

# **Bitterne Walk-in Service (BWIS) closure impact monitoring**

## **Data available at June 2016**

**(April 2016 data, 6 months post closure)**

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June update report for monitoring of SCCC and East GP registered patients' activity within the urgent care system (data mainly from April 2016 – 6 months post closure)

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# BWIS closure impact monitoring – summary at 10/06/2016

Service/activity	Measure (East locality)	Anticipated impact	Post BWIS closure												Comments on East locality activity post BWIS closure
			Against baseline - East locality						Month on month trend - East locality						
			Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	
Pharmacy First	Number of patients using service	Increase	▼	▲	▲	▲	▲	▲	▼	▲	▲	▼	▲	▼	Positive uptake, particularly in March
SPCL hub utilisation	Number of referrals	Increase	▲	▲	▲	▲	▲	Data n/a	▲	▲	▼	▲	▼	Data n/a	Positive uptake, reporting ceased in March
111 calls	% proportion of calls	Slight increase	▲	▲	▲	▲	▶	▼	▲	▶	▲	▼	▼	▼	No significant impact to service; 1% increase in % proportion of calls out of all Southampton calls
OOH calls	% proportion of calls	Slight increase	▶	▲	▲	▲	▶	▲	▶	▲	▲	▼	▼	▲	No significant impact to service; 1% increase in % proportion of calls out of all Southampton calls
COAST utilisation	Number of referrals	Slight increase	▲	▲	▼	▶	▼	▼	▲	▼	▼	▲	▼	▲	No significant change in referral numbers, no significant impact on ED or short stay admissions
MIU attendances	% proportion of attendances	Increase	▲	▲	▲	▲	▲	▲	▲	▲	▲	▼	▲	▲	6% increase in % proportion of all Southampton attendances, expected and managed
ED attendances	% proportion of attendances	No change	▶	▶	▲	▲	▶	▶	▶	▶	▲	▲	▼	▶	No significant impact to service; 1% increase in % proportion of all Southampton attendances
Community nursing capacity	Number of reported level blacks	Reduction	▼	▼	▼	▼	▼	▼	▼	▶	▼	▲	▶	▶	Reduction in level black status, staffing WTE sustained, increase in contacts

June report mainly April 16 data – sixth month post closure, with some data available for May

No significant negative impact to other urgent care services to highlight

- MIU has seen the biggest increase in activity from East locality patients – expected, planned for and managed
- No significant variance/demonstrable change in behaviour for East locality patients where not anticipated
- Note that Pharmacies, 111 and MIU have been and still are actively promoted as alternative services to BWIS
- Note that data is not weighted and that East GP registered population is greater than other localities (35% , vs 33% Central and 32% West)

# Impact monitoring and reporting timeline



Month	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sept 16	Oct 16
Report	Baseline	1	2	3	4	5	6	7	8	9	10	11	12
CPT	28 <sup>th</sup>	11 <sup>th</sup>	2 <sup>nd</sup>	6 <sup>th</sup>	3 <sup>rd</sup> closed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SMT BTM	29 <sup>th</sup>	12 <sup>th</sup>	3 <sup>rd</sup>	7 <sup>th</sup>	4 <sup>th</sup> 29 <sup>th</sup>	31 <sup>st</sup>	28 <sup>th</sup>	26 <sup>th</sup>	23 <sup>rd</sup>	28 <sup>th</sup>	25 <sup>th</sup>	22 <sup>nd</sup>	27 <sup>th</sup>
CEG		18 <sup>th</sup>	9 <sup>th</sup>	13 <sup>th</sup>	10 <sup>th</sup>	16 <sup>th</sup>	13 <sup>th</sup>	11 <sup>th</sup>	15 <sup>th</sup>	20 <sup>th</sup>	17 <sup>th</sup>	21 <sup>st</sup>	12 <sup>th</sup>
GB (*public)		25 <sup>th</sup> *		27 <sup>th</sup> *	24 <sup>th</sup>	23 <sup>rd</sup> *	27 <sup>th</sup>	25 <sup>th</sup> *	29 <sup>th</sup>	27 <sup>th</sup> *	31 <sup>st</sup>	28 <sup>th</sup> *	26 <sup>th</sup>
HOSP		26 <sup>th</sup>		28 <sup>th</sup>		24 <sup>th</sup>	28 <sup>th</sup>		30 <sup>th</sup>		25 <sup>th</sup>		27 <sup>th</sup>
Check points	Baseline					1st impact review (3m data)			2 <sup>nd</sup> / final impact review (6m data to GB)				3 <sup>rd</sup> /final impact review (10m data)
Notes	All baseline data to be received by 30/10	First reports received and reporting format approved	Reports timely and working	Follow up GP survey	Reporting becomes business as usual as part of CCG finance and activity and performance report for 16/17 (as agreed by GB and HOSP)				Confirm if report needs to continue  BI to run deep dive into MIU & ED activity by BWIS users before and after	Follow up GP survey			Confirm if report needs to continue
NB:	Data will be mainly M5 (Aug)	Data will be mainly M6 (Sept)	Data will be mainly M7 (Oct)	Data will be mainly M8 (Nov)	Data will be mainly M9 (Dec)	Data will be mainly 10 (Jan)	Data will be mainly M11 (Feb)	Data will be mainly M12 (Mar)	Data will be mainly M1 (Apr)	Data will be mainly M2 (May)	Data will be mainly M3 (June)	Data will be mainly M4 (July)	Data will be mainly M5 (Aug)

