



Miriam Minor Injuries/Illness Service Survey



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Introduction

Healthwatch was created by the Health and Social Care Act 2012. The Act stipulates the creation of:

- A national body, Healthwatch England (*instituted in September 2012*), which is a statutory committee of the Care Quality Commission
- The establishment of a local Healthwatch organisation for each local council in England with social care responsibilities by 1st April 2013.

Healthwatch is intended to strengthen the collective voice of users of health and social care services and members of the public, both nationally and locally.

Local Healthwatch organisations are typically expected to discharge the following main functions:

- Influence service commissioners through gathering, collating and analysing views and experiences of citizens and communities;
- Promote and support the engagement and involvement of people in the commissioning and provision of health and social care services and how they are monitored;
- Investigate specific issues and concerns about health and adult social care services and prepare reports and recommendations to the appropriate agencies;
- Contribute to the development of safe, high quality services and the learning and sharing of best practice to secure continuous improvement;
- Provide advice and information to citizens and communities about how to access services and support them in making informed choices;
- Represent the Borough's communities on the Health and Wellbeing Board.

Healthwatch Wirral, as part of the 'Enter & View' work plan and to provide an independent quality review of the service for the service provider, undertook a questionnaire/survey at Miriam Minor Injuries/illness Service over a period of eight days between 19th May and 26th May 2014 and in Parkfield for 5 days between 16th and 20th June

Methodology.

A meeting was convened with Healthwatch and the Practice Manager at Miriam Centre to plan the project and organise the work involved in undertaking the survey. A questionnaire was produced, along with an Excel spreadsheet, which would be used to input the daily results. Two volunteer associates of Healthwatch Wirral were recruited to and inducted to help the HW Staff team with the survey at the location.

Each day Healthwatch Wirral members of staff or volunteers covered the interview sessions. Their role was to approach patients and ask them to answer some questions on why they were using Miriam Minor Injuries/illness Service and what their experience of the service was. The questionnaire was designed to take up no more than five minutes of the patient's time.

No patient medical details were collected and confidentiality was ensured to the extent. Only aggregated patient information would be used in any report and patient anonymity would be maintained. All questions were optional to answer. There were closed questions (requiring a yes or no response) and some questions requiring one or more boxes to be ticked from a list. The questionnaire also included the Friends and Family Test question 'Would you recommend this service to Family and Friends?'

In addition, there were some questions on patient gender, age, disability, ethnicity, and post code. Patients also had the opportunity to make any other comments. The aim was to produce a summary report for the Service Provider and Healthwatch Wirral Enter and View Quality Assurance Group.

Background

In 2008 Wirral PCT decided to set up a pilot scheme for dealing with minor injuries and illness within a primary care setting. This would extend access in addition to three local walk-in centres. It would be a nurse-led service with GP support. Patients could “drop-in” without an appointment and be treated on the spot or referred to a doctor if necessary. Miriam Primary Care Group was one of the local practices who tendered for the service. Their bid was successful and the pilot began in January 2009 at 2 locations, Miriam Medical Building in Laird Street, Birkenhead and Parkfield Medical Centre in New Ferry.

Miriam Minor Injuries/illness Service opening times are from 10-8pm Monday - Thursday, Friday 10 -6.30pm. Sat and Sun 10-5pm.

Parkfield Minor Injuries/illness Service opening times are from 10-7.30pm Monday - Thursday, Friday 10 -6.00pm.

It is nurse-led and the nurses have all achieved their nurse prescribing status. Conditions treated include ear and throat infections, bites, stings, burns, cuts, urinary tract infections, minor eye or head injuries. The clinic also offers emergency contraception, dressings and removals of stitches and staples.

The clinic originally saw 5 to 10 patients daily but the numbers have increased to 50 to 60 per day. In the Practice Manager's Magazine it is says that Wirral CCG estimated, recently, that the service is averaging around 23,000 to 24,000 patient encounters per year.

The success of the service has also earned the Miriam Primary Care Group numerous plaudits, including nominations for HSJ and GP Awards and most recently a shortlist place in the Primary Care Team category of the 2014 BMJ Awards.

