



Short Case Study

Preassessment (Triage) in Minor Injuries Units

Hereford and Worcestershire Health and Care NHS Trust

Driven by the need to minimise contact and maintain Covid-safety during the pandemic, while ensuring people were able to access appropriate treatment smoothly, Herefordshire and Worcestershire Health and Care NHS Trust introduced the Minor Injury Unit Preassessment (or triage) service at its four Minor Injuries Units (MIUs).

The CCG (Clinical Commissioning Group) and Trust worked together to design a system for maximising the percentage of patients reaching MIUs through booked appointments rather than turning up. This was driven by Covid-safety needs, and the 111 initiative being tested nationally.

The process involved a non-clinician on the 111 phone line taking the call from the patient, and directly booking a phone appointment with the MIU. The MIU clinician contacted the patient to obtain the clinical details via video link or a phone call.

This preassessment checked that the patient's needs could be best met at the MIU and gave the patient information about attending an appointment such as the correct PPE, to come alone unless a carer was essential, and the correct entrance to use.

Patients valued the MIU service at a time when they were struggling to access other health services. It has enabled smoother patient journeys – most people

now come through a booked appointment and get priority treatment.

The preassessment process avoided unnecessary or inappropriate attendance. About 10% of patients were advised and treated remotely, and 5% needed referral to other providers, so avoided shuttling between MIU and the correct setting.

Benefits for patients

- Timely treatment at a clinically suitable setting

Benefits for staff

- Preassessment helped manage workloads and use resources effectively
- MIU clinical meetings more efficient and better attended virtually

Benefits for the Trust

- Staff have increased technology skills.
- Preassessment supported good infection prevention and control practices

Next steps

- Emergency Care/Nurse Practitioners in each MIU will continue to meet up remotely

What we have learnt

- This initiative ensured a smoother path to the most appropriate treatment with fewer unnecessary journeys and less exposure to infection

Contact



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