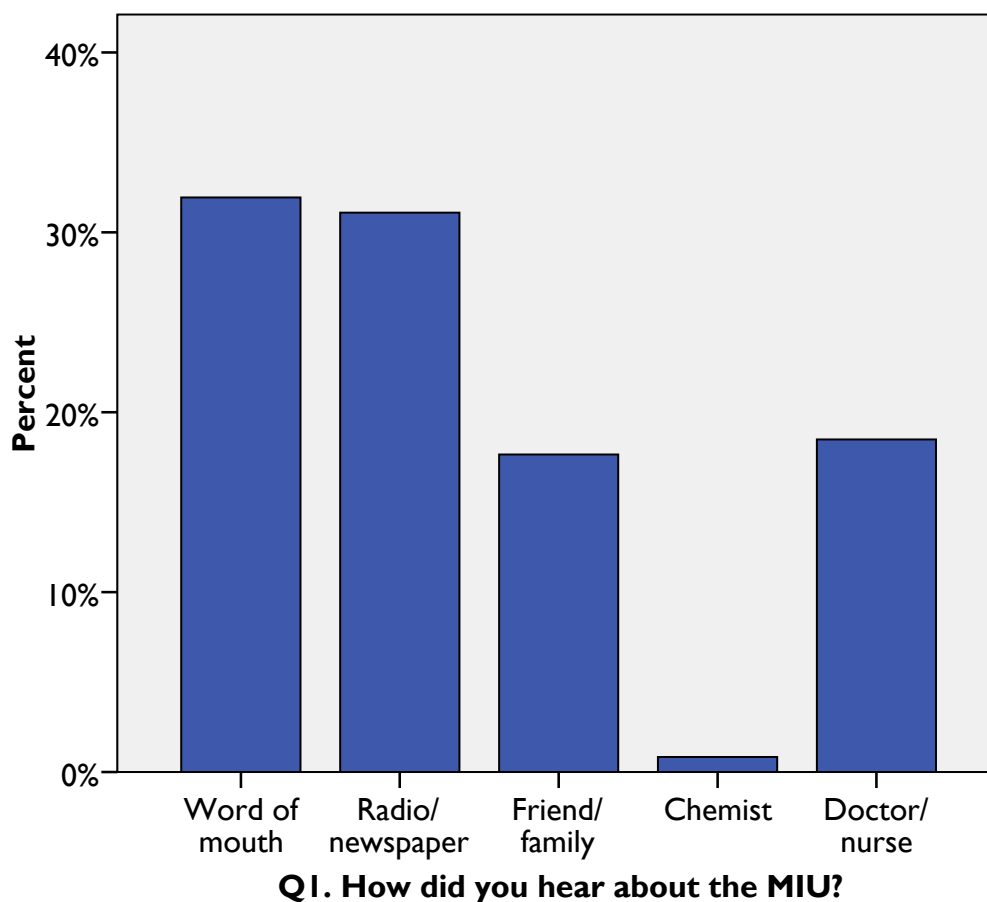
MEAN RATING SCORES

Mean rating scores are a calculation of satisfaction for all evaluative questions in the questionnaire. Higher scores indicate a better service and a score of 100% would indicate that all patients reported that the service could not be improved.



FREQUENCY CHARTS

This section illustrates the responses to each question. Note that patients who did not answer the question are not shown.

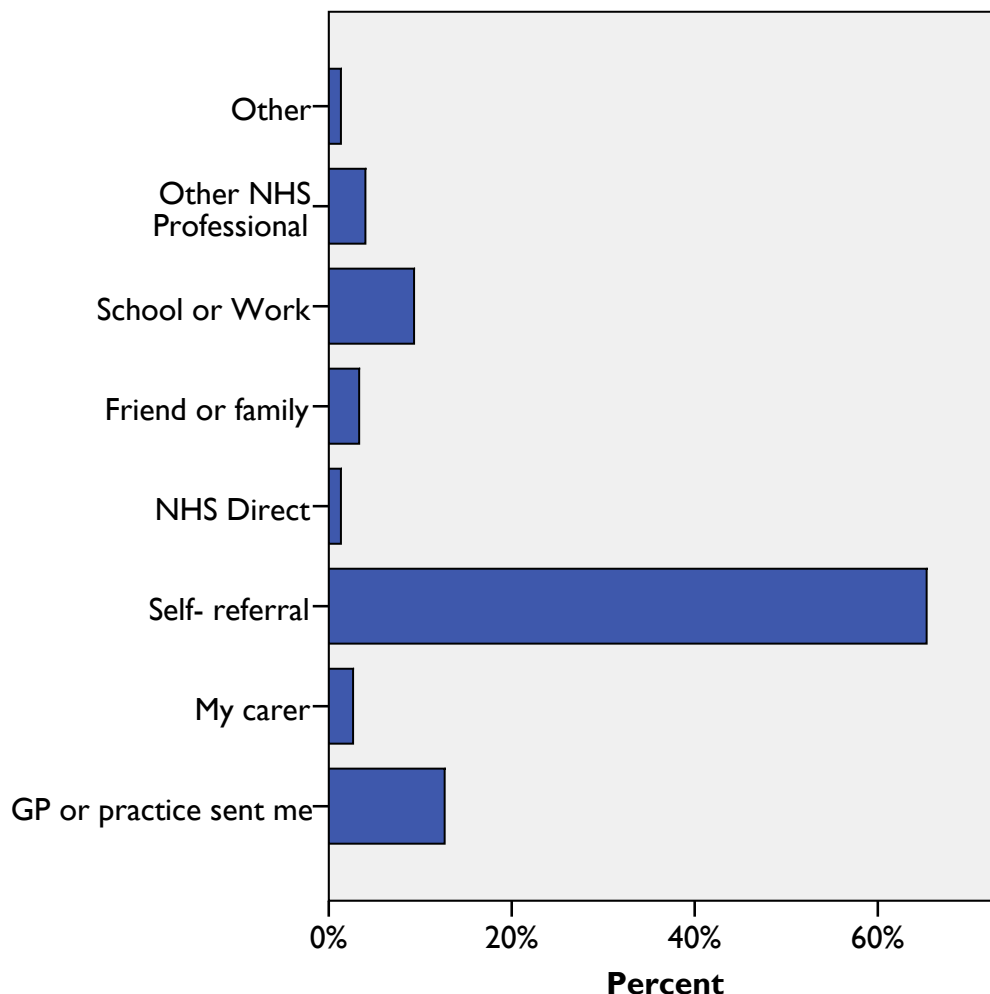


The majority of respondents had heard about the MIU either through word of mouth (32%) or Radio or Newspaper (31%).

The written responses to Q1 are shown below:

- Attending other departments in hospital
- Came to outpatients before.
- Did not know about it.
- Live nearby.
- Nearest hospital.
- NHS direct.
- NHS website.
- Previously visited MIU.
- School.
- Thank god there's one where I live.
- Used before.
- Visiting St Marks hospital.
- Work related.

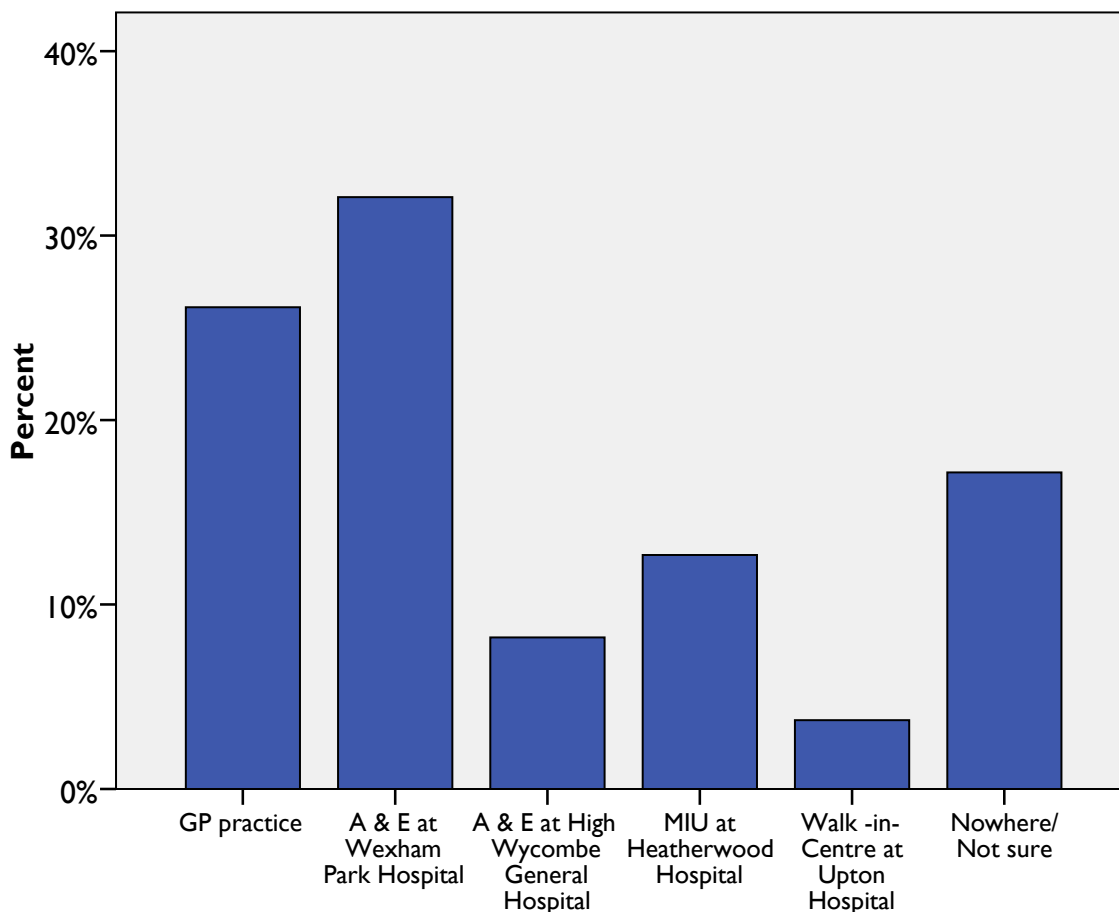
Q2. Who suggested you visit the MIU?