# BWIS closure impact monitoring – data at June 2016 (to May)

## Pharmacy First minor ailments scheme utilisation

GP registered practice	Average weekly activity			% of total utilisation		
	East	West	Central	East	West	Central
Baseline	4	4	7	28%	24%	48%
Nov-15	3	2	12	15%	14%	71%
Dec-15	7	3	7	45%	15%	40%
Jan-16	9	5	15	30%	17%	53%
Feb-16	6	4	13	26%	16%	58%
Mar-16	18	6	14	48%	14%	38%
Apr-16	7	4	14	27%	17%	56%
May-16	8	3	9	38%	14%	47%

Pharmacy accessed	Average weekly activity			% of total utilisation		
	East	West	Central	East	West	Central
Baseline	3	3	9	22%	17%	61%
Nov-15	2	2	12	12%	14%	74%
Dec-15	7	2	8	42%	12%	46%
Jan-16	8	4	17	28%	14%	59%
Feb-16	5	3	15	22%	12%	66%
Mar-16	18	5	15	46%	14%	40%
Apr-16	6	4	15	24%	16%	59%
May-16	6	3	11	31%	14%	55%

Would otherwise have attended	Weekly feedback				
	GP	WIC	ED	Other	
Baseline	85%	4%	0%	11%	
Nov-15	91%	3%	0%	6%	
Dec-15	89%	6%	0%	5%	
Jan-16	97%	0%	1%	2%	
Feb-16	94%	2%	2%	2%	
Mar-16	88%	5%	0%	7%	
Apr-16	90%	4%	0%	6%	
May-16	79%	5%	4%	12%	

- Utilisation of the scheme has been gradually increasing over time, peaking in March
- The scheme is aimed at patients who are eligible for free prescriptions – the majority of patients presenting are <16 years
- There are a range of common minor illness and ailments covered – the majority of patients are presenting with paediatric fever, cough, cold, earache and sore throat
- The majority of East patients using the service are from 3 practices (whose patients were previously high users of the BWIS) – Chessel, Bath Lodge and West End Road
- There are currently 6 pharmacies across the East locality accredited to provide this service, including a 100hr pharmacy and 2 in close proximity to Bitterne Health Centre, which are all being utilised
- We will continue with targeted engagement and take learning from the practices and pharmacies actively promoting this service to further increase usage

