

HAMPSHIRE COUNTY COUNCIL

Report

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| Committee: | Health and Adult Social Services (Overview and Scrutiny) Committee |
| Date: | 16 September 2019 |
| Title: | Development of Andover UTC |
| Report From: | Zena Ludick, Operations Director, Medicine Division, Hampshire Hospitals Foundation Trust & Alex Whitfield, Chief Executive Hampshire Hospitals NHS Foundation Trust |

Contact name: Zena Ludick

Tel: 07500105677

Email: Zena.ludick@hhft.nhs.uk

1. Purpose of Report

- 1.1 This paper updates the Scrutiny Committee on the recent developments in redesigning the Minor Injuries Unit (MIU) in Andover to meet national standards of an Urgent Treatment Centre.

2. Progress to date

- 2.1. The Committee was previously updated by HHFT in March 2019 on the progress it had made to develop the UTC. This paper provides an update on the current situation and in addition an update on the management of opening hours in the MIU.
- 2.2. June 2018 saw the review of the attendance profile of the MIU and the decision to reduce the opening hours from 08.30-19.30 to 08.30-18.00. Together with West Hampshire Clinical Commissioning Group the Trust had decided to continue with the revised opening hours until further notice. The impact on patients has been paramount in this decision making process. Radiology provision continues to end at 16.00 and there has been no significant increase in attendances to Basingstoke or Winchester following the reduction in opening hours. There have been no formal complaints or incidents raised following the reduction in opening hours.

- 2.3. Between July 2018 and July 2019 the MIU has seen and treated 12,369 patients. For a period of eight months the team maintained 100% against the four hour target. The average performance for the year is 99.04%.
- 2.4. In spite of the reduced hours in the MIU there has not been a direct increase in attendances to either Basingstoke or Winchester as a result of this. However, there has been an increase of 17% to all A&E attendances and an 8% increase in emergency admissions to our emergency departments, which is in line with the rest of Hampshire.
- 2.5. Recruitment of Emergency Nurse Practitioners (ENPs) has been a principal focus in the Medicine Division. The Trust has been actively growing its own capability but this is taking time to realise. Since 2018 the Trust has trained four ENP's and has a further two on training programmes. We are recruiting for September intake and hope to attract more candidates. Currently the MIU has a vacancy of six ENPs.
- 2.6. The Trust has collaborated with South Central Ambulance Service (SCAS) and employs two SCAS ENP's and one trainee on a six week rotational contract. This initiative has supported the MIU opening hours and provided a development opportunity for both SCAS paramedics and the MIU ENP's.
- 2.7. As part of the national Urgent Care Strategy, CCG's are required to redesign urgent care services outside of A&E to provide a consistent and standardised service offer and reduce public confusion on where to access urgent care in their locality.
- 2.8. Following the Andover Urgent Treatment Centre (UTC) procurement in spring 2018, where no bids were received, the three incumbent providers (Hampshire Hospitals NHS Foundation Trust (HHFT), Mid Hampshire Healthcare & Partnering Health Ltd) were invited to coproduce the service model with the CCG.
- 2.9. Providers have been working together to design a service model that meets local patient needs and delivers the national standards for an UTC within the available resources. Commissioners and providers intend to have a proposed service model for future service provision by October 2019.
- 2.6 All partners are committed to developing a high quality, sustainable, integrated service model for Andover patients. Continuity of existing service provision will be maintained by incumbent providers until an agreement has been reached. The MIU contract has been extended until March 2020; if necessary this will be extended further.