The graph above shows that the majority of respondents (65%) self referred themselves to the MIU.

The original answer categories on the questionnaire did not include "Other NHS Professional", "School or Work", "Friend or family" or "Other". These were added later due to the written answers we received. The full list of written answers is shown below:

- A friend.
- Ambulance.
- Aunt who works for the NHS
- Been before.
- Daughter in law.
- Daughter.
- Employer.
- Family.
- Friend/colleague.
- GP is too busy to see me.
- Matron.
- My manager.
- Myself.
- Pharmacist.
- Pharmacist.
- School head teacher.
- School matron.
- School nurse.
- School.
- School.
- School.
- School.
- School.
- Shelia Holmes.
- Teacher.
- The nurse at a and e.
- Wexham Park hospital.
- Work colleague.
- Work.
- Work.

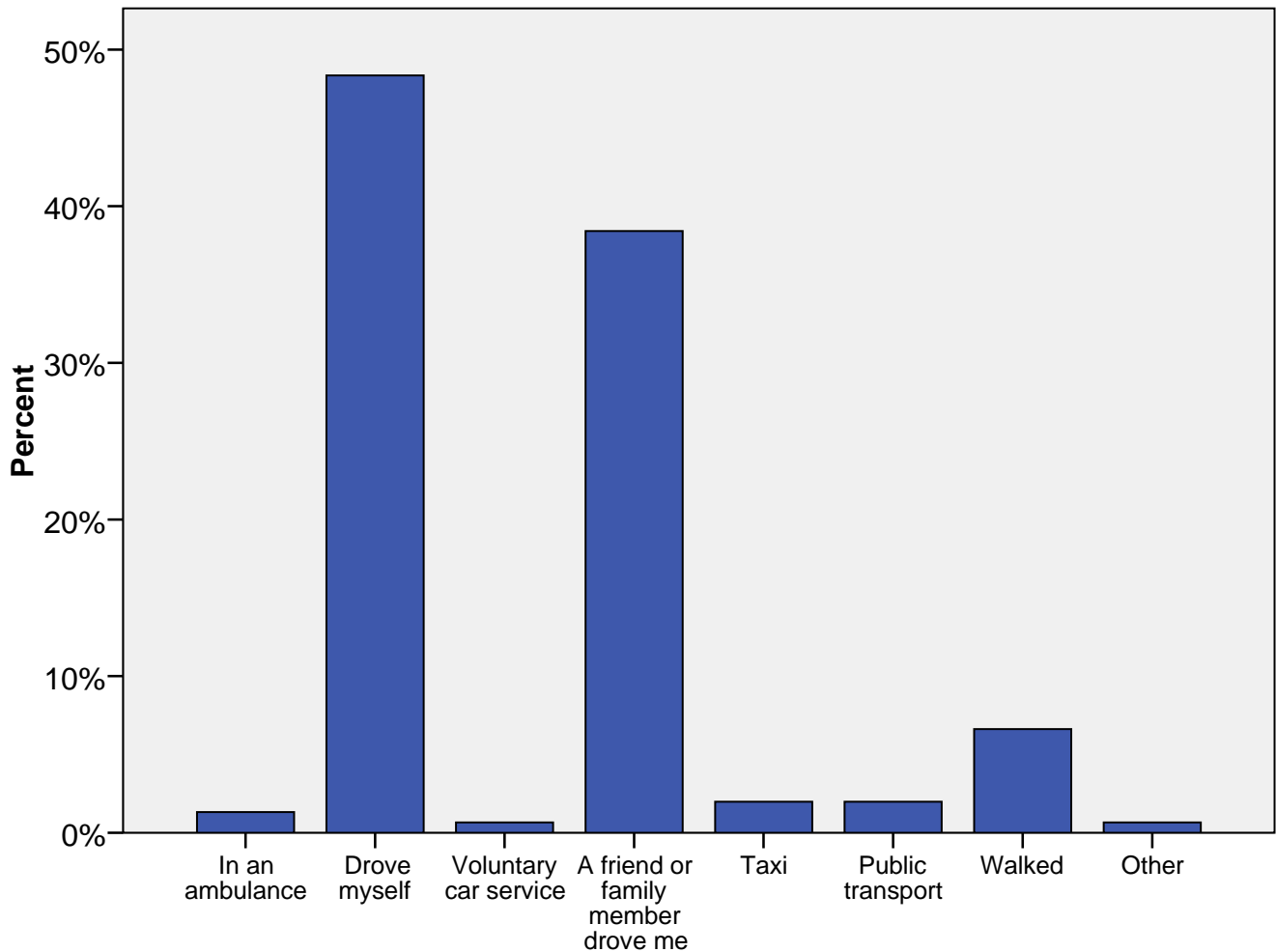


Q3. Where would you have gone if there was no MIU?

If there were no MIU, the majority of respondents would have either gone to their GP practice (26%) or to A and E at Wexham Park Hospital (32%). Notably 17% said they would have gone nowhere or were not sure.

The written responses to Q3 are shown below:

- I was hoping the pain would go away.
- Would have phoned a GP to ask about what I had to do.