Survey Results - Miriam

The Survey

- The average age of respondents was 43years old.
 - The youngest respondent was 2years old (presumably filled out by a parent or guardian on their behalf).
 - The oldest respondent was 86years old.
- 57.72% of respondents were female. 42.28% were male.
- 95.3% of respondents came from a “White British” Background. Only 1.42% had non-white ethnic origins.
- 12.93% of respondents consider themselves to be disabled. 87.07% do not.

Q.1 How did you find out about Miriam Minor Injuries Unit?

Reason Given	% responses
Word of Mouth	24.85%
My surgery is Miriam/Cavendish	17.75%
Been before	14.20%
I saw it driving/walking past	13.61%
Live locally	13.02%
Referred by health professional	11.24%
Website	3.55%
Newspaper	nil
Other (see below)	1.78%
health link coordination	
working here with Healthwatch	

Q.2a What made you choose Miriam Minor Injuries Unit?

Reason Given	% responses
My GP was unavailable	20.43%
I needed to see someone in an emergency	13.98%
My GP surgery was closed	12.37%
Good previous experience	10.22%
I'm registered here at Miriam	9.68%
Shorter waiting time than A&E	9.14%
Because it was open at weekend/late evening	8.06%
Ease of access/good location	8.06%
Minor injury not requiring A&E	6.45%
Other (see below)	1.61%
Sent by GP	
Referred	
I work locally	

Q.2b Would you attend a minor injuries unit if there was a choice in other locations?

Response	% responses
Yes	78.21%
No	21.79%

Additional Comments:

- no - very impressed with this unit! I would still travel from Upton to this service.
- no - very happy at Miriam minor injuries unit.
- yes - would like one in Wallasey because walk in centre at mill lane is always too busy and you have to wait too long.

Q.3 What was your reason for attending?

Reason Given	% responses
A new injury	38.36%
An illness/I didn't feel well	30.82%
Long term injury or condition	10.06%
Other (see below)	20.75%
dressing after operation at Chester Hospital	
change of dressing	
ear infection	
change of dressing after minor op. at Miriam	

Q.4 Were you treated with dignity and respect by the doctor, Nurse and reception Staff?

Response	Doctor	Nurse	Reception Staff
Yes	100%	100%	100%

Additional Comments:

- very good, very caring
- Excellent service

Q.5 How long did you have to wait before being seen?

Response	% responses
0-30 minutes	82.00%
30-60 minutes	16.67%
1-2 hours	1.33%
More than 2 hours	Nil

Q.6 Were the premises clean and tidy?

Response	% responses
Yes	100%

Q.7 If this minor injuries service was not available, where would you have gone for treatment?

Response	% responses
Walk in centre	42.51%
Accident and emergency	26.95%
Own GP/nurse	23.95%
All day health centre	5.39%
Other	1.20%

Additional Analysis

- 8.86% of respondents said that they would go to their GP for treatment without MMIU, whilst at the same time stating that either their GP was unavailable or that their GP surgeries were closed.

Q.8a Did the service appropriately deal with the reason for your visit today?

Response	% responses
Yes	98.60%
No	1.40%

Q.8b How did the service deal with the reason for your visit today?

Response	% responses
Received treatment/advice as required	62.21%
Received a prescription	29.07%
I was referred to another service (for example A&E)	2.91%
I was asked to see my GP as I could not be treated in this service	2.33%
I was asked to go back to my GP if no better in a few days	1.74%
Other	1.74%

Q.9 How would you rate the overall experience of this service?

Response	% responses
Excellent	67.11%
Very Good	24.16%
Good	7.38%
Fair	1.34%
Poor	Nil

Q.10 Would you recommend this service to friends and family?

Response	% responses
Extremely likely	83.67%
Likely	16.33%

Survey Results - Parkfield

The Survey

- 57.69% of respondents were female. 42.31% were male.
- 99.09% of respondents came from a “White British” Background. Only 0.91% had non-white ethnic origins.
- 17.59% of respondents consider themselves to be disabled. 82.41% do not.

The Survey

Q.1 How did you find out about Parkfield?

