



GOVERNING BODY

Agenda Item No.	09
Reference No.	IESCCG 19-15
Date.	26 March 2019

Title	Felixstowe Minor Injury Unit (MIU) re-provision and Frailty Offer – Follow Up
Lead Chief Officer	Richard Watson, Deputy Accountable Officer and Chief Transformation Officer
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Purpose	<p>The Governing body at the 22nd January 2019 meeting was asked to ratify the proposal to re-provide the Felixstowe MIU service and delivery of a new frailty offer for local people.</p> <p>All elements of the proposal were ratified with exception of the proposal to close the walk in element of the minor injury unit from 1st April 2019. This was in response to some feedback from local patients about moving to a bookable service and question, would the new proposed pathway to access the service compromise timely access?</p> <p>The Felixstowe Task and Finish Group (project team) were tasked to pause and reconsider this element of the proposal and bring back a final recommendation to the 26th March 2019 Governing Body meeting.</p> <p>Key stakeholders have since met and following careful consideration of the risks and benefits it has been agreed to proceed with the original proposal, that from 1st April 2019 the service will move to a bookable only minor injury clinic accessed via local GP practices or NHS111 in line with NHS England guidance. This has been negotiated on the basis of an agreed assurance list of 'conditions' to support mobilisation planning and delivery ensuring timely access to the service is not compromised.</p> <p>Governing Body are asked to approve this element of the original proposal.</p>

Applicable CCG Clinical Priorities:	
1. To promote self care	Yes
2. To ensure high quality local services where possible	Yes
3. To improve the health of those most in need	
4. To improve health & educational attainment for children & young people	
5. To improve access to mental health services	Yes
6. To improve outcomes for patients with diabetes to above national averages	
7. To improve care for frail elderly individuals	Yes
8. To allow patients to die with dignity & compassion & to choose their place of death	Yes
9. To ensure that the CCG operates within agreed budgets	
Action required by Governing Body:	
<p>To approve proposal that from 1st April 2019 the minor injury unit (MIU) will move to a bookable only minor injury clinic accessed via local GP practices or NHS111 in line with NHS England guidance.</p>	

1. Background

- 1.1 The Governing Body at the 22nd January 2019 meeting was asked to approve the proposal to re-provide the Felixstowe MIU service and delivery of a new frailty offer for local people. To summarise, these proposals were as follows:
- From 1st April 2019 the MIU move to a bookable only service accessed via local GP practices or NHS111 in line with NHS England guidance replacing the existing walk-in service.
 - From 1st April 2019 the MIU opening hours to reduce, so the service will be open from 8am – 8pm each day in line with patient utilisation.
 - A new frailty offer for local people to be developed to further enhance health and care services in the local area building on service integration and practice.
- 1.2 All above elements of the proposals were ratified with exception of the proposal to close the walk in element of the minor injury unit from 1st April 2019. This was in response to some feedback from local patients about moving to a bookable service, and question as to whether the new proposed pathway to access the service compromise timely access.
- 1.3 The Felixstowe Task and Finish Group (project team) was asked to pause and reconsider this element of the proposal bringing back a final recommendation to the 26th March 2019 Governing Body meeting.
- 1.4 Key stakeholders met on 31st January 2019, and following careful consideration of the risks and benefits it was agreed to proceed with the original proposal that from 1st April 2019 the service will move to a bookable only minor injury clinic accessed via local GP practices or NHS111 in line with NHS England guidance. This was negotiated and agreed on the basis of an agreed assurance list of 'conditions' to support mobilisation planning and delivery ensuring timely access to the service is not comprised. These 'conditions' are set out in more detail below in the next section, *key issues*.

2. Key Issues

- 2.1 As outlined above the decision to proceed with the original proposal was negotiated and agreed on the basis of an agreed assurance list of 'conditions' to support mobilisation planning and delivery which centre around ensuring timely access to the service is not comprised. These are as follows:

Assurance Mobilisation Checklist of Conditions

Checklist of Conditions	Assurance
1. Walk-in protocol in place to manage any potential walk-in patients post 1st April 2019	A walk in protocol has been developed by Suffolk GP Federation in conjunction with wider stakeholders and was finalised with all key stakeholders early March.
2. Information technology in place to support bookable appointments from local practices to the minor injury clinic	The required information technology is in place and testing has commenced to ensure that the 4 local practices can book appointments direct into the minor injury clinic. Pathway training for GP practice and MIU staff will take place from 25 th February to 15 th March 2019 and SystmOne Training for MIU staff will take place between 16 th – 23 rd March 2019.