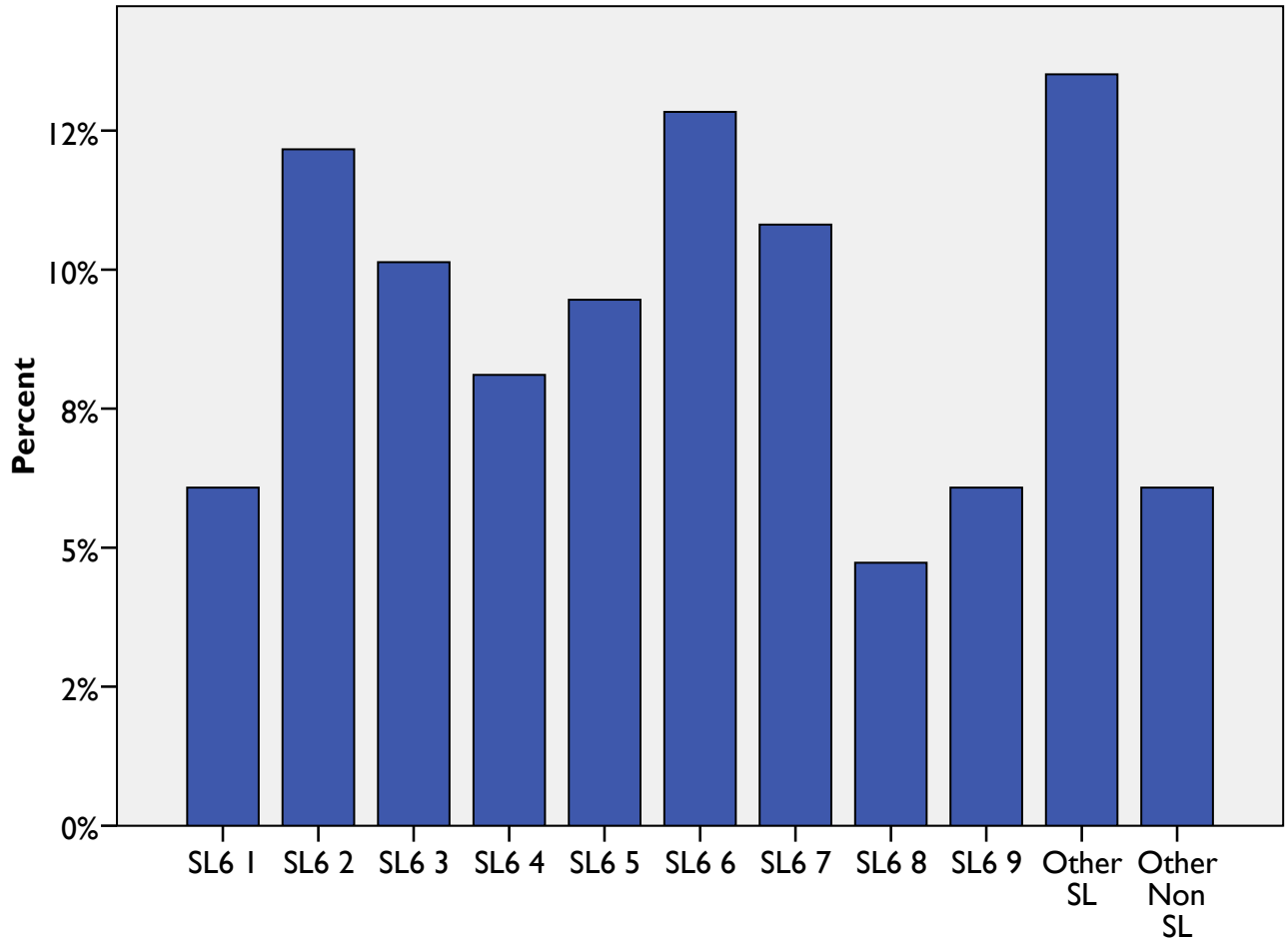


Q4. How did you travel to the MIU?

Most respondents either drove themselves to MIU (48%) or a friend or family member drove them (38%).

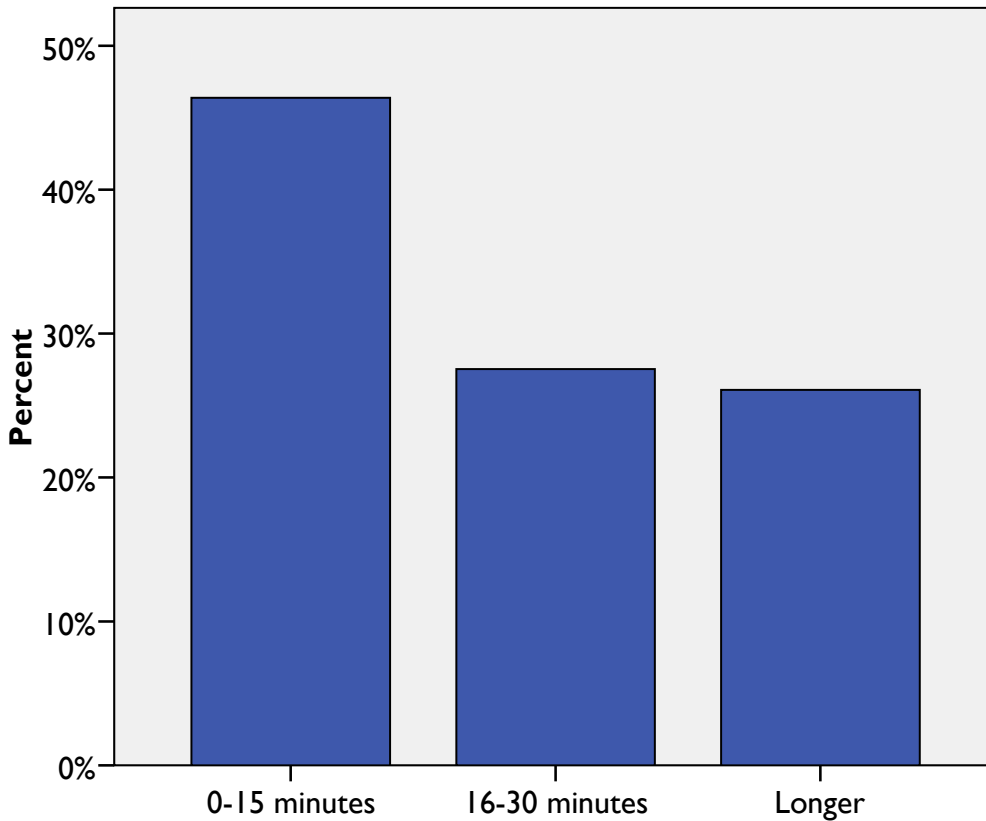
The original answer categories on the questionnaire did not include "Walked" or "Other". These were added later due to the written answers we received. The full list of written answers is shown below:

- Bike.
- My mum drove me.
- Walk.
- Walk.
- Walk.
- Walk.
- Walk.
- Walked in.
- Walked.
- Walked.
- Walked.
- Walked.
- Walked.



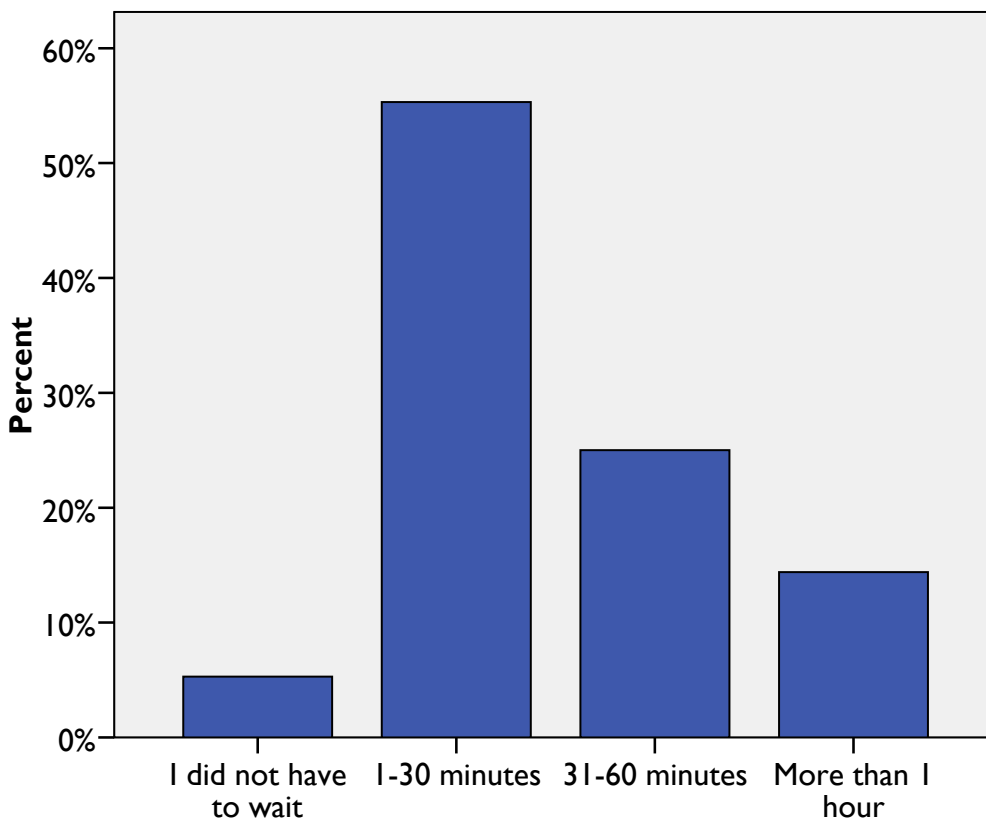
Q5. What are the first four parts of your postcode?

The vast majority of respondents' postcodes began SL6 (80%), only 6% of respondents gave a postcode starting with letters other than "SL".



