

Agenda Item 8

		THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE	
Boston Borough Council	East Lindsey District Council	City of Lincoln Council	Lincolnshire County Council
North Kesteven District Council	South Holland District Council	South Kesteven District Council	West Lindsey District Council

Open Report on behalf of South West Lincolnshire Clinical Commissioning Group

Report to	Health Scrutiny Committee for Lincolnshire
Date:	11 July 2018
Subject:	Grantham Minor Injury Nursing Service Trial Update

Summary:

This report provides information on the review of the Minor Injury Nurse Pilot incorporated into the Grantham Out of Hours base.

Actions Required:

To consider the content of the report.

1. Background

The Committee will be aware that at the time of the decision made in August 2016 by United Lincolnshire Hospitals Trust to restrict the operating hours of the A&E Department at Grantham Hospital, South West Lincolnshire Clinical Commissioning Group (CCG) put in place a minor injury nurse into the Out of Hours service on a trial basis, to see if it would be of value to the local population.

The trial started in September 2016 and is operated by Lincolnshire Community Health Services NHS Trust as part of the Out of Hours Services based on the Kingfisher Unit at Grantham Hospital. The service is listed as part of the Directory of NHS Services for Lincolnshire and is offered either through 111 or walk in from local residents. The service starts at 6.30pm and runs until 11.30pm, 7 days a week. For the calendar year 2017 the service operated for 1,875 hours and saw 65 patients.

The CCG wrote to stakeholders, including the Committee Chairman, on 25 May 2018 to share the findings of our initial evaluation and raise awareness of our online survey to give opportunity for the public to give their view. The CCG will carefully consider all of the feedback it receives and, it is anticipated, will make a decision on the future of this trial at its Governing Body meeting on 25 July 2018.

The points raised in the Chairman's letter, dated 26 June 2018, are addressed below:

Emergency and Urgent Care

The CCG fully acknowledges the concerns of the Committee regarding the uncertainty over provision in the area. We are working hard with the STP on the long term solution for Grantham, with the aim of resolving these issues permanently. As highlighted in our letter the introduction of a Minor Injury Trained nurse into the Out Of Hours service was set up as a trial. The uptake has been very low and the trial does not appear to have been successful.

Alternative Minor Injury Provision

It is fact that the nearest provision is Sleaford and that it closes at 8pm. There are also other units that operate 24 hours such as Newark. However, we acknowledge that alternatives are some distance from Grantham.

Finance

The current trial costs the public purse £130,000 per year. The reason why this is higher than you may initially expect is because the only practical way of staffing this service with staff with the right skills and availability is by using agency staffing, and this creates a significant additional cost. By comparison, if it were possible to staff this service using NHS directly employed staff, then this would likely cost approximately 50% of this sum, depending on the exact staffing model used. This is of course a theoretical sum, as it did not prove practical to staff the service on this basis.

Staffing a stand-alone service for an average of one patient every 5 and half days is clearly problematic from a number of perspectives, including financial.

Signage to the Minor Injury Unit

The trial is an addition of a nurse to the existing Out Of Hours service; it is not the same as a Minor Injury Unit that is stand alone. The Out of Hours base is well signposted on the hospital site and is accessed via 111. The nursing service is part of the OOH service and is not independently signposted for the following reasons:

- It is not available the same hours as OOH so could confuse the public
- Access is predominantly via 111
- The service is trial

Originally access was only via 111 only but feedback from the public was it would be helpful to be able to walk in/knock for entry as they know it exists. A bell system was then put in place for patients to ring if they present with Minor Injury during hours of operation.

Publicity for the Minor Injury Unit

The service does feature on the 111 Directory of Services and is clear on its opening hours. When patients call 111 they are signposted to a service based on their location, presenting condition and service that can accommodate need. We have had incidents raised to us where a patient has not been offered Grantham and upon investigation they were either geographically closer to another service, presenting with something that this service is unable to accommodate, or required support when the service is not open.

It is correct that the literature for access to services (Your Health Service) does not include this service as it is a temporary service operating limited hours when A&E closes and this could be even more confusing to patients to list.

There was a significant amount of publicity regarding the service when it was launched and in the first few months but in line with many services we do not routinely publish information as most people access via 111.

2. Consultation

The CCG is not conducting a formal consultation exercise in relation to the Minor Injury Nurse Trial, as it is a trial service, but has undergone a well publicised four week survey to gain patient feedback and discussed this through normal engagement activities. The CCG has written to a number of stakeholders requesting feedback which will be carefully considered.

3. Conclusion

The Committee are asked to consider information within the report.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Letter from John Turner, Chief Officer, and Dr Dave Baker, GP Chair, of South West Lincolnshire Clinical Commissioning Group to Stakeholders (including Chairman of Health Scrutiny Committee) – dated 25 May 2018
Appendix B	Letter from Councillor Carl Macey, Chairman of the Health Scrutiny Committee for Lincolnshire, to John Turner, Chief Officer of South West Lincolnshire Clinical Commissioning Group – dated 26 June 2018

5. Background Papers - No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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