

## **Report to Health and Adult Social Care Select Committee: Andover Minor Injury Service**

### **1. Purpose**

1.1 Further to the Andover minor injuries discussion at this committee in January 2020, and the temporary closure of the service due to the COVID-19 pandemic, this report has been provided to update the committee on:

- plans to restore a minor injuries/illness healthcare offer from October 2020 at the Andover War Memorial Hospital site
- progress to design and implement a sustainable model of access to urgent care within Andover from 1 April 2021

### **2. Context**

2.1 In January 2020 the Health and Adult Social Care Select Committee (HASC) received confirmation that both market testing and co-production had concluded that it was not feasible to provide a service offer in Andover to meet the enhanced national UTC standards within available resources. Instead;

- existing services would continue as currently commissioned until April 2021 and during this period consideration would be given to how the three existing urgent care services could better align with wider service developments
- engagement with Andover and Rural PCNs, local stakeholders and patients would take place during this period; ensuring the needs of staff and patients are understood and incorporated within a sustainable model of access to Andover patients to be implemented from 1 April 2021

2.2 Responding to the COVID-19 pandemic, Hampshire Hospitals Foundation Trust (HHFT) made the necessary decision to close the Andover Minor Injuries Unit from Monday 6 April 2020. The need to account for social distancing, and the additional challenges of maintaining effective infection control, meant that some reorganisation of services was required. In this context, with the need to safely and effectively staff the two Emergency Departments at Basingstoke and Winchester, it was necessary to redeploy staff from Andover to support colleagues working in the Emergency Departments. At the time of writing this report, the Minor Injuries Unit remains closed.

### **3. Restoration of Andover Minor Injuries Unit**

3.1 Although the initial peak of the COVID pandemic has passed, the impact of the virus on the way that services are accessed, and provided, remains in place. In particular, across the two HHFT acute hospital sites there remains the need to operate separate hot and cold emergency departments. The existing Andover MIU workforce pool has been critical to enable these departments to operate safely, and a significant proportion of this workforce is still required to safely operate these services.

- 3.2 The continued need to pull on this workforce to support the provision of hot and cold departments means it is not possible to re-open the Andover MIU in its previous form. However, the considerable benefit to the local population, and the wider health system, of re-establishing some form of service offer from the site is well recognised.
- 3.3 Commissioners and healthcare partners have therefore been working together to restore a service offer at the Andover site. The service offer is focussed upon meeting the key identified needs of the local population whilst balancing the demands on the workforce from elsewhere in the local healthcare system to ensure the safe and quality delivery of services.
- 3.4 From 1 October 2020, HHFT will provide a Minor Injury Clinic from the Andover MIU site Monday-Friday 8-6pm delivering minor injury services to the local population including treatment of lacerations, access to X-ray and minor fractures. This service will be accessed via 111, where patients will be able to directly book into the next available slot.
- 3.5 Access to the Minor Injury Clinic will be in line with National 111 developments to reduce hospital acquired COVID infections through eliminating waiting rooms and asking the public to call '111 First' before accessing urgent care. This will also enable patients to book into Primary Care, Accident & Emergency Department and other urgent care services where appropriate ensuring patients receive the right treatment at the right time.
- 3.6. This clinic will be operating at reduced capacity due to staff resources needing to be deployed to Basingstoke and Winchester Emergency Departments. However, this will be continually reviewed as we better understand how the national '111 First' campaign changes access patterns across urgent care as a result of patients being successfully navigated to the right service.

