South East Staffordshire and Seisdon Peninsula Clinical Commissioning Group

A proposal for Minor Injuries Units in Lichfield and Tamworth

Share Your Views

South East Staffordshire and Seisdon Peninsula Clinical Commissioning Group are proposing changes to the Minor Injuries Units at Samuel Johnson and Sir Robert Peel Community Hospitals

Clinically Led, Quality Driven
The public consultation on these proposals will be running for six weeks from 22 September - 6 November 2015.

02 How can you get involved?

We want to hear your views on the changes proposed in this booklet.

In particular, we want to hear from people who might be affected by the proposed changes to the Minor Injuries Units at Tamworth and Lichfield.

We would like to hear from as many people as possible. You can get involved and share your views in a number of ways.

- You can complete the questionnaire on the reverse of this booklet, or online (www.smartsurvey.co.uk/s/miu-consultation).
- Alternatively you can write to us via email at sessp.ccg@nhs.net
- Or via freepost to: Freepost MIU
- Attend an event:
  - **Tamworth**
    - 6 October, 5.30pm – 8pm, Holiday Inn
  - **Lichfield**
    - 15 October, 2pm – 4pm, Wade Street Church
    - 20 October, 5.30pm – 8pm, Wade Street Church
  - **Tamworth**
    - 26 October, 10am – 12pm, Holiday Inn
- If you would like to talk to someone about the changes proposed, please call 01827 306148.

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Thank you for taking the time to read our consultation document on proposals for the Minor Injuries Units (MIUs) in Lichfield and Tamworth. We value your feedback and are keen to hear how local people feel about the changes we propose.

As a Clinical Commissioning Group (CCG) we have a responsibility to commission or ‘buy’ services that are safe, effective and sustainable, offering value for taxpayers’ money. Our CCG currently has a £16 million pound deficit, and we must make difficult decisions to return to financial balance by 2017/18. **Doing nothing is not an option.**

Our MIU facilities are based in Samuel Johnson Community Hospital in Lichfield, and Sir Robert Peel Community Hospital in Tamworth. We recognise that the service currently offered by the MIUs is of a high standard and provides excellent care, however we believe we must make some changes to make the service more efficient.

We are proposing to change the opening hours of the MIUs operating at each of the Community Hospitals, in response to changes in the way local people are using healthcare services.

Our analysis has shown that during the overnight period (9pm – 8am) on average only one patient is visiting the MIU service every two hours. During the same time, alternative services are available including the NHS 111 service and the GP out of hours service.

Due to the low numbers of people using the MIUs at night, the service is not cost effective and money currently spent on this service could be better utilised on services that would benefit more patients.

Over the past two years we have had ongoing conversations with patient groups and those who use our services. We are confident that the impact of our proposals will be low, affecting very few patients; but we want to know if there is anything else you feel we need to take into consideration.

Our consultation will be running for six weeks from 22 September to 6 November 2015 and will help us to make sure that we understand your views. There will be plenty of opportunity to share your thoughts, including events in each of the areas impacted by our proposals, so please do get involved.

*Andy Donald,*
Accountable Officer

*Dr John James,*
Chair

*Our consultation will be running from 22 September to 6 November 2015 and will help us to make sure that we understand your views.*
**04 Background**

**Definition of Urgent and Emergency Care**

Urgent and emergency care services provide help, advice and treatment when you need to see a nurse or doctor quickly (urgently) for a minor illness or injury, or if you have a serious illness or injury (an emergency).

**Urgent care services** - Some of the services that provide urgent care include NHS 111, Pharmacy, GP practice urgent appointments, mental health services and urgent care/minor injuries units.

**Emergency care services** – some of the services that provide emergency care are 999 or A&E.

**What is an MIU?**

A Minor Injuries Unit is a facility designed to treat injuries that are not serious. The MIUs in Lichfield and Tamworth are Nurse-led, and are set up to deal with a range of physical health problems such as:

- Sprains/strains/suspected broken bones
- Wound infections
- Minor burns/scalds
- Minor head injuries.

The Minor Injuries Units in our area are currently providing services 24 hours a day, 7 days a week. Appointments are not necessary and treatment is usually fast and effective.

**Why do we need to change things?**

At certain times of the day, the MIU services are underutilised. During the overnight period (9pm – 8am) only one patient is visiting the MIU services every two hours. Other services such as NHS 111 and GP Out of Hours services are open at the same time, and patients are able to see a doctor if needed between the hours of 6.30pm and 8am at the same locations.

Our data also shows us that a high percentage of those attending the local MIUs are doing so to seek help with minor illness, rather than minor injury – something which they were not set up to do.

The MIU services are currently open 24 hours a day, 7 days a week, however one in four patients attending overnight are currently referred on to alternative services, and many have to return for follow up appointments, for example diagnostic tests such as X-Rays are only available from 9am - 5pm Monday to Friday and on Saturdays from 9am - 12pm.

These factors make the MIUs an expensive way to treat patients, and we must look at how we can provide local people with a service that reflects what patients need locally. Our analysis has clearly shown us that doing nothing is not an option.
05 Case for change

South East Staffordshire and Seisdon Peninsula CCG has one of highest rates of A&E attendance in the country when the attendances at the Minor Injuries Units (MIU) at Sir Robert Peel and Samuel Johnson Hospitals are included.

Over the past few years, more patients are using the Minor Injuries Units to get treatment for minor illnesses like headaches, bites and stings and emergency contraception which now make up more than 50% of attendances and could be treated more appropriately, cost effectively and conveniently through self-care at home, a community pharmacy, or by visiting a GP.

Our analysis also shows there are low numbers of people attending the MIUs during the out of hours (OOH) period, with on average one patient attending every two hours at each site between 9pm and 8am. As shown on the diagrams below, other services are already in place to cover this period so services are duplicated and this means there is additional cost.