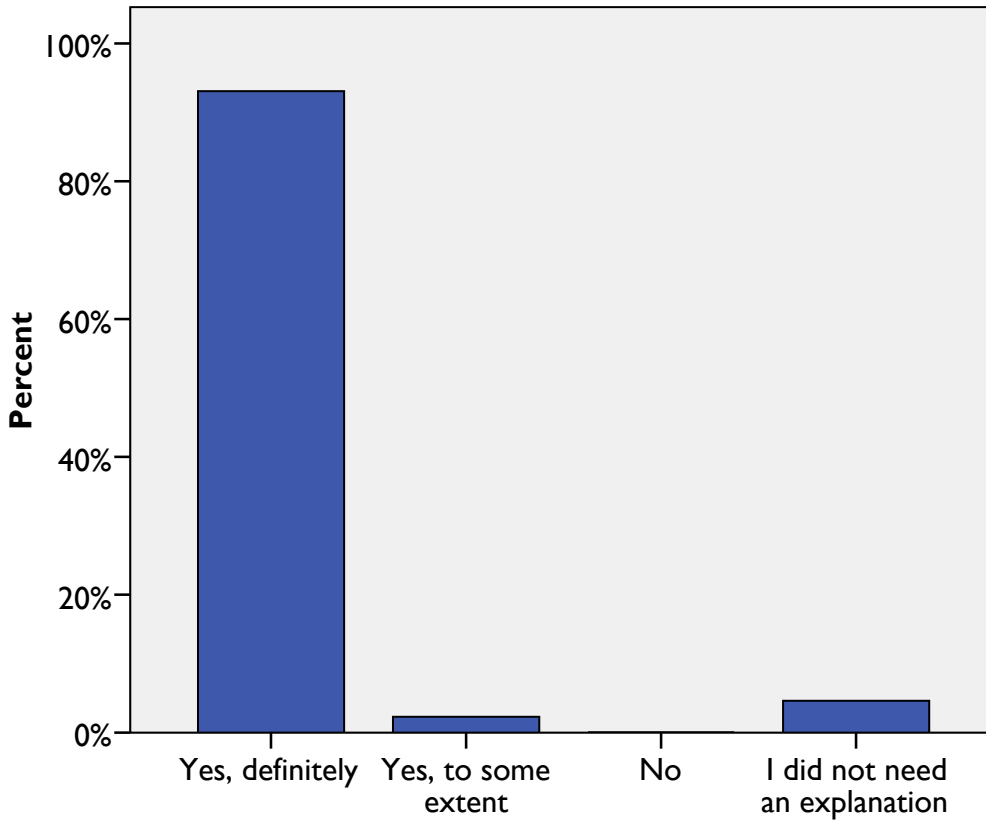
The most common wait to speak to a nurse was between 0 and 15 minutes.

Q6. How long did you have to wait before you were able to speak to a nurse?



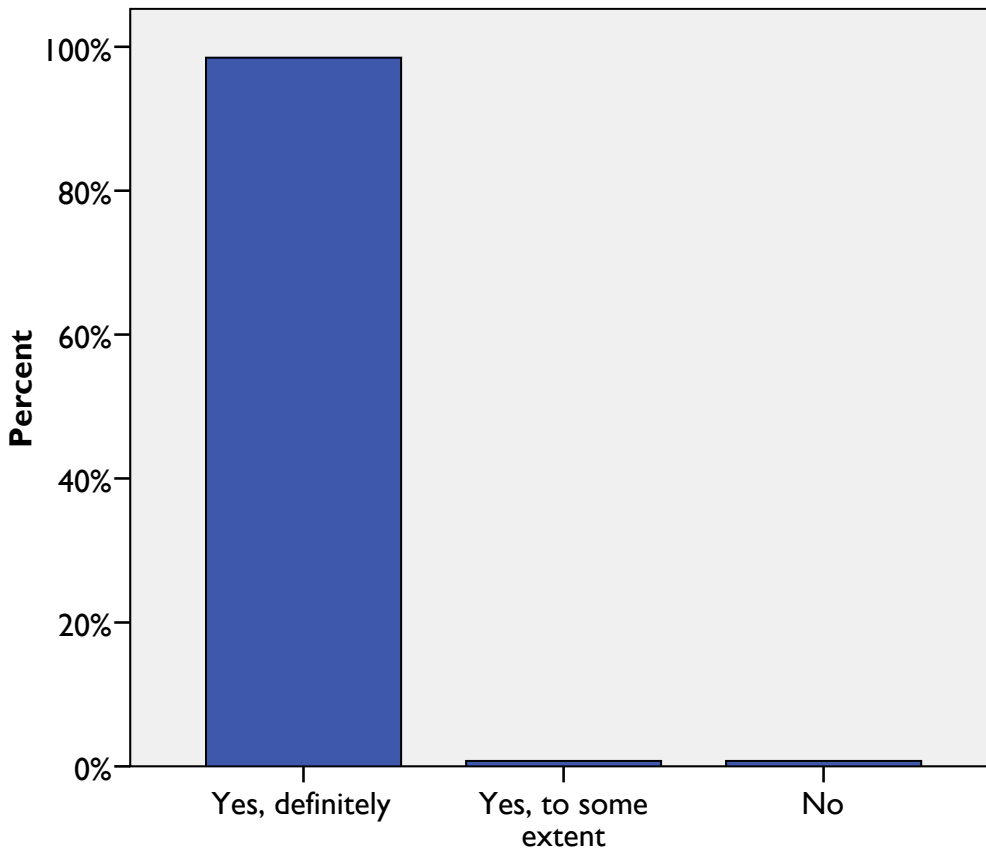
The most common wait to be examined was between 1 and 30 minutes.

Q7. From your arrival, how long did you wait to be examined?



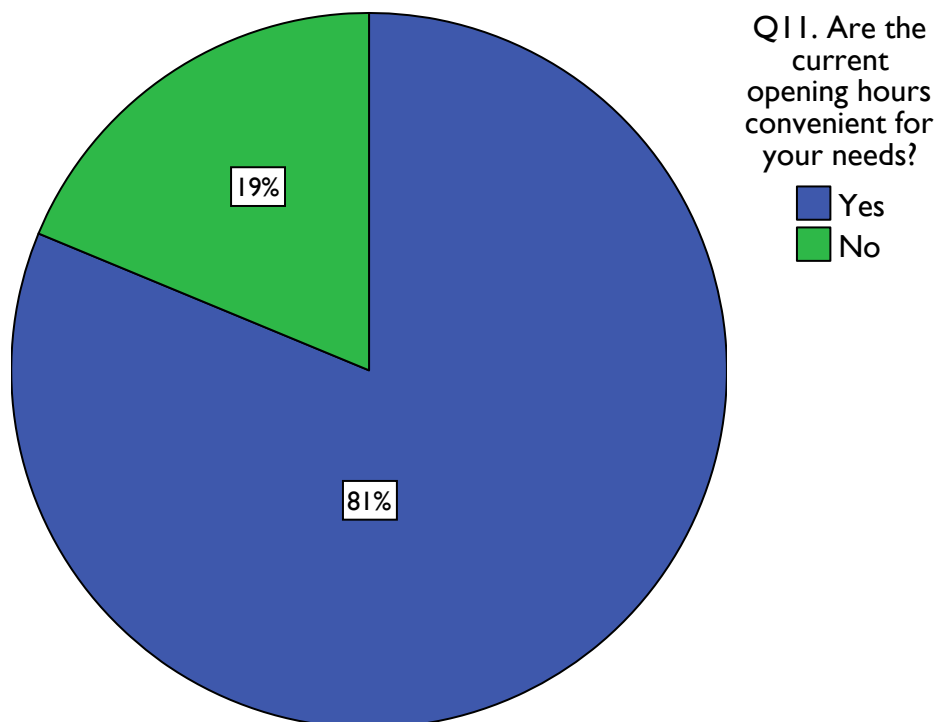
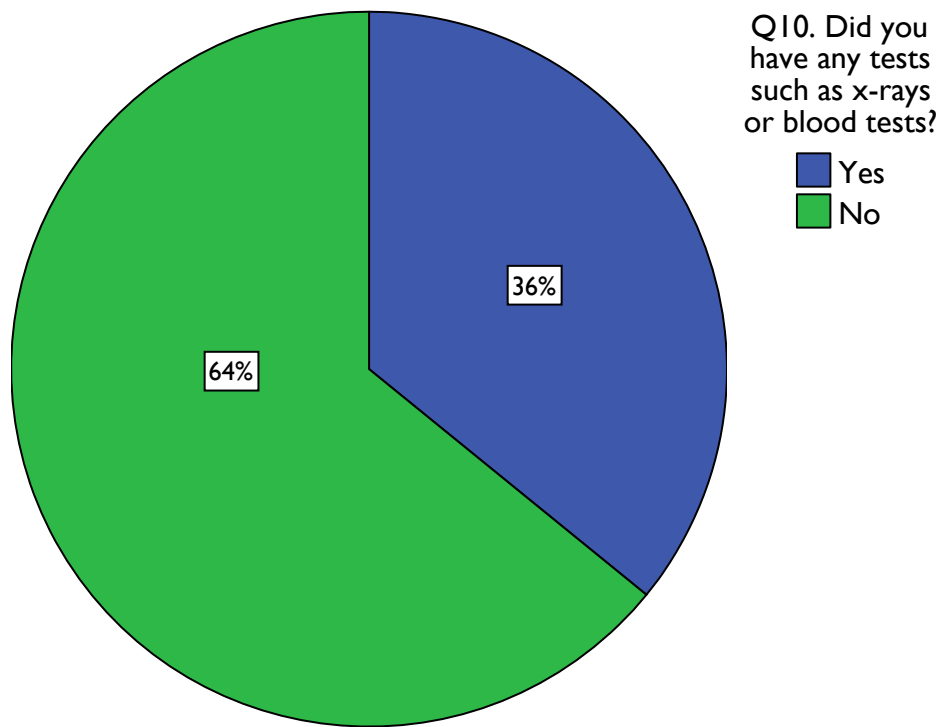
Excluding those who did not need an explanation, 98% of respondents felt the nurse definitely explained their condition/ treatment in a way they could understand.