# BWIS closure impact monitoring – data at June 2016

## GP access and patient experience

Question	Survey published	SCCCG	National	East practices at or above national average
Overall, how would you describe your experience of your GP surgery?	July 2015	84% good	85% good	6/10
	Jan 2016	84% good	85% good	6/10
Generally, how easy is it to get through to someone at your GP surgery on the phone?	July 2015	68% easy	71% easy	5/10
	Jan 2016	69% easy	70% easy	5/10
How helpful do you find the receptionist at your surgery?	July 2015	87% helpful	87% helpful	7/10
	Jan 2016	88% helpful	87% helpful	7/10
The last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?	July 2015	84% yes	85% yes	4/10
	Jan 2016	84% yes	85% yes	5/10
How convenient was the appointment you were able to get?	July 2015	90% convenient	92% convenient	4/10
	Jan 2016	92% convenient	92% convenient	3/10
Overall, how would you describe your experience of making an appointment?	July 2015	72% good	73% good	4/10
	Jan 2016	73% good	73% good	3/10
How do you feel about how long you normally have to wait to be seen?	July 2015	51% not too long	58% not too long	2/10
	Jan 2016	52% not too long	58% not too long	2/10
Did you have confidence and trust in the GP you saw or spoke to?	July 2015	91% yes	92% yes	5/10
	Jan 2016	91% yes	92% yes	7/10
Did you have confidence and trust in the nurse you saw or spoke to?	July 2015	84% yes	85% yes	8/10
	Jan 2016	83% yes	84% yes	10/10
How satisfied are you with the hours that your GP surgery is open?	July 2015	76% satisfied	75% satisfied	4/10
	Jan 2016	75% satisfied	75% satisfied	4/10
Aware of online booking for appointments (used online booking in last 6 months)	July 2015	28% (6%)	27% (7%)	N/A
	Jan 2016	29% (8%)	29% (7%)	N/A
Aware of online ordering of repeat prescriptions (used online ordering in last 6 months)	July 2015	25% (8%)	28% (13%)	N/A
	Jan 2016	27% (10%)	30% (10%)	N/A

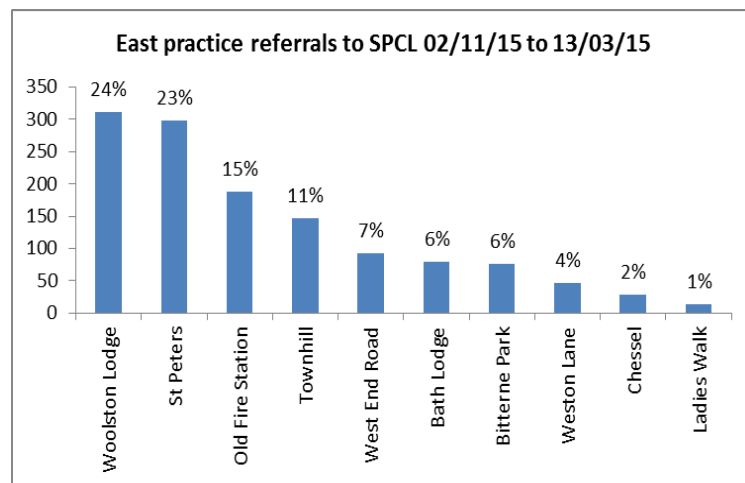
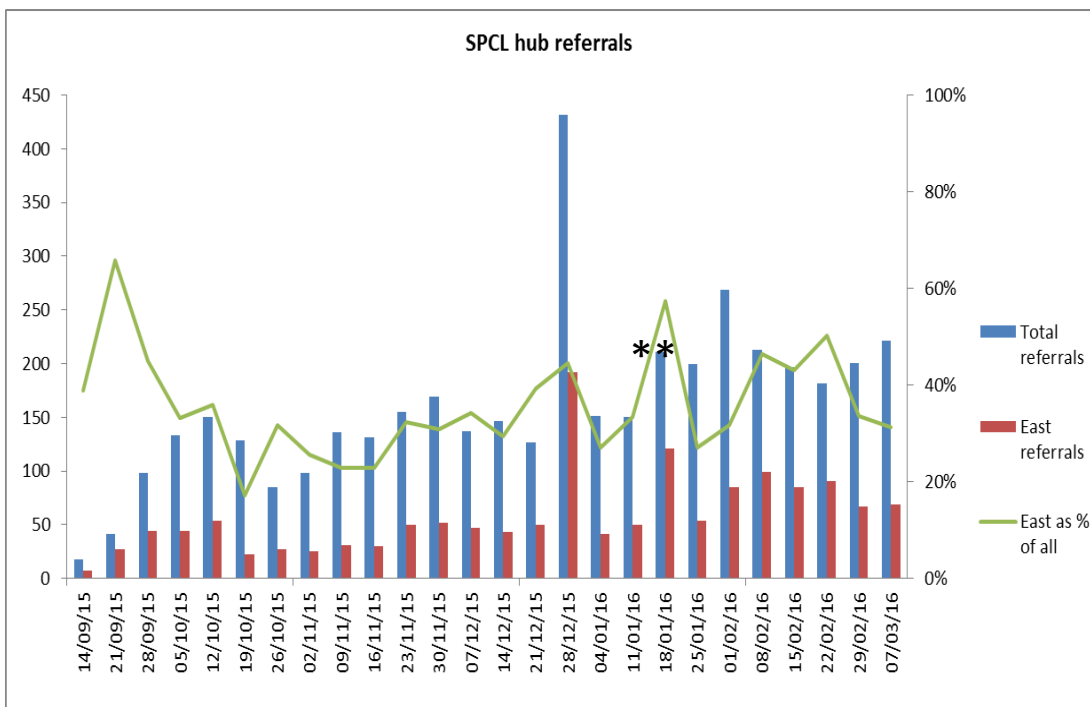
Data source: NHSE GP patient survey - SCCCg slide packs