<table>
<thead>
<tr>
<th>Access to Urgent Care Services</th>
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<tbody>
<tr>
<td>8am</td>
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<tr>
<td>Primary Care 8am to 6.30pm Mon to Fri (some Saturday morning opening)</td>
</tr>
<tr>
<td>Minor injuries Unit at Sir Robert Peel and Samuel Johnson, 24 hours a day, 7 days a week</td>
</tr>
<tr>
<td>Minor injuries Unit at Sir Robert Peel and Samuel Johnson, 8am to 9pm, 7 days a week</td>
</tr>
<tr>
<td>A&amp;E at Queen’s Hospital, Burton and Good Hope, Sutton Coldfield, 24 hours a day, 7 days a week</td>
</tr>
<tr>
<td>NHS 111 service, 24 hours a day, 7 days a week</td>
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</tbody>
</table>
06 Our Proposal

As a result of what we have learned through our data analysis and through our conversations with local people, we are proposing to change the hours at each of the Minor Injuries Units.

Currently the service is available 24 hours a day, 7 days a week, and we want to change these hours during the overnight period, meaning the service will be available from 8am to 9pm, 7 days a week.

Our aim is to ensure the MIUs are available to local people at the times they are most needed, whilst making sure the services we provide are cost effective, sustainable, and continue to offer high quality care to patients.

The MIU service is unaffordable in its current form, and does not always meet national guidelines which aim for patients to be seen by the right person, first time due to the availability of some diagnostic tests, such as x-ray. Having carefully analysed the data available we are clear that many of the patients who visit the MIUs at Samuel Johnson and Sir Robert Peel Community Hospitals overnight could, and should, be as effectively treated elsewhere.

The numbers of patients visiting the units during the overnight period are very low, and are cases involving types of problems that could be treated by one of the other out of hours options available.

We have considered several options and our preferred response to this situation is to redirect patients who would attend during the out of hours period to an alternative service, ensuring their health needs are met, whilst changing the opening hours of the MIUs to 8am - 9pm, 7 days a week.

We feel this option will keep our patients safe, whilst allowing the CCG to reduce inappropriate expenditure to help ensure our services are sustainable and affordable. The impact on patients will be low.

What the public have told us

We are committed to open and honest communication with local people, and we have had ongoing discussions with the public over the past 18 months that have helped to shape the CCGs direction and approach.

We cannot continue to spend beyond our means, and we have engaged with our patient groups to look at how we can do things differently to provide high quality, sustainable services within budget. Those we have talked to have told us they understand we need to change how we run our services, and efficiency has been a recurrent theme in our engagement. We believe the changes we are proposing fall in line with what local people have told us, and offer financial savings that will impact a low number of patients.
It’s not a 999 emergency, but you need medical help fast.

And speak to a highly trained adviser, supported by healthcare professionals.

They will assess your symptoms and immediately direct you to the best medical care for you.

For more information visit www.nhs.uk/111
Survey

Please complete the questions below. If you would prefer to do this electronically our survey is also available online (www.smartsurvey.co.uk/s/miu-consultation). If you have further feedback please forward to our freepost address (see page 2).

We are proposing to change the opening hours of the Minor Injuries Units at Samuel Johnson and Sir Robert Peel Community Hospitals to 8am – 9pm, 7 days a week, diverting patients to one of the other out of hours services that are already available overnight.

Do you understand our proposal, and why we are proposing these changes?
- [ ] Yes
- [ ] No

Do you support the proposals for the Minor Injuries Units? Please select one of the following:
- [ ] I strongly agree with the plans
- [ ] I agree with the plans
- [ ] I neither agree nor disagree with the plans
- [ ] I disagree with the plans
- [ ] I disagree strongly with the plans

Do you have any further comments on how we can improve urgent care services?

If you had a minor illness or injury overnight, which service would you access if the MIU wasn’t open?
- [ ] NHS 111
- [ ] GP out of hours
- [ ] 999
- [ ] A&E
- [ ] None (I’d wait until the MIU was open)
- [ ] Other (please state)

I am responding to these proposals as:
- [ ] An individual
- [ ] A member of staff
- [ ] A representative of an organisation or group
  - If you are a member of an organisation/group please provide the name below

Thank you for taking part in our consultation

The following questions are optional, but will allow us to make sure we are commissioning services that best reflect the needs of our population.

What is your gender?
- [ ] Male
- [ ] Female
- [ ] Transgender
- [ ] Prefer not to say

What is your age group?
- [ ] Up to 17 years
- [ ] 18 - 24 years
- [ ] 25 - 34 years
- [ ] 35 - 44 years
- [ ] 45 – 54 years
- [ ] 55 – 64 years
- [ ] 65 – 74 years
- [ ] 75 +

Where did you hear about this consultation?
- [ ] Word of mouth
- [ ] Local media
- [ ] Social media
- [ ] Leaflet
- [ ] GP Surgery/Hospital/Healthcare Location
- [ ] Website
- [ ] Email
- [ ] Other, please state

What is your ethnicity?
- [ ] White/English/Welsh/Scottish /Northern Irish/British
- [ ] Gypsy or Irish Traveller
- [ ] White and Black Caribbean
- [ ] White and Black African
- [ ] White and Asian
- [ ] Asian/Asian British
- [ ] Indian
- [ ] Pakistani
- [ ] Bangladeshi
- [ ] Chinese
- [ ] Black/African/Caribbean/Black British
- [ ] African
- [ ] Caribbean
- [ ] Any other, please state
- [ ] Prefer not to say

Please provide the first four characters of your postcode. This will only allow us to see the area you live, but not the house or street

[ ] [ ] [ ] []