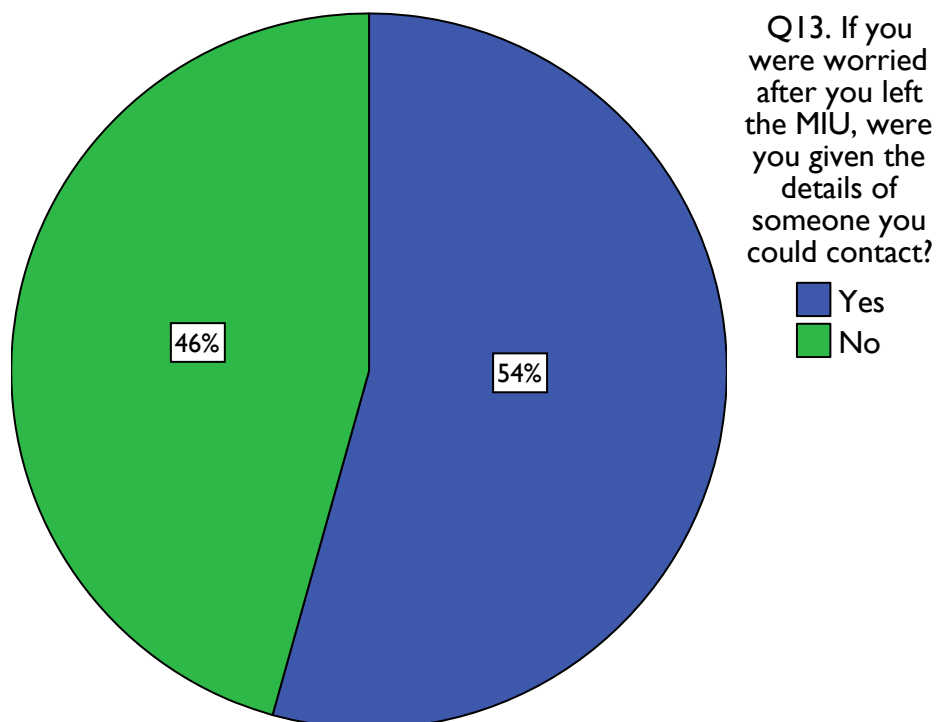
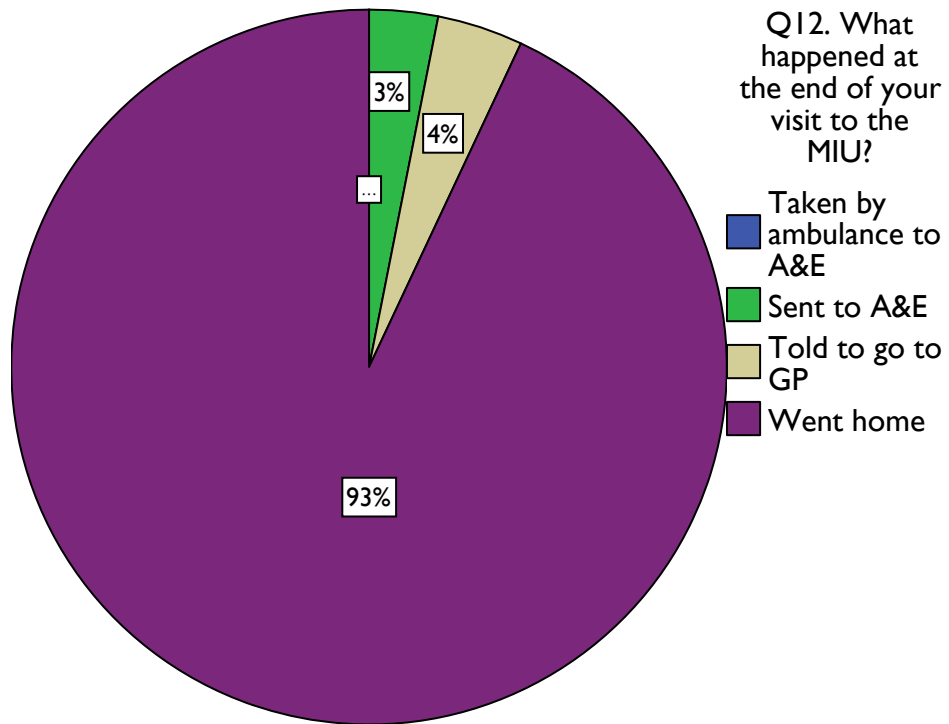
Q8. Did the nurse explain your condition or treatment in a way you could understand?

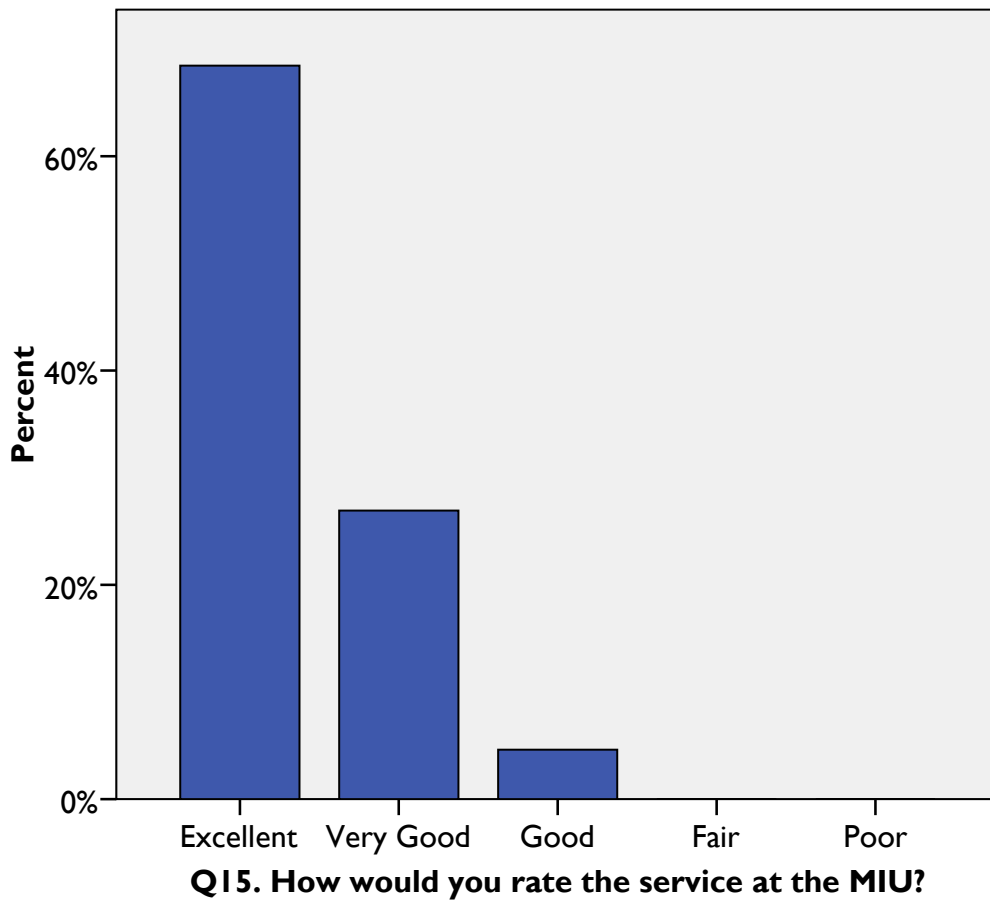
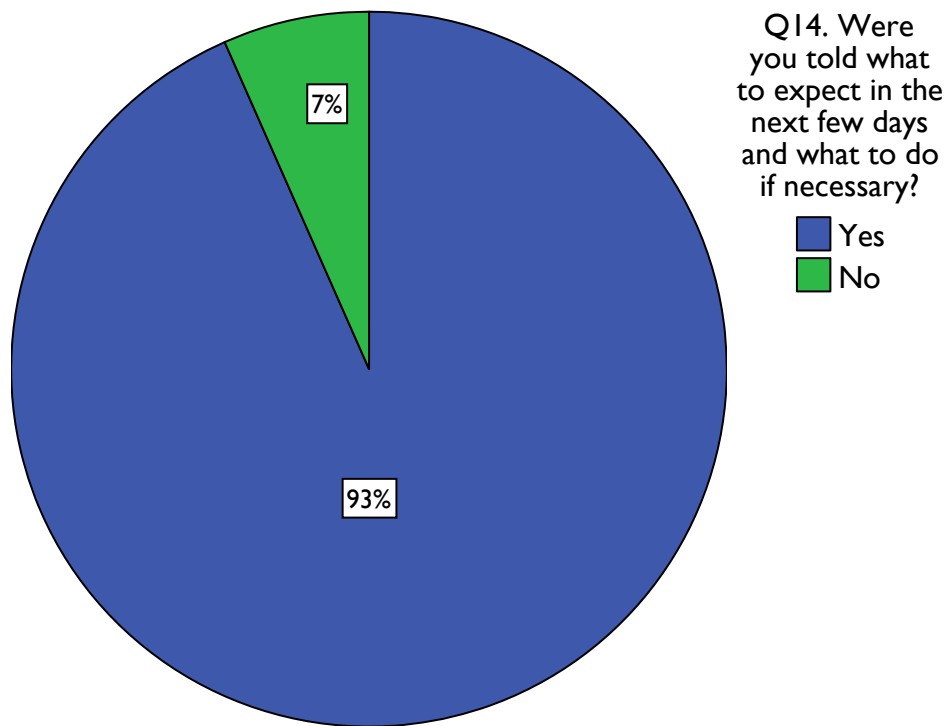


