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Briefing on Local Emergency Centre at Ysbyty Ystrad Fawr (YYF)

The service model for the Local Emergency Centre in YYF comprises of:

A nurse led 24/7 minor injuries unit

An assessment unit and ward area for patients with acute medical conditions

A GP Out of Hours service

This is the model that formed the basis of the public consultation on plans for the new hospital and the Health Board has delivered on its commitment to the public in this regard.

The Minor Injury Unit (MIU) at YYF is able to treat patients whose injuries are not serious enough to require treatment in an A&E Department but cannot be treated at home. The ambulance service also have clear protocols and guidelines to follow in respect of which conditions can be treated in YYF but in the event that a patient's condition deteriorates following arrival at the Hospital then it is sometimes necessary to transfer them to a main A&E Department.

The types of conditions that can be seen in the MIU at YYF are:

- minor head injury
- children with minor injuries
- shoulder injuries
- cuts, grazes and bruising
- recent wounds, less than 48 hours old that might require gluing, stitching or steri-stripping
- minor burns/scalds
- removal of foreign bodies from the eyes, nose or ears
- minor eye problems
- insect or other animal bites
- limb injuries – sprains, strains and fractures

It is not the role of an MIU to provide an alternative to an A&E Department for serious possibly life threatening conditions.

Patients who attend the MIU at YYF can expect to receive:

- a clinical assessment
- independent clinical decision-making
- investigations such as x-rays
- interventions such as suturing, temporary plaster
- onward referral or follow up as deemed necessary

The Minor Injury Unit at YYF is run by Emergency Nurse Practitioners (ENPs), supported remotely by Emergency Medicine consultants at the Royal Gwent Hospital. ENPs have followed a competency assessment programme to gain autonomous practitioner status and are extensively trained to see and treat a variety of injuries/presentations. These are highly experienced practitioners.

The MIU forms part of the Local Emergency Centre which incorporates and is complemented by an Acute Medical Assessment Unit (MAU) and the GP Out of Hours Service. The MAU at YYF provides 10 dedicated examination trolleys and these are complimented by 28 short stay beds on Bedwas ward. Within the MAU, all medical patients that present with acute medical related illnesses are seen directly. Should any patients present at the MIU with a medical condition they will be directed to the on site Medical Assessment Unit and will be seen by the on site medical team which does include experienced junior doctors and consultants. There are doctors available 24/7 across this unit and of course the site.

The services and facilities provided at YYF add to, and enhance those available in the previous facilities such as Caerphilly District Miners' Hospital (CDMH). Attached at **Appendix 1** for information is the list of services available at YYF and at **Appendix 2** is an overview of the Local Emergency Centre functions, comparing this with the previous arrangements to show the improvement.

The figures below show that more patients have been seen in the Local Emergency Centre than in CDMH:

	MIU (average per Month)	MAU (average per Month)
YYF LEC	2,450	470
CDMH	1,730	278

Also attached at **Appendix 3** is the breakdown of attendances in the MIU month on month since YYF opened together with numbers of patients who were re-directed from the Hospital and patients who were transferred to an A&E Department or another service away from YYF (percentages given also).

The GP Out of Hours Service is an integral part of the LEC at YYF, operating a 7 day service between the hours of 18:30 and 08:00. Call handling and nurse triage for the service is centralised at Vantage Point House. The co-location of the GP Out of Hours Service in the LEC is a positive advancement.

The Health Board is aware of the local campaign for doctor-led A&E services in Caerphilly. We are having to state that there is no way this can be delivered in order to ensure that expectations are not falsely raised. The nurse-led model we have introduced with experienced and fully accredited emergency nurses has seen 40% more patients than the previous model. It must be stressed that it will never be possible to have a doctor-led A&E at YYF due to medical staff availability, training doctor placements and training requirements for the future.

There are already significant vacancies for A&E services across Wales in terms of vacant A&E consultant posts, A&E training posts and local A&E junior doctors. This is a similar position across the UK and not peculiar to Wales. However, the MAU, dealing with emergency admissions, is doctor led.

Our view is that this model is working well and YYF is meeting the needs of many more people than CDMH. It is worth remembering that the fundamental principle behind the building of a new hospital in a central location within Caerphilly County Borough was to give more local people the opportunity to be treated locally rather than travel outside the County Borough. The activity figures would suggest that this objective is being met.

Publicity and Raising Awareness

Prior to the opening of YYF in June 2011 a large meeting was held as part of the Community Engagement Forum in Ty Penallta, this included an interactive quiz on the appropriate use of the MIU. A presentation about minor injuries was given by Dr Sally Jones, Clinical Director for Emergency Care.

A piece was written in the South Wales Argus in July 2011 explaining how a nurse-led MIU would work when the new hospital opened.

The Health Board also advertised the MIU (and other hospital services) in the December 2011 edition of Newline produced by Caerphilly County Borough Council and this also appeared on the Council website.

The opening of the new hospital in November 2011 provided excellent opportunities to explain and promote the services of the Local Emergency Centre and MIU, publicity was secured in the local media and websites at this time.