#### **4. Future Andover Healthcare Model**

- 4.1 In line with the commitment given to this committee in January 2020, arrangements to extend existing service provision were made and commissioners have been working with healthcare partners to design a sustainable access model to urgent care services in Andover.
- 4.2 This timeline has enabled commissioners to consider how existing provision can better align with wider service developments, but importantly, also incorporate the significant changes in which patients now access services, and the delivery methods of services as a result of the COVID-19 pandemic. For example, ensuring no-one is required to queue in a waiting room if this can be avoided through a booked timeslot.
- 4.3 A task and finish group is operational to develop the future model and includes membership from commissioners, Hampshire Hospitals, Mid Hampshire Healthcare and Primary Care. The group has developed the following future service principles in line with the vision presented in January:
  - The service will provide an integrated access hub for the treatment of secondary and primary care minor injuries, operating during core hours 7 days a week. Access to the minor injuries clinic will be via NHS 111.
  - Improved access and extended hours will be provided on site for the Andover locality in its totality. This offer will include routine and same day urgent appointments with a GP, Practice Nurse appointments such as Diabetic and Asthma reviews and cervical screening,

and Healthcare Assistant appointments such as wound care, ear irrigation and NHS health checks.

- Individuals accessing the service will have their needs remotely assessed whenever possible, and then booked directly into an appropriate appointment slot. This will ensure patients do not need to queue unnecessarily in a physical waiting room environment.
- The service will remain under review to ensure any further integration opportunities with Primary Care Network services/developments; such as the emerging MsK pathway within the locality, GP direct access to diagnostics and the delivery of primary care enhanced services are fully explored and incorporated wherever feasible.
- Commissioners and providers will continue to identify further opportunities to develop and improve healthcare provision at the Hospital site. An example of this has been the recent successful bid by Hampshire Hospitals for a CT scanner to be added to the diagnostic facilities in Andover.

#### **4.4 Engaging with the local population**

4.4.1 Prior to any formal decisions being made, and to ensure the future service offer is reflective of the needs of the local population, we plan to engage with our Andover patients.

4.4.2 As above, the continued need to utilise the existing Andover MIU workforce elsewhere as part of the Trust's COVID-19 response means the service will not be restored in its exact previous form. Instead, an alternative delivery model will be deployed that supports the longer term vision for the service, providing a valuable opportunity to test potential future service delivery options.

4.4.3 Robust evaluation of the service deployed from 1 October 2020 provides an opportunity to explore how the service is working, how it is being experienced by patients, and whether it meets the expectations of those who use it. In turn that feedback can inform decisions about the longer-term future of the service.

4.4.4 Between October - December 2020 people using the reinstated minor injuries clinic will be asked to give feedback on their experience, to help us understand its strengths, and any shortcomings, and to generate intelligence regarding how people are making decisions about where they access same-day healthcare.

4.4.5 At the same time, alongside this direct engagement activity, other sources of information (e.g. complaints, compliments, incidents, and activity and performance data) will be analysed, to help identify whether there are issues to address in terms of service quality, or accessibility.

4.4.6 The above will help inform the completion of the Equality Impact Assessment (EIA) and Quality Impact Assessment (QIA) to ensure the service offer does not directly or indirectly discriminate against any population groups, and delivery is having a positive impact on quality. Should these assessments identify any accessibility or quality concerns, further targeted engagement activity may be conducted to ensure any potential solutions or mitigating actions are well informed.

4.4.7 A report setting out the themes arising from this engagement period, and how this intelligence has informed the development of urgent care services in Andover, will be made publicly available in January 2021.

## **5. Next Steps**

5.1 Communicate to patients, public and key stakeholders the restored service offer during September 2020.

5.2 Implement restored service and commence robust evaluation, including engagement activities with patients accessing the service.

5.3 Conduct robust evaluation and formalise longer term Andover Urgent Care services offer. The local ambition is to formalise service arrangements on the site from 1 April 2021, however this date may be subject to change dependent upon; feedback obtained via our local engagement activities, findings from our evaluation of the restored service offer, and any considerable local Andover Primary Care Network developments.

5.4 The Health and Adult Social Care Select Committee is asked to:

- Note the plans to restore service provision in Andover from 1 October 2020.
- Review and comment on the progress to date, and future plans to develop a sustainable model of access to urgent care within Andover.