- Baseline July 2015 survey results (for period July – September 2014 and January – March 2015)
- January 2016 survey results (for period January – March and July to September 2015)
- Next survey due July 2016

*Note GP feedback and experience is reported in the qualitative impact monitoring*

# BWIS closure impact monitoring – data at June 2016 (to w/c 07/03/16)

## Referrals to Southampton Primary Care Ltd (SPCL) GP hubs



SPCL weekly referrals	Baseline average	Post closure average
All practices	93	185
East practices	32	67
East as % of all	34%	36%

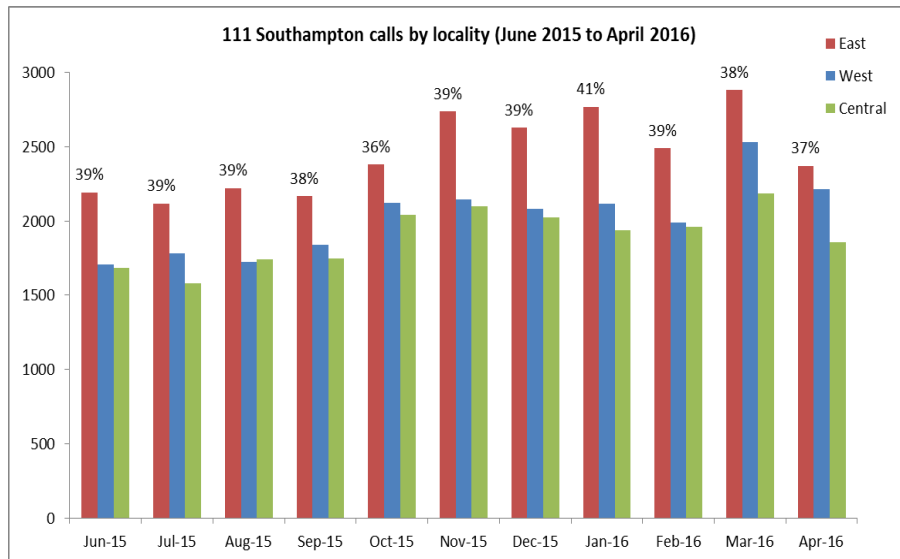
- 3 hubs in city (1 in each locality, East went live first)
- East locality practices averaging 36% of all hub activity since BWIS closure
- \*\* Hubs went live on 111 DoS from 15<sup>th</sup> January 2016 and are accepting patients via 111 to support managing demand on OOH service

# BWIS closure impact monitoring – data at June 2016 (to April)

## Calls to 111

Calls to 111	Baseline average	Post closure average
Southampton as % of all	15%	14%
East as % of Southampton	38%	39%
East as % of all	6%	6%