98% of respondents replied that they were definitely treated with dignity.

Q9. Were you treated with dignity?

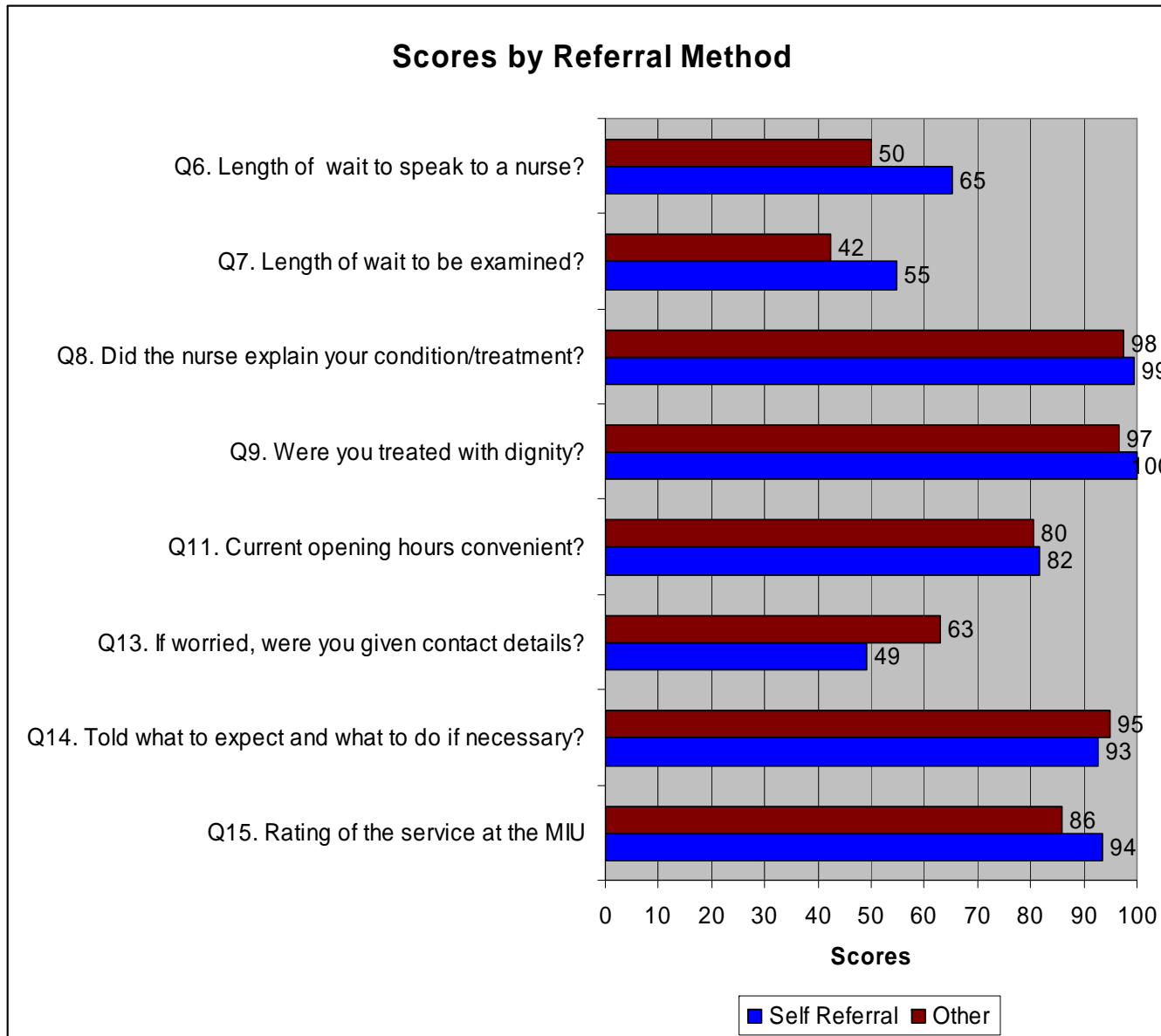






No patients rated the service as only fair or poor, with 68% rating it as excellent.

SCORES BY REFERRAL METHOD



The adjacent chart shows the scores for questions 6 to 15 split by whether patients referred themselves to MIU or not.

When patients referred themselves, length of wait to speak to a nurse and to be examined was scored as a shorter wait.

All patients who self referred reported being treated with dignity.

When patients did not self refer, more patients were given contact details for if they were worried after they left the MIU.

The rating of the service at MIU was higher for patients who referred themselves.

RATING OF MIU SERVICE

Below the mean rating scores for **Q15- How would you rate the service at the MIU** are shown split by how respondents answered each question. When comparing the scores, please bear in mind the small number of respondents to some of the answer categories.

Q1. How did you hear about the MIU?

| | Mean Q15 | N | Std. Deviation |
|------------------|----------|-----|----------------|
| Word of mouth | 96.09 | 32 | 9.223 |
| Radio/ newspaper | 91.43 | 35 | 13.480 |
| Friend/ family | 91.18 | 17 | 17.547 |
| Chemist | 50.00 | 1 | . |
| Doctor/ nurse | 90.63 | 16 | 12.500 |
| Total | 92.33 | 101 | 13.575 |

Q2. Who suggested you visit the MIU?

| | Mean Q15 | N | Std. Deviation |
|------------------------|----------|-----|----------------|
| GP or practice sent me | 89.06 | 16 | 12.809 |
| My carer | 81.25 | 4 | 23.936 |
| Self- referral | 93.60 | 86 | 12.239 |
| NHS Direct | 75.00 | 1 | . |
| Friend or family | 81.25 | 4 | 23.936 |
| School or Work | 88.64 | 11 | 13.056 |
| Other NHS Professional | 75.00 | 5 | 25.000 |
| Other | 100.00 | 2 | .000 |
| Total | 91.09 | 129 | 14.252 |

Q3. Where would you have gone if there was no MIU?

| | Mean Q15 | N | Std. Deviation |
|--|----------|-----|----------------|
| GP practice | 90.44 | 34 | 13.782 |
| A & E at Wexham Park Hospital | 91.18 | 34 | 14.927 |
| A & E at High Wycombe General Hospital | 95.45 | 11 | 10.113 |
| MIU at Heatherwood Hospital | 92.31 | 13 | 12.010 |
| Walk -in- Centre at Upton Hospital | 85.00 | 5 | 22.361 |
| Nowhere/ Not sure | 93.06 | 18 | 11.522 |
| Total | 91.52 | 115 | 13.607 |

Q4. How did you travel to the MIU?

| | Mean Q15 | N | Std. Deviation |
|------------------------------------|----------|-----|----------------|
| In an ambulance | 75.00 | 2 | .000 |
| Drove myself | 93.38 | 68 | 12.680 |
| Voluntary car service | 100.00 | 1 | . |
| A friend or family member drove me | 89.80 | 49 | 15.240 |
| Taxi | 87.50 | 2 | 17.678 |
| Public transport | 100.00 | 1 | . |
| Walked | 75.00 | 6 | 15.811 |
| Other | 100.00 | 1 | . |
| Total | 90.96 | 130 | 14.266 |

Q5. What are the first four parts of your postcode?