3. Directory of Service (DOS) in place to support appropriate booking from NHS 111 into the minor injury clinic	The DOS review has been completed and final clinical assurance checks were completed early March. This is integral to patients being directed to the right service.
4. Ambulance access pathway in place to ensure appropriate re-direction to minor injury clinic service via MiDOS	EEAST are reviewing the DoS and protocols are being developed with Suffolk GP Federation to address how they will also access the unit as of 1st April 2019. The protocol has been finalised and this pathway will be tested in March.
5. Care Navigation training to ensure GP reception staff are equipped with the skills to assess and book patients into the minor injury clinic. Also to refer into other local support services.	Level 1 Care Navigator Training session was held on 14 th March 2019 for reception staff. A facilitated workshop is to be held on 28 th March 2019 for reception staff to understand the changes that are going to be happening with regards to MIU from 1 st April 2019 and for an opportunity for the staff to ask questions. Level 2 Care Navigator Training (which is a follow on) is to be held on the afternoon of 20 th June 2019. The training offer will also be open to MIU staff to support signposting to local services.
6. Signage reviewed to ensure existing signage in place is not confusing for local people	The CCG and patient representatives from the project team have undertaken an audit of the existing signage and discussions are taking place with Suffolk County Council to agree a way forward.
7. Patient Communication to consolidate key messages to local people	Communication is planned late March 2019 to consolidate key messages to local people regarding phase 1 and phase 2 service developments. This builds on previous project communications.
8. Evaluation and reporting framework in place to monitor service delivery standards and quality / patient experience outcomes	An evaluation and reporting framework has been developed to monitor service delivery standards and quality/patient experience outcomes. As part of this, patient representatives from the project team are working with CCG colleagues to co-produce a patient survey to monitor and evaluate the service for 3 months post 1st April 2019.

2.2 A more detailed mobilisation plan has been developed to assist delivery of the above checklist items. As part of overall assurance project workstream leads meet on a weekly basis to review this project plan and review/manage risks/issues to ensure the project is on track for delivery from 1st April 2019.

2.3 The entire end to end process from a patient phoning NHS 111 or their GP practice to be given an appointment will be tested in March prior to go-live on 1st April 2019.

2.4 The Felixstowe Task and Finish Group (project team) has agreed to hold a follow up meeting after the mobilisation date to review the assurance list ensuring that all aspects of mobilisation are running smoothly. This meeting has been scheduled for 2nd May 2019.

3. **Patient and Public Engagement (if appropriate)**

3.1 During the project there has been patient and public engagement at all stages from inception, planning, proposal development and public engagement of the proposals.

- 3.2 Local people were invited to attend two drop-in sessions during December 2018 via media release on the CCG Twitter and Facebook platforms. The CCG Communication team received no response to proposed changes on these social media platforms.
- 3.3 A Felixstowe Flyer article about the planned developments and FAQs was distributed to all households in January 2019 and generated five emails from residents, none of which raised any concerns that had not already been raised as part of previous patient engagement events at the two December 2018 drop-in sessions. All five residents received a direct response from the CCG Communications team.
- 3.4 Further communications are planned mid - March 2019 to inform local people of the service developments consolidating earlier project communications in January 2019 via the Felixstowe Flyer.
- 3.5 Patient representatives are key members of the Felixstowe Task and Finish Group (project team) and will continue to be involved in ongoing evaluation and monitoring of the minor injury service post April 2019 and in development of Frailty offer for local people (Phase 2).

4. Recommendation

- 4.1 To approve the proposal that from 1st April 2019 the minor injury unit will move to a bookable only minor injury clinic accessed via local GP practices or NHS111 in line with NHS England guidance.