

Policies, Procedures, Guidelines and Protocols

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Local Ref (optional)		
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Owner		Phil Atkins, Clinical Lead MIU & DAART
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Who has been consulted in the development of this policy ?		Ward Managers, MIU Forum, Adults Service Delivery Group
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3	05/01/2021	Updated Contact Details
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Introduction

Shropshire Community Health NHS Trust has 4 Minor Injury Units (MIU) which provide a vital type 3 emergency care service for the local populations they serve. The MIU's are situated in Bridgnorth Community Hospital, Ludlow Community Hospital, Oswestry Health Centre and Whitchurch Community Hospital.

The MIUs offer varying opening times:

Bridgnorth:	08.00 – 21.30	7 days per week
Whitchurch:	09.00 - 17.00	5 days per week (Mon – Fri)
Ludlow:	08.00 – 20.00	7 days per week
Oswestry:	08.30 – 18.00	Mon to Fri & Bank Holiday's
	08.30 – 13.00	Sat & Sun

1 Purpose

The purpose of this policy is to clarify the role of the Community Hospital nurse's when the MIU is closed, as well as the Nurse in Charge of MIU's when a unit needs to close unexpectedly within its normal opening hours. This is to ensure that patient safety is maintained and patients are redirected appropriately, as well as ensuing responsibilities for informing appropriate and relevant parties of the unit's closure.

2 Definitions

Minor Injuries Units are type 3 accident and emergency services (which include walk in centres, urgent care centres and minor injuries units in England), usually provided in Community Settings to serve the local community, providing care close to home.

3 Duties

3.1 The Chief Executive

The Chief Executive Officer has overall responsibility for maintaining staff and patient safety and is responsible for the governance and patient quality and safety programmes within the organisation.

3.2 Directors

Directors of Services are responsible for ensuring the safe and effective delivery of services they manage; this includes securing and directing resources to support the implementation of this policy.

3.3 Line managers and Service Leads

Managers will ensure that a system is in place within the services they are responsible for the implementation of this policy and for monitoring its effectiveness.

3.4 Ward Managers / Minor Injury Unit Team Leaders

Ward Managers and Team leaders must ensure that ALL team members including bank staff have access to this policy and are supported in its application.

3.5 All Staff

All staff must ensure that they comply with the arrangements in place to implement and maintain this policy, within the areas they work.

This will include:

Attendance at training, partaking in audit as required.

4 MIU Patients

It is acknowledged that the Shropshire Community Health NHS Trust has a duty of care for patients presenting to one of the above MIU facilities even if the MIU is closed.

- 4.1 Each Community Hospital will have clear advisory signage and out of hours communication for patients presenting to MIU. It will be the responsibility of the MIU staff through the Clinical Services Manager to ensure that the MIU signage is visible and in good order. Any faults with the bell/intercom system should be reported immediately and treated as 'urgent' estates work. MIU Nurse in Charge should check and record that the bell is functioning on a daily basis. If the Community Hospital staff are aware that the Shropdoc signage is damaged or not clearly visible they should notify Shropdoc immediately.
- 4.2 Each Community Hospital will have an effective method of enabling a presenting patient to contact nursing staff within the Community Hospital setting 24 hours a day 365 days a year. It maybe by bell or intercom, usually to the inpatient ward area. (This should be checked daily – see 12.3 for daily check list)
- 4.3 At Oswestry there is no bell for use out of hours therefore a sign directing the patient to attend the nearest appropriate service should be displayed (See 12.2).
- 4.4 A patient using this system must be responded to by the ward staff promptly within ten minutes and check that they do not have a potentially life threatening condition (see 12.1 Red Flag criteria). The nurse's response may take one of several forms and it is for the nurse to decide which form of assistance is required.
 - Administer first aid and offer advice to return to MIU when it is open
 - Summon emergency help on the patient's behalf by dialling (9)999 and urgently attending to the patient in life threatening situations
 - Re-direct the patient to the nearest 24 hour Accident and Emergency Department
 - Attend to the patient if able to do so and administer help within the MIU Protocols, Royal Marsden guidelines and the nurse's scope of competent practice
 - Contact Shropdoc on the patient's behalf for advice or to make an appointment via the professional line

5 Shropdoc Patients

Shropdoc patients often share facilities with the MIU and they provide an appointment system only.

- 5.1 It is Shropdoc's responsibility to ensure that there is a Doctor/Emergency Care Practitioner (ECP) on site when the patient arrives for their appointment. Shropdoc will ensure that the signs inform patients what to do on arrival
- 5.2 Where the Shropdoc facility is co-located with MIU/Community Hospital there will be separate and clearly marked systems for patients to alert staff on arrival
- 5.3 Shropdoc staff may ask the community hospital to let the patient

6 Safety & Risk to Staff

- 6.1 All staff will play a part in risk identification assessment and management and will ensure that they adhere to any identified systems of control to reduce risk. Staff should ensure that all events which have a potential impact on staff safety are recorded on Datix reporting system, and that any incidents to patient or staff safety are reported to the line manager.
- 6.2 MIU staff should ensure that risks which are identified for the units, these will include both staff and patient risks, and should take into account the arrangements for dealing with patient out of opening hours. Where significant risks are identified they should ensure that arrangements are in place to mitigate these risks, so far as is reasonably practicable.
- 6.3 Risks will include potential violence to staff. Detailed guidance on violence can be found in the Violence to Staff Policy (including Lone Working Policy). In all units personal alarms/panic alarms will be made available to summon further assistance if required. Risk to inpatients if ward staff dealing with an emergency in MIU out of hours resulting in reduced establishment on the ward.