Reason Given	% responses
My surgery is Parkfield	33.05%
Word of mouth	22.88%
Live locally	16.10%
Referred by health professional	13.56%
Been before	9.32%
Website	1.69%
I saw it driving/walking past	0.85%
Newspaper	0.85%
Other (see below)	1.69%
Dr Raymond and Partner	

Q.2a What made you choose Parkfield?

Reason Given	% responses
My GP was unavailable	27.56%
I needed to see someone in an emergency	16.03%
I'm registered here at Parkfield	12.82%
Good previous experience	11.54%
Ease of access/good location	10.90%
It was recommended	7.69%
Shorter waiting time than A&E	6.41%
Minor injury not requiring A&E	3.85%
Because it was open at weekend/late evening	1.28%
My GP surgery was closed	0.64%
Other	1.28%

Q.2b Would you attend a similar service if there was a choice in other locations?

Response	% responses
Yes	79.28%
No	20.72%

Q.3 What was your reason for attending?

Reason Given	% responses
A new injury	40.35%
An illness/I didn't feel well	35.09%
Long term injury or condition	7.89%
Other	16.67%

Q.4 Were you treated with dignity and respect by the Nurse and reception Staff?

Response	Nurse	Reception Staff
Yes	100%	100%

Q.5 How long did you have to wait before being seen?

Response	% responses
0-30 minutes	68.14%
30-60 minutes	25.66%
1-2 hours	5.31%
More than 2 hours	0.88%

Q.6 Were the premises clean and tidy?

Response	% responses
Yes	100%

Q.7 If this service was not available, where would you have gone for treatment?

Response	% responses
Own GP/nurse	40.00%
Walk in centre	31.67%
Accident and emergency	17.50%
All day health centre	8.33%
Other (see below)	2.50%
OOH	
MI	

Additional Analysis

- 15.83% of respondents said that they would go to their GP for treatment without this service, whilst at the same time stating that either their GP was unavailable or that their GP surgeries were closed.

Q.8a Did the service appropriately deal with the reason for your visit today?

Response	% responses
Yes	98.20%
No	1.80%

Q.8b How did the service deal with the reason for your visit today?

Response	% responses
Received treatment/advice as required	56.35%
Received a prescription	32.54%
I was referred to another service (for example A&E)	5.56%
I was asked to go back to my GP if no better in a few days	3.17%
I was asked to see my GP as I could not be treated in this service	0.79%
Other	1.59%

Q.9 How would you rate the overall experience of this service?

Response	% responses
Excellent	69.91%
Very Good	22.12%
Good	7.08%
Fair	0.88%
Poor	Nil

Q.10 Would you recommend this service to friends and family?

Response	% responses
Extremely likely	90.27%
Likely	8.85%
Neither likely nor unlikely	Nil
Extremely unlikely	Nil
Don't know	0.79%

Observations

Although Minor Injuries was busy, staff of the practice informed HW that there were sometimes vacant appointments. What was not established is whether the patients using Minor Injuries, during the busy periods, were in fact patients of Miriam Practice.

Waiting times in the Minor Injuries, at the time of this survey, were short. However, if the service was attracting patients from other practices how would the service maintain the short waiting times?

Nurses informed HW that if it was felt that the patient had come to the wrong place, or that they could not assist, the nurse would book an appointment for the patient with the GP. What was not established was whether this would only apply for Miriam or Parkfield patients.

The units were very busy early morning with a queue forming from 10 a.m. most days. It became quiet around midday and picked up again from 4 p.m. Reception and clinical staff were observed treating people with dignity and respect and were attentive to needs.

Future activity for HW

The HW Quality Assurance Team will request any:-

- statistics on referrals from Minor Injuries to the Emergency Department?
- statistics on referrals to GP from Minor Injuries and whether these are just to Miriam and Parkfield patients?

Recommendations

A HW Task & Finish Group has been established to look the Emergency Department and associated services in particular, environment, waiting times and inappropriate attendances. The Minor Injuries services will be part of this work.

Therefore, recommendations aim to be submitted on completion of this work stream.

Acknowledgements

Healthwatch Wirral would like to thank everyone who took the time to participate in the survey and we would also like to thank the doctors, nurses and staff at Miriam Minor Injuries/illness Service and Parkfield for their help and co-operation in carrying out the survey.

Healthwatch Wirral

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