| | Mean Q15 | N | Std. Deviation |
|--------------|----------|-----|----------------|
| SL6 1 | 96.43 | 7 | 9.449 |
| SL6 2 | 86.76 | 17 | 15.607 |
| SL6 3 | 93.33 | 15 | 11.443 |
| SL6 4 | 87.50 | 12 | 16.855 |
| SL6 5 | 95.00 | 10 | 10.541 |
| SL6 6 | 95.00 | 15 | 10.351 |
| SL6 7 | 88.46 | 13 | 16.506 |
| SL6 8 | 92.86 | 7 | 12.199 |
| SL6 9 | 96.88 | 8 | 8.839 |
| Other SL | 88.89 | 18 | 15.392 |
| Other Non SL | 83.33 | 6 | 25.820 |
| Total | 91.02 | 128 | 14.286 |

Q6. How long did you have to wait before you were able to speak to a nurse?

| | Mean Q15 | N | Std. Deviation |
|---------------|----------|-----|----------------|
| 0-15 minutes | 93.64 | 59 | 13.609 |
| 16-30 minutes | 92.14 | 35 | 11.775 |
| Longer | 85.42 | 36 | 16.229 |
| Total | 90.96 | 130 | 14.266 |

Q7. From your arrival, how long did you wait to be examined?

| | Mean Q15 | N | Std. Deviation |
|------------------------|----------|-----|----------------|
| I did not have to wait | 92.86 | 7 | 18.898 |
| 1-30 minutes | 93.38 | 68 | 12.680 |
| 31-60 minutes | 90.91 | 33 | 12.213 |
| More than 1 hour | 84.21 | 19 | 17.100 |
| Total | 91.34 | 127 | 13.865 |

Q8. Did the nurse explain your condition or treatment in a way you could understand?

| | Mean Q15 | N | Std. Deviation |
|-------------------------------|----------|-----|----------------|
| Yes, definitely | 91.88 | 117 | 13.060 |
| Yes, to some extent | 75.00 | 3 | 25.000 |
| I did not need an explanation | 87.50 | 6 | 20.917 |
| Total | 91.27 | 126 | 13.899 |

Q9. Were you treated with dignity?

| | Mean Q15 | N | Std. Deviation |
|---------------------|----------|-----|----------------|
| Yes, definitely | 91.34 | 127 | 13.865 |
| Yes, to some extent | 50.00 | 1 | . |
| Total | 91.02 | 128 | 14.286 |

Q10. Did you have any tests such as x-rays or blood tests?

| | Mean Q15 | N | Std. Deviation |
|-------|----------|-----|----------------|
| Yes | 91.85 | 46 | 13.998 |
| No | 90.74 | 81 | 14.494 |
| Total | 91.14 | 127 | 14.270 |

Q11. Are the current opening hours convenient for your needs?

| | Mean Q15 | N | Std. Deviation |
|-------|----------|-----|----------------|
| Yes | 92.68 | 99 | 13.948 |
| No | 85.87 | 23 | 14.744 |
| Total | 91.39 | 122 | 14.291 |

Q12. What happened at the end of your visit to the MIU?

| | Mean Q15 | N | Std. Deviation |
|------------------|----------|-----|----------------|
| Sent to A&E | 62.50 | 4 | 14.434 |
| Told to go to GP | 95.00 | 5 | 11.180 |
| Went home | 92.03 | 116 | 13.021 |
| Total | 91.20 | 125 | 13.932 |

Q13. If you were worried after you left the MIU, were you given the details of someone you could contact?

| | Mean | N | Std. Deviation |
|-------|-------|----|----------------|
| Yes | 91.33 | 49 | 14.023 |
| No | 90.24 | 41 | 14.661 |
| Total | 90.83 | 90 | 14.246 |

Q14. Were you told what to expect in the next few days and what to do if necessary?

| | Mean | N | Std. Deviation |
|-------|-------|-----|----------------|
| Yes | 92.89 | 109 | 12.310 |
| No | 84.38 | 8 | 22.903 |
| Total | 92.31 | 117 | 13.319 |

Comments

Question 16: Patients' written comments

1. A fantastic local service that is not only convenient but practical and useful. I have used this MIU a few times recently and have had the peace of mind that my condition was diagnosed and the need to go to A&E in High Wycombe was forgone.
2. A very professional service in a town that needs this facility.
3. An important service in the community. I had an easy and great service, it saved me waiting 2 days to see my GP and travelling 16 miles to Heatherwood.
4. Everything was done with efficiency and courtesy. The chief nurse practitioner explained my problem in easily understood terminology, the clinic was clean and friendly.
5. Excellent service from all staff at the MIU, they should give them a pay rise.
6. Excellent service with good, sound advice and treatment. Would recommend to family and friends.
7. Excellent service, a great shame if it were closed.
8. Excellent service.
9. Extremely fast and friendly service. Very convenient being in the middle of town.
10. Fantastic facility for Maidenhead, very friendly and professional staff.
11. Fantastic.
12. Good service but needs to be available for longer hours and 7 days a week.
13. Good service received at MIU and other departments of St Marks.
14. I couldn't believe the waiting time was 2 hours and 40 minutes after the service opened.
15. I feel that the MIU could stay open possibly until at least 7pm, other than that the service was excellent and I feel a much needed service for the area as it is very difficult for some people to get to WPH or Heatherwood.
16. I needed care at the weekend and I would like to report that the service was very efficient and I hope it will be kept open.
17. I think the service should be open longer.
18. I think this is an excellent service. It would have been very difficult for me to get to High Wycombe Hospital.

19. It is a comfort to know we have somewhere to go rather than having to go to Wexham. In this case it was for my son who had a splinter in his fingernail. Fantastic service, it's what Maidenhead needs.
20. It is a valuable service for the local community, well run and convenient. Please keep it open.
21. It is important to use this minor injuries unit in Maidenhead.
22. It would be helpful if the MIU opened earlier than 9am.
23. It would be helpful to have longer hours.
24. Lack of recommendation in actual treatment following diagnosis.
25. Lots of waiting but at least we didn't have to go to Wexham where the wait would probably have been longer.
26. More nurses are needed, we saw four people turned away and the staff worked all day with no lunch break. Extended hours are required to cover evenings and Sundays.
27. No.
28. None.
29. On the day I needed help the volume of waiting patients meant the service was closed at 4pm- several people were turned away so staff could go home on time.
30. On the two occasions we have been, waiting periods seemed to be excessive.
31. Open at 8.30am not 9am. Great service, better than going to a GP.
32. St Marks is providing a very valuable service.
33. The delays we experienced were due to the computer unit, it was however promptly sorted. Everyone was courteous, kind and informative, especially the sister. A&E have always been excellent too when needed, but our visit to MIU was much shorter. This also allowed A&E to treat more serious cases.
34. The nurse we saw was extremely professional, knowledgeable and polite. Thank you.
35. The nurses and staff were very pleasant, friendly and understanding of my grandson's pain and did not make me feel that I was wasting time.
36. The service and treatment is second to none. I am a senior citizen and have used this service before. Previously had to go to A&E and waited 4/5 hours also transport is difficult. We need to keep MIU in Maidenhead.
37. The sort of facility I think the NHS should provide.

38. The staff are very supportive and helpful, kind and considerate for my needs. They worked in a professional manner and explained all I need to know. Excellent service.
39. The unit is very efficient, everyone is polite and the convenience of having such a local facility is unbeatable.
40. There seems to be lots of professionals running about but what we are here for seems to take a long time. Things like this should be seen sooner. Service could be and should be better in *.
41. This is a vital local service and much needed. It would be a huge loss to have this service discontinued.
42. This is a wonderful service.
43. This is an excellent service which perfectly fits a gap in the local medical services. Both occasions I have used it, it has provided efficient, professional service and greatly reduced stress on my children and me- not having to wait in a major A&E unit.
44. This is an excellent service. It saves patients going to the doctors surgery and taking valuable appointments when the nurse at the hospital is adequate if not more thorough for accidents. It must relieve the casualty unit in Wexham greatly, this service must not be withdrawn.
45. This service has proved very valuable, if it did not exist as a walk in service I would have had to go hospital for an x-ray. This is more efficient. The service is well run and professional.
46. Used the service twice now. Excellent service both times, without this I would probably have gone to A&E on one occasion and GP on other- both would have been less convenient as I work in Maidenhead.
47. Valuable and needed service for RBWM.
48. Very courteous and efficient service, very patient and kind people, overall an excellent service.
49. Very effective service, very courteous staff, waiting times were not excessive.
50. Very friendly and helpful.
51. Very good.
52. Very nice, helpful and friendly.
53. Very pleased with the service, friendly staff.
54. Very pleased with the treatment and advice given and long may this service continue.

- 55. Waiting time is too long.
- 56. Waiting too slow.
- 57. Was very reassuring and efficient- referred on to fracture clinic.
- 58. We were very pleased with the service and hope that it can be kept going.
- 59. You would achieve excellence if you were open longer hours and on Sundays.