111 calls	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Total calls answered	37945	38115	40722	38611	43024	46610	50068	49046	44490	52253	42704
Calls answered within 60 seconds (>95%)	98%	96%	97%	95%	93%	92%	89%	77%	70%	57%	90%
Calls abandoned before answered (<5%)	0.2%	0.4%	0.7%	0.5%	0.8%	0.9%	2%	4%	4%	8%	2%
Southampton patient call volume	5582	5480	5687	5753	6539	6981	6727	6824	6436	7595	6445
Southampton as % of all	15%	14%	14%	15%	15%	15%	13%	14%	14%	15%	15%
East	2193	2117	2221	2167	2379	2737	2626	2767	2488	2881	2370
West	1707	1782	1727	1840	2121	2145	2080	2117	1989	2528	2216
Central	1682	1581	1739	1746	2039	2099	2021	1940	1959	2186	1859



Southampton 111 calls by East practice	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bath Lodge (registered population 12351)	208	231	259	238	230	280	298	318	241	285	243
Bath Lodge as % of East calls	9%	11%	12%	11%	10%	10%	11%	11%	10%	10%	10%
Bitterne Park (registered population 8979)	185	148	139	166	157	176	218	205	169	214	152
Bitterne Park as % of East calls	8%	7%	6%	8%	7%	6%	8%	7%	7%	7%	6%
Chessel (registered population 12758)	331	280	343	320	373	342	318	330	320	361	284
Chessel as % of East calls	15%	13%	15%	15%	16%	12%	12%	12%	13%	13%	12%
Ladies Walk (registered population 8223)	133	154	138	136	150	165	158	190	154	176	133
Ladies Walk as % of East calls	6%	7%	6%	6%	6%	6%	6%	7%	6%	6%	6%
Old Fire Station (registered population 8605)	157	138	112	127	150	204	182	220	178	215	150
Old Fire Station as % of East calls	7%	7%	5%	6%	6%	7%	7%	8%	7%	7%	6%
St Peter's (registered population 5223)	103	98	75	82	98	135	111	104	109	96	112
St Peter's as % of East calls	5%	5%	3%	4%	4%	5%	4%	4%	4%	3%	5%
Townhill (registered population 5465)	109	98	108	90	94	127	104	107	109	115	98
Townhill as % of East calls	5%	5%	5%	4%	4%	5%	4%	4%	4%	4%	4%
West End Road (registered population 11627)	244	206	231	213	234	287	306	324	255	291	259
West End Road as % of East calls	11%	10%	10%	10%	10%	10%	12%	12%	10%	10%	11%
Weston Lane (registered population 9369)	193	210	211	213	244	249	250	225	243	286	243
Weston Lane as % of East calls	9%	10%	10%	10%	10%	9%	10%	8%	10%	10%	10%
Woolston Lodge (registered population 13749)	229	248	271	260	270	317	307	340	289	344	283
Woolston Lodge as % of East calls	10%	12%	12%	12%	11%	12%	12%	12%	12%	12%	12%
S018/19 no GP recorded	301	306	334	322	379	455	374	404	421	498	413
S018/19 no GP recorded as % of East calls	14%	14%	15%	15%	16%	17%	14%	15%	17%	17%	17%

