

Report for RBWM OSP – 13th July 2010

Urgent Care Centre, St Marks Hospital Maidenhead.

Introduction

An Urgent Care Centre (UCC) at St Marks Hospital was commissioned from the East Berkshire Primary Care Services Out Of Hours Service from 1st April 2010.

The Service commissioned to build on the provision delivered in the Minor Injuries Unit, integrate with the Urgent Care Strategy and the Public Needs Assessment conducted in 2009/10.

Aims

- To deliver an out patient community based nurse led service for patients with minor ailments and minor conditions which are all under 48 hours old.
- Averts hospital admissions for minor ailment or minor injury.
- Prevents inappropriate attendance at A & E.
- Activates access for patients to other Health & Social Care services.
- Interfaces closely with local GP's & Social Services.
- Services to manage patients within the Community and link to the GP Out of Hours Services and offer GP appointments if required.

Service Description

- Patient telephones or walks into the service
- Triage, assessment and treatment carried out
- Injuries over 48 hours to be considered GMS and referred back to the responsible GP
- Nurse Prescriber Led Service for patients with minor ailments and minor conditions eg cuts, bruises, emergency contraception
- Referral or appointment made
- GP notified of attendance and outcome

Access

- Service operates - Monday to Friday 08.30 – 17.00; Saturdays, Sundays & Public Holidays 09.00 – 13.00
- The current Out of Hours Provision is Weekdays 18.30 – 23.00 & Weekends & Bank Holidays 08.00 -023.00

Activity

- 10,000 annual activity commissioned on a Block Contract
- Monthly attendances average 900
- Average per day 32
- Average waiting Time 26 minutes
- Minor Illness 1/3rd eg pain, vomiting, allergies
- Minor Injuries 2/3rd eg sprains, strains

Quality & Performance Indicators

- 98% of patients seen in ½ hour of arriving at the service
- Local stretch target 95% patients treated within 1hour of arrival
- 90% patients GP's notified of attendance within 24hours
- Patient Records kept in accordance of national policy
- Service User Experience Survey
- Improving Service User & Carer Experience
- Compliments & Complaints

Compliments & Complaints

- Several compliments have been received on the Service regarding the excellent clinical care and the efficiency of access.
- Three complaints have been received and these were linked to access and regarding access to X-Ray facilities.
- These issues have been worked through and a service specification for X-Ray provision is being agreed.

Current Service

The service provided has been well received by the public and has proved to be a valuable community service. The links with the Out Of Hours GP appointments have been well used.

Areas that have caused issues have related to access and X- Ray provision. Access issues occurred on patients arriving within five minutes of closing. These have been resolved by the Unit ensuring that patients are triaged according to clinical need and signposted to other services as appropriate. X-Ray provision issues centred on Heatherwood and Wexham Park Hospitals Trust not accepting referrals from the staff employed in the UCC. This has now been resolved with training provided to the staff and a service specification is currently being finalised.

There has been considerable marketing of the UCC service with local groups and at partnership health & social care meetings.

Next Steps

- Quarterly review meetings are in place.
- A report, for the September PCT Board, reporting the Outcomes and efficiencies of the Unit and in line with the PCT Urgent Care Strategy.
- The Urgent Care Centre is providing a valuable community services for local residents which needs to be evaluated against the wider strategy for east Berkshire and in line with the future white paper.

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July 2010