

## **Progress update on the Minor Injuries Unit for the City of London**

01 July 2013

### **1. Purpose**

Following a meeting on 19 November 2012 between Dr Martin Dudley (Chairman of the Health and Social Care Scrutiny Sub Committee), Toby Lewis (Development Director, Barts Health) and Rebecca Carlton (Operations Director, Emergency and Acute Medicine Clinical Academic Group, Barts Health), it was agreed that Barts Health NHS Trust would provide the City of London Health and Social Care Scrutiny Sub Committee with a written progress update on the Minor Injuries Unit (MIU) at St Bartholomew's Hospital. This progress report was provided to Committee officers on 17 January 2013.

Barts Health now welcomes the opportunity to discuss the updated report (re-submitted 24 April and 01 July 2013) at the City of London Health and Social Care Scrutiny Sub Committee on 16 July.

To note: Toby Lewis, Development Director is no longer with the organisation. MIU developments are led by the Emergency and Acute Medicine Clinical Academic Group. All discussions will also need to be supported by the emerging long-term strategy for Barts Health.

### **2. Overview**

Barts Health NHS Trust is committed to providing equitable access to urgent and unscheduled care for all of the population we serve. We endeavour, along with our partners in primary care and with neighbouring NHS Trusts, to ensure a balance of access to these services for our resident and commuting populations.

When required, we have operationally adjusted how access is provided so that the greatest number of patients can access our services as and when they need to.

### **3. Minor Injuries Unit (MIU)**

In April 2012, the new Trust reviewed the activity at the Minor Injuries Unit (MIU) at St Bartholomew's Hospital.

A typical patient profile that would present at the MIU include those requiring attention for acute minor wounds, wounds requiring skin closure by glue or suture, superficial burns, superficial animal bites, limb injuries (upper limb clavicle to fingertip) and lower limb (knee to toe). Other injuries are assessed, provided with first aid and if necessary redirected to the most appropriate primary or emergency care provider.

It was evident from the review that attendances at the MIU peaked around 11am, but then significantly tailed off in the afternoon. Prior to May 2012, there was rarely more than an average of 2 -3 patients per hour seen at the St Bartholomew's MIU. In the six months from 1 October 2011 to 31 March 2012, a total number of 1574 patients

were seen between 2pm and 8pm. This totals an average of only 2.15 patient attendances per hour in the afternoons across the winter period.

Conversely, the demand at the Royal London A&E department increases in the afternoon and provides services to a significantly greater part of its local population.

A pilot scheme to transfer the afternoon service of the MIU from St Bartholomew's Hospital to the Royal London Hospital was introduced to test if this would result in better use of limited resources. (The Royal London Hospital is approximately 1.09 miles from St Bartholomew's Hospital). It was agreed that the scheme would be reviewed after a few months to evaluate the impact of the change.

#### **4. Outcomes**

Since the change was introduced in May 2012, an audit has been undertaken and provisionally concluded that in order to match demand for urgent care the morning opening times at the MIU should be maintained. This revised service has been in place until the present.

Following this review, and with the introduction of the national 111 service in April, Barts Health planned to re-introduce an 8am - 4pm service at The St Bartholomew's MIU\*. This will be supported by a revised staffing rota, enhanced non clinical roles and a full rotation programme for staff based at the Royal London Hospital. We will aim to ensure that whilst patient access to the services at St Bartholomew's MIU remains consistent, we can also be flexible and adapt the model to meet higher demand for services at the Royal London from 2pm, whilst still retaining an Emergency Nurse Practitioner service at the MIU until 4pm. It is not intended that this service is ad hoc or inconsistent in relation to its opening times.

\*Since the original report in January, Barts Health are pleased to inform the committee that we have reverted back to the standard opening times and are continuing to validate and audit attendances and activity at the unit.

#### **5. For discussion**

In the longer term, the Trust is interested to work with local commissioners and stakeholders to develop an improved service model, including options to support access to therapies or primary care services, for the St Bartholomew's MIU as part of the new build development. The Trust is now well represented on the newly established Urgent Care Board for Tower Hamlets as a forum to facilitate this.

Barts Health also welcomes the opportunity for an initial discussion with the committee around the development and partnership opportunities available. To facilitate this, Lucie Butler, Head of Nursing, Emergency Care and other colleagues from the clinical academic group will be attending the meeting on the 16 July.