

HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Health and Adult Social Care (Overview and Scrutiny) Committee
Date:	July 2018
Title:	Andover Minor Injuries Unit Update
Report From:	Alex Whitfield, Chief Executive Hampshire Hospitals NHS Foundation Trust

1. Purpose of Report

- 1.1 This paper updates the Scrutiny Committee on the Minor Injuries Unit (MIU) in Andover.

2. Minor Injuries Unit in Andover

- 2.1. The Committee was previously updated by HHFT in November 2017 on the progress it had made to manage the working hours of the Minor Injury Unit (MIU) at Andover War Memorial Hospital. This paper provides an update on the current situation.
- 2.2. In support of CQC observations and to provide leadership and resilience to the MIU, the Trust appointed an excellent clinical lead into the role of Clinical Matron. She has worked hard and set the conditions for the MIU to achieve a GOOD rating from the CQC inspection in December 2017. Despite the challenge to ensuring adequate workforce the team have managed to ensure that current performance is well above the national constitutional standard of 95% of patients seen and discharged within 4 hours. The current performance of the Minor Injuries Unit is 99% against this standard.
- 2.3 Recruitment of Emergency Nurse Practitioners (ENPs) has been a principal focus in the Medicine Division. However, against a national shortage of ENPs, it has continued to be difficult to recruit to fill the organisational requirement and thus made it very difficult to maintain a safe service in accordance with the commissioned hours. The Trust has been actively growing its own capability but this is taking time to realise. To date, there are six trainees on an internal training programme two of which graduate this year. We are recruiting for September intake and hope to attract more candidates. Currently the MIU has a vacancy of 5 ENPs.
- 2.4 Noting this risk, the Trust has reviewed the attendance profile of the MIU by hours in the day and has taken the difficult decision to bring forward the closing time to 1800 hrs daily; this is to mitigate the impact on the public. Hampshire Hospitals has sought the agreement of West Hampshire Clinical Commissioning Group to support reduced opening hours (0830Hrs -1800Hrs) from the current operational hours of 0830-1930 for a period of 6 months; this was agreed and began on 4th June 2018. The impact to patients has been paramount in this decision making. Radiology provision in Andover ceases at 1600 hrs and all patients attending afterward would be diverted to Winchester or Basingstoke for assessment. The attendance activity

currently sees a drop off past 1800 hrs and whilst this is an impact to this small cohort of patients the safe delivery of the service during periods of highest demand is preserved.

- 2.5 As a trust we continue to review the ENP role with a view to managing this limited resource across all three hospital sites. This will enable resource to be focused at the point of greatest pressure though responsive and rotational staff posts. The Trust has appointed a resource lead to specifically target niche roles and to segment the market in order to attract and recruit staff, focusing on the strong local profile of the MIU and the significant role it plays for the local community. To extend the offering of an enhanced service, the Trust is also aspiring to the provision of on-site x-ray and blood testing over weekends to reduce the need of transferring patients.

Andover attendances per month per hour since April 16

Count of Local Patient ID	Column Labels	08	09	10	11	12	13	14	15	16	17	18	19	20	Grand Total
2016															
Apr		94	103	80	65	81	57	71	70	44					665
May		102	144	74	82	71	76	63	74	51					737
Jun		104	135	86	87	79	84	87	84	57					803
Jul		122	116	92	108	85	100	90	104	53	1	1			872
Aug		109	144	134	124	98	98	110	114	109	84	72	35		1231
Sep		120	175	154	135	118	105	112	113	120	96	69	25	1	1343
Oct		113	155	115	122	112	113	91	113	103	76	65	20		1198
Nov		103	160	117	114	102	95	99	96	115	55	52	21		1129
Dec		83	132	129	115	100	78	80	95	89	56	37	11		1005
2017															
Jan		89	173	132	112	94	80	91	86	111	64	62	19		1113
Feb		98	113	103	94	83	84	96	93	83	75	62	21		1005
Mar		117	140	115	127	109	105	95	103	121	75	81	23		1211
Apr		115	153	131	109	98	79	109	118	94	77	79	34		1196
May		136	146	121	130	108	114	109	109	104	72	72	23		1244
Jun		148	197	113	136	100	97	83	118	108	117	83	23		1323
Jul		127	160	150	135	121	95	132	116	95	86	83	28		1328
Aug		89	123	109	116	106	98	105	94	94	74	62	18		1088
Sep		109	139	108	118	92	100	99	91	98	69	74	14		1111
Oct		105	121	98	107	108	96	81	83	84	48	53	11		995
Nov		86	117	89	79	79	66	79	78	72	44	42	11		842
Grand Total		2169	2846	2250	2215	1944	1820	1882	1952	1805	1169	1049	337	1	21439

3. Next Steps

- 3.1. Hampshire Hospitals Foundation Trust are keen to continue to develop the services provided in Andover War Memorial Hospital and are actively working with partners and commissioners in the development of an Urgent Treatment Centre that will include and expand on the service currently commissioned. The new service is currently at invitation to tender stage and the commissioning plan is for a new service to be in place in July 2019. We see this as a valuable and needed development for the population of Andover.