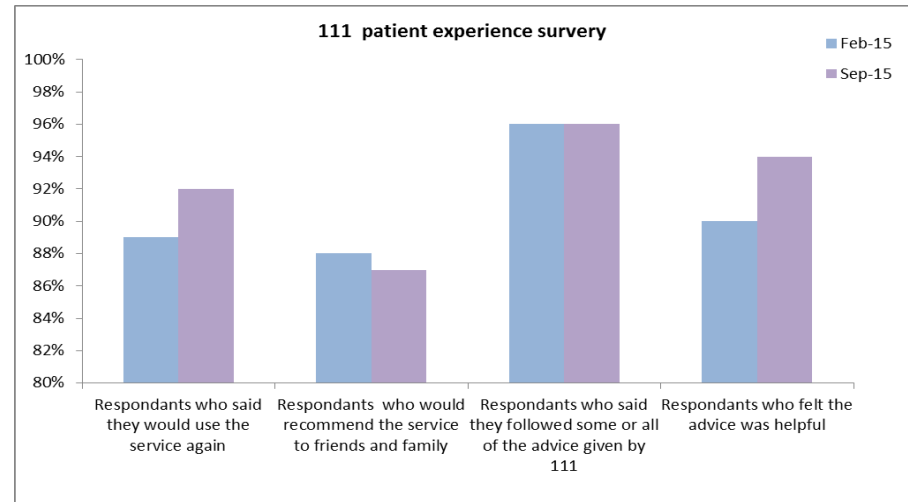
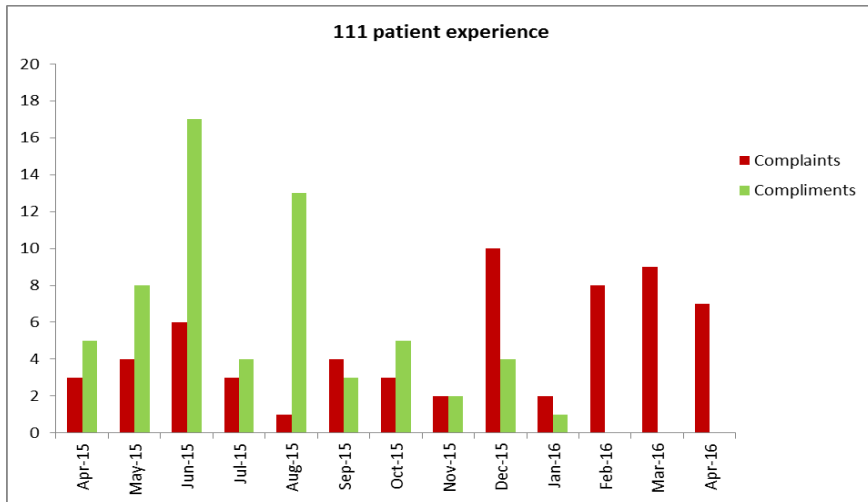
- Calls from Southampton GP registered patients on average represent ~14% of all calls to the local 111 service
- Within the city, East locality patients are consistently the highest user of the service
- Number of calls increased over winter from all areas (expected, seasonal trend)
- The proportion of East patients has remained fairly consistent, averaging 38% of all Southampton call at baseline and 39% since BWIS closure
- % of calls represented by each practice in the East remains fairly consistent

# BWIS closure impact monitoring – data at June 2016 (to April)

## 111 patient experience

111 patient experience (SHIP)	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Complaints	3	4	6	3	1	4	3	2	10	2	8	9	7
Compliments	5	8	17	4	13	3	5	2	4	1	0	0	0

Patient satisfaction survey (SHIP - contract level)	Feb-15	Sep-15
Respondants who said they would use the service again	89%	92%
Respondants who would recommend the service to friends and family	88%	87%
Respondants who said they followed some or all of the advice given by 111	96%	96%
Respondants who felt the advice was helpful	90%	94%



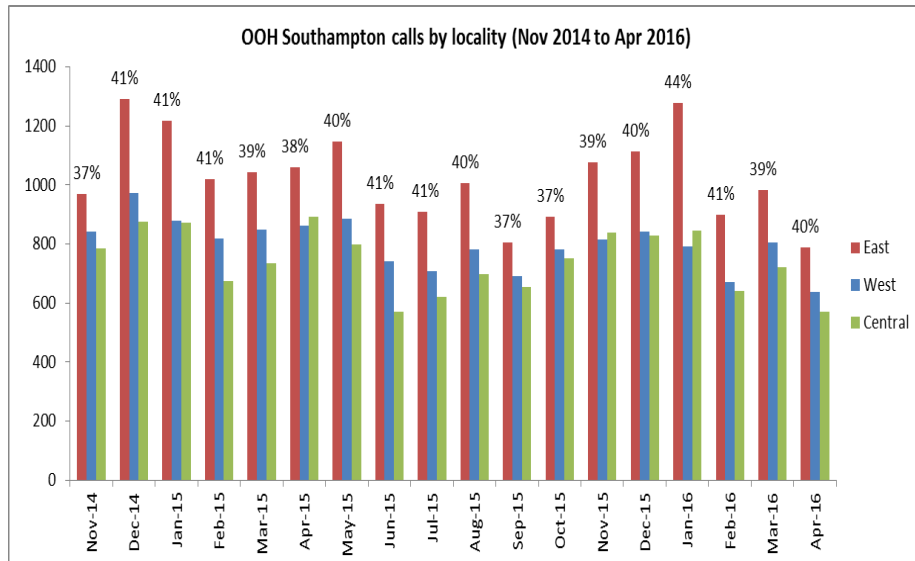
- Patient satisfaction survey shows the majority of patients would recommend the service and use it again, with the majority feeling the advice given was both appropriate and applied – next one expected in Q2 2016/17
- Complaint rate is <0.02%