7 Notification of Unforeseen Closure of MIU in Normal Opening Hours

If the MIU needs to be closed within normal hours of opening due to unforeseen circumstances the Nurse in Charge must seek Executive approval before closing the department. Then ensure that all parties/organisations/Managers are informed (see Appendix 4) for checklist. This list **MUST** be kept for future reference if required.

The Locality Clinical Manager/ Service Delivery Group Manager/ Executive will inform the Shropshire Clinical Commissioning Group (CCG) of closures within normal working hours and the on call manager will inform the CCG out of hours. However, if the MIU closes, for example, half an hour early due to excessive workload external partners do not need to be informed of this.

	In Hours	Out Of Hours
Shropshire Clinical Commissioning Group	Shropshire CCG On-Call Director reached via SaTH Switchboard: 01743 261000	Shropshire CCG On-Call Director via Shropdoc: 01743 454900

8 Monitoring & Compliance

This policy will be updated every three years with best practice, standards, urgent care provision or legislation changes.

9 Consultation

Gemma McIver, Deputy Director of Operations
Karen Taylor, Adults Service Delivery Group Manager
Rachel Mole, Locality Clinical Manager
Jane Hollins, Locality Clinical Manager
Katie Turton, Locality Clinical Manager
Donna Jones, Locality Clinical Manager
MIU Team Leaders

10 Dissemination & implementation

This will occur through Service Divisional Group Managers, Clinical Services Managers and the minor injuries units; Datix alerts, and the Minor Injuries Forum, Ward Meetings and the ADG Q&S group.

11 Associated Documents

Triage / Red Flag & Safety Pause Standard Operating Procedure

12 Appendix**12.1 Red Flag Conditions****Red Flag conditions that may present in Minor Injury Units**

These red flag conditions require immediate attention from a Registered Clinician due to the serious nature of the complaint it is important that patients who present with one or more of the following are highlighted on RiO as Priority "Red Flag" as early as possible.

- Abdominal Pain
- Abnormal Vaginal Bleeding
- Alcohol related Problem
- Allergic Reaction
- Assault
- Bleeding Wounds
- Chest Pain / Injury
- Children under the age of 2 Years
- Collapse
- Difficulty Swallowing
- Eye Injuries – Including Chemicals in Eye
- Fits
- Head Injury
- Neck Pain / Injury
- Overdose
- Palpitations
- Rash
- Self-Harm
- Shortness of Breath / Difficulty in Breathing
- Single Sided Weakness / Speech Problems / Confusion / Facial Weakness



While we try to keep this list up to date, if you have concerns about a patient with a condition that is not listed then please also mark it as a red flag or seek advice from a clinician in the department.

12.2 MIU Closed Poster

MIU Closure
Poster.pdf

12.3 Patient Call Bell Test Sheet

Patient Call Bell – MIU's Daily Check Sheet

MIU Site: Month:

Date	Time	'Y' is working 'N' not working	Action taken if not working	Signature
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12.4 Closure Check List

MIU Unit:..... **Date:****Time:**.....

Nurse in Charge:..... **Executive :**.....

Contact	In hours Method	Sign	Out of hours Method	Sign
Operations Manager	Telephone		Email	
Line Manger	Email		Email	
Adult SDG Manager	Telephone		Email	
On Call Manager	N/A		Bleeped via Shropdoc Director on Call: 01743 454907	
Shropshire CCG	Shropshire CCG On-Call Director reached via SaTH Switchboard: 01743 261000		Shropshire CCG On-Call Director via Shropdoc: 01743 454900	
Clinical Site Manager – Shrewsbury & Telford Hospitals NHS Trust	Telephone 01743 261000		Telephone 01743 261000	
Shropdoc	Professional Line 01743 454901		Professional Line 01743 454901	
111 Service	Email: dosleads@wmas.nhs.uk		Email: dosleads@wmas.nhs.uk	
West Midlands Ambulance Service	01384 451665		01384 451665	
Community Hospital Ward (If Based in Community Hospital)	Telephone		Telephone	
MIU Main Reception	Telephone		Telephone	
Each GP Practice Manager (within their catchment area)	Telephone: See Section 12.5		N/A	
All affected staff including admin staff and students	Telephone: Staff contact details locally in secure location		Telephone: Staff contact details locally in secure location	
Temporary staffing	01584 872201		Email: shropcom.bankagency@nhs.net	
DATIX	Online		Online	

12.5 GP Practice Contact Information

Area	GP Practice Name	Contact Telephone Number
Bridgnorth	Bridgnorth Medical Practice	01746 767121
Ludlow	Station Drive Medical Practice	01584 876864
	Port Cullis	01584 875752
Oswestry	Cambrian Medical Practice	01691 652929
	Caxton Surgery	01691 654646
	Plas Fynnon Medical Practice	07691 655844
Whitchurch	Bridgwater Medical Practice	01948 661981
	Doddington Medical Practice	01948 662033
	Claypit Street Medical Practice	01948 662870