A dedicated piece appeared in the South Wales Argus about the role of the Emergency Nurse Practitioners in the MIU in February 2012, this also appeared on the Caerphilly Observer website. We again advertised the unit in the July 2012 edition of Newline, produced by Caerphilly County Borough Council.

We have also regularly promoted the MIU at YYF through the local media, our website, Facebook and Twitter pages, and on Local Authority websites in Caerphilly and Blaenau Gwent.

We are also keen to promote that waiting times for treatment of a minor injury will be far shorter in a MIU than in busy A&E Departments.

We will continue this promotional work in order to raise public awareness, and as part of this a further feature will be placed in the March 2013 edition of Caerphilly County Borough Council's Newline. We will also be doing further work with communications.

Judith Paget
Chief Operating Officer/Deputy Chief Executive

March 2013

Appendix 1

Services Provided at Ysbyty Ystrad Fawr

1.	Pathology	Service transferred from Caerphilly District Miners Hospital (CDMH)		
2.	Radiology	Radiology Fluoroscopy Ultrasound New Inpatient CT service		
3.	Pharmacy	Service transferred from CDMH and new Pharmacy Robot commissioned		
4.	Outpatients	Respiratory COPD Cardiology Medicine Surgery Vascular Ophthalmology Orthopaedics Care of the Elderly Pre Admission Assessment Clinics	Pre Admission Assessment Clinics Podiatry Phlebotomy Diabetes Gynaecology Colposcopy Urology Ear Nose Throat (ENT)	Paediatric Gastroenterology Dermatology Pain Rheumatology Haematology Oncology Genetics Continence Hearing Aids
5.	Integrated Surgical Unit (ISU)	3 theatres 22 beds Surgical ward plus pre operative assessment 10 trolleys		
6.	Diagnostics and Treatment	Endoscopy Service Bowel Screening Wales Service Medical Day Case		
7.	Local Emergency Centre	GP Out of Hours 24/7 Minor Injury Unit 28 beds Inpatient Ward plus Medical Assessment Unit and short stay		
8.	Integrated Inpatient Care Unit	28 beds Stroke Ward 30 beds General Rehabilitation 22 beds Sub acute 30 beds Inpatient Frailty Beds 6 Palliative care beds		
9.	Maternity	Midwifery led Birth Suite Midwifery and Consultant led Ante natal and post natal Ultrasound		
10.	Therapies	Physiotherapy Occupational Therapy Dietetics Speech Therapy New Hydrotherapy Pool		
11.	Mental Health Services	53 bed Mental Health Unit: Adult Inpatient and Outpatients Older Adult Inpatients and outpatients		
12.	Community Services	Community Dental Clinic		

Appendix 2

YYF Local Emergency Centre Service Developments

Service	CDMH	YYF
Emergency Department daily hours	8 hrs per day	24 hrs
Emergency Department days	5½ days per week	7 days per week
Medical Assessment Unit dedicated examination trolleys	0	10
Medical Assessment Unit admission beds	13	27
Co-located GP out of hours service	No	Yes
Plain film x-ray rooms	2	4
Ultra-sound scanning rooms	2	3
MRI scanning	0	1
CT scanning	0	1

Appendix 3

YYF MIU From Opening to 28th February 2013

Month	Attendances	Redirected to Primary Care (GP, OOH's & Dental)	Redirected to an A&E Department	Total Redirected	Admitted to an A&E Department	Admitted to Another Service - Non YYF	% Redirected to Primary Care	% Redirected to an A&E	% Redirected	% Admitted to an A&E Department	% Admitted to another Service Ex YYF	Total
Nov-11	1297	169	157	326	25	14	13%	12%	25%	2%	1%	28%
Dec-11	2285	399	264	663	25	14	17%	12%	29%	1%	1%	31%
Jan-12	2497	372	285	657	39	18	15%	11%	26%	2%	1%	29%
Feb-12	2191	320	252	572	22	18	15%	12%	26%	1%	1%	28%
Mar-12	2817	371	268	639	45	33	13%	10%	23%	2%	1%	25%
Apr-12	2343	362	214	576	55	12	15%	9%	25%	2%	1%	27%
May-12	2563	358	212	570	56	27	14%	8%	22%	2%	1%	25%
Jun-12	2410	377	171	548	47	21	16%	7%	23%	2%	1%	26%
Jul-12	2520	347	192	539	58	33	14%	8%	21%	2%	1%	25%
Aug-12	2399	352	162	514	69	19	15%	7%	21%	3%	1%	25%
Sep-12	2569	327	188	515	96	31	13%	7%	20%	4%	1%	25%
Oct-12	2427	347	152	499	67	16	14%	6%	21%	3%	1%	24%
Nov-12	2152	354	150	504	64	17	16%	7%	23%	3%	1%	27%
Dec-12	2094	406	158	564	52	23	19%	8%	27%	2%	1%	31%
Jan-13	1927	293	144	437	68	12	15%	7%	23%	4%	1%	27%
Feb-13	1995	289	135	424	62	21	14%	7%	21%	3%	1%	25%

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