The MIU waiting area was full today which is surely a reason to keep it going in Maidenhead. It looked like a second receptionist could be employed in busy times.

Frequency Tables

Below are the frequency tables for the MIU survey. The "Valid percent" shows the percentages when "missing" responses are excluded.

Q1. How did you hear about the MIU?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid | Word of mouth | 38 | 25.2 | 31.9 | 31.9 |
| | Radio/ newspaper | 37 | 24.5 | 31.1 | 63.0 |
| | Friend/ family | 21 | 13.9 | 17.6 | 80.7 |
| | Chemist | 1 | .7 | .8 | 81.5 |
| | Doctor/ nurse | 22 | 14.6 | 18.5 | 100.0 |
| | Total | 119 | 78.8 | 100.0 | |
| Missing | System | 32 | 21.2 | | |
| Total | | 151 | 100.0 | | |

Q2. Who suggested you visit the MIU?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------|-----------|---------|---------------|--------------------|
| Valid | GP or practice sent me | 19 | 12.6 | 12.7 | 12.7 |
| | My carer | 4 | 2.6 | 2.7 | 15.3 |
| | Self- referral | 98 | 64.9 | 65.3 | 80.7 |
| | NHS Direct | 2 | 1.3 | 1.3 | 82.0 |
| | Friend or family | 5 | 3.3 | 3.3 | 85.3 |
| | School or Work | 14 | 9.3 | 9.3 | 94.7 |
| | Other NHS Professional | 6 | 4.0 | 4.0 | 98.7 |
| | Other | 2 | 1.3 | 1.3 | 100.0 |
| | Total | 150 | 99.3 | 100.0 | |
| Missing | System | 1 | .7 | | |
| Total | | 151 | 100.0 | | |

Q3. Where would you have gone if there was no MIU?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | GP practice | 35 | 23.2 | 26.1 | 26.1 |
| | A & E at Wexham Park Hospital | 43 | 28.5 | 32.1 | 58.2 |
| | A & E at High Wycombe General Hospital | 11 | 7.3 | 8.2 | 66.4 |
| | MIU at Heatherwood Hospital | 17 | 11.3 | 12.7 | 79.1 |
| | Walk -in- Centre at Upton Hospital | 5 | 3.3 | 3.7 | 82.8 |
| | Nowhere/ Not sure | 23 | 15.2 | 17.2 | 100.0 |
| | Total | 134 | 88.7 | 100.0 | |
| Missing | System | 17 | 11.3 | | |
| Total | | 151 | 100.0 | | |

Q4. How did you travel to the MIU?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------------------------|-----------|---------|---------------|--------------------|
| Valid | In an ambulance | 2 | 1.3 | 1.3 | 1.3 |
| | Drove myself | 73 | 48.3 | 48.3 | 49.7 |
| | Voluntary car service | 1 | .7 | .7 | 50.3 |
| | A friend or family member drove me | 58 | 38.4 | 38.4 | 88.7 |
| | Taxi | 3 | 2.0 | 2.0 | 90.7 |
| | Public transport | 3 | 2.0 | 2.0 | 92.7 |
| | Walked | 10 | 6.6 | 6.6 | 99.3 |
| | Other | 1 | .7 | .7 | 100.0 |
| | Total | 151 | 100.0 | 100.0 | |

Q5. What are the first four parts of your postcode?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|--------------|-----------|---------|---------------|--------------------|
| Valid | SL6 1 | 9 | 6.0 | 6.1 | 6.1 |
| | SL6 2 | 18 | 11.9 | 12.2 | 18.2 |
| | SL6 3 | 15 | 9.9 | 10.1 | 28.4 |
| | SL6 4 | 12 | 7.9 | 8.1 | 36.5 |
| | SL6 5 | 14 | 9.3 | 9.5 | 45.9 |
| | SL6 6 | 19 | 12.6 | 12.8 | 58.8 |
| | SL6 7 | 16 | 10.6 | 10.8 | 69.6 |
| | SL6 8 | 7 | 4.6 | 4.7 | 74.3 |
| | SL6 9 | 9 | 6.0 | 6.1 | 80.4 |
| | Other SL | 20 | 13.2 | 13.5 | 93.9 |
| | Other Non SL | 9 | 6.0 | 6.1 | 100.0 |
| | Total | 148 | 98.0 | 100.0 | |
| Missing System | 3 | 2.0 | | | |
| Total | 151 | 100.0 | | | |

Q6. How long did you have to wait before you were able to speak to a nurse?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|---------------|-----------|---------|---------------|--------------------|
| Valid | 0-15 minutes | 64 | 42.4 | 46.4 | 46.4 |
| | 16-30 minutes | 38 | 25.2 | 27.5 | 73.9 |
| | Longer | 36 | 23.8 | 26.1 | 100.0 |
| | Total | 138 | 91.4 | 100.0 | |
| Missing System | 13 | 8.6 | | | |
| Total | 151 | 100.0 | | | |

Q7. From your arrival, how long did you wait to be examined?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------|-----------|---------|---------------|--------------------|
| Valid | I did not have to wait | 7 | 4.6 | 5.3 | 5.3 |
| | 1-30 minutes | 73 | 48.3 | 55.3 | 60.6 |
| | 31-60 minutes | 33 | 21.9 | 25.0 | 85.6 |
| | More than 1 hour | 19 | 12.6 | 14.4 | 100.0 |
| | Total | 132 | 87.4 | 100.0 | |
| Missing | System | 19 | 12.6 | | |
| Total | | 151 | 100.0 | | |

Q8. Did the nurse explain your condition or treatment in a way you could understand?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------|-----------|---------|---------------|--------------------|
| Valid | Yes, definitely | 121 | 80.1 | 93.1 | 93.1 |
| | Yes, to some extent | 3 | 2.0 | 2.3 | 95.4 |
| | I did not need an explanation | 6 | 4.0 | 4.6 | 100.0 |
| | Total | 130 | 86.1 | 100.0 | |
| Missing | System | 21 | 13.9 | | |
| Total | | 151 | 100.0 | | |

Q9. Were you treated with dignity?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid | Yes, definitely | 130 | 86.1 | 98.5 | 98.5 |
| | Yes, to some extent | 1 | .7 | .8 | 99.2 |
| | No | 1 | .7 | .8 | 100.0 |
| | Total | 132 | 87.4 | 100.0 | |
| Missing | System | 19 | 12.6 | | |
| Total | | 151 | 100.0 | | |

Q10. Did you have any tests such as x-rays or blood tests?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 47 | 31.1 | 35.9 | 35.9 |
| | No | 84 | 55.6 | 64.1 | 100.0 |
| | Total | 131 | 86.8 | 100.0 | |
| Missing | System | 20 | 13.2 | | |
| Total | | 151 | 100.0 | | |

Q11. Are the current opening hours convenient for your needs?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 104 | 68.9 | 81.3 | 81.3 |
| | No | 24 | 15.9 | 18.8 | 100.0 |
| | Total | 128 | 84.8 | 100.0 | |
| Missing | System | 23 | 15.2 | | |
| Total | | 151 | 100.0 | | |

Q12. What happened at the end of your visit to the MIU?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid | Sent to A&E | 4 | 2.6 | 3.1 | 3.1 |
| | Told to go to GP | 5 | 3.3 | 3.9 | 7.0 |
| | Went home | 120 | 79.5 | 93.0 | 100.0 |
| | Total | 129 | 85.4 | 100.0 | |
| Missing | System | 22 | 14.6 | | |
| Total | | 151 | 100.0 | | |

Q13. If you were worried after you left the MIU, were you given the details of someone you could contact?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 50 | 33.1 | 54.3 | 54.3 |
| | No | 42 | 27.8 | 45.7 | 100.0 |
| | Total | 92 | 60.9 | 100.0 | |
| Missing | System | 59 | 39.1 | | |
| Total | | 151 | 100.0 | | |

Q14. Were you told what to expect in the next few days and what to do if necessary?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 113 | 74.8 | 93.4 | 93.4 |
| | No | 8 | 5.3 | 6.6 | 100.0 |
| | Total | 121 | 80.1 | 100.0 | |
| Missing | System | 30 | 19.9 | | |
| Total | | 151 | 100.0 | | |

Q15. How would you rate the service at the MIU?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 89 | 58.9 | 68.5 | 68.5 |
| | Very Good | 35 | 23.2 | 26.9 | 95.4 |
| | Good | 6 | 4.0 | 4.6 | 100.0 |
| | Total | 130 | 86.1 | 100.0 | |
| Missing | System | 21 | 13.9 | | |
| Total | | 151 | 100.0 | | |