# BWIS closure impact monitoring – data at June 2016 (to April)

## Calls to GP Out of Hours service (OOH)

Calls to OOH	Baseline average	Post closure average
Southampton as % of all	17%	16%
East as % of Southampton	39%	40%
East as % of all	6%	6%



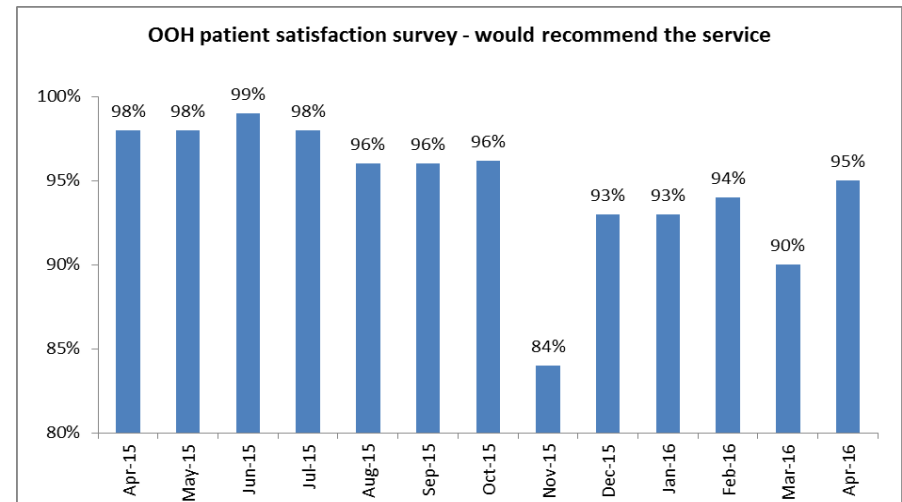
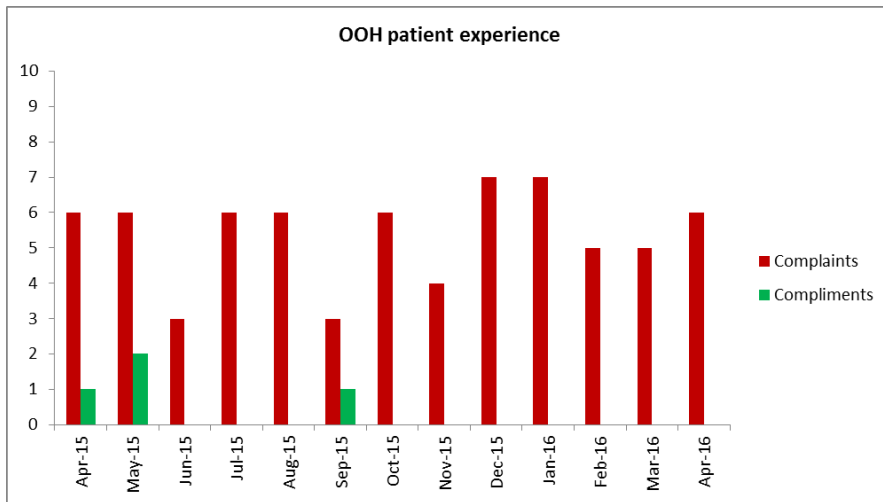
Southampton OOH calls by East practice	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bath Lodge (registered population 12296)	112	140	126	98	143	149	153	100	121	101
<i>Bath Lodge as % of East calls</i>	12%	14%	16%	11%	13%	13%	12%	11%	12%	13%
Bitterne Park (registered population 9021)	55	80	72	65	93	105	136	65	82	46
<i>Bitterne Park as % of East calls</i>	6%	8%	9%	7%	9%	9%	11%	7%	8%	6%
Chessel (registered population 12623)	151	188	124	179	164	157	208	148	159	134
<i>Chessel as % of East calls</i>	17%	19%	15%	20%	15%	14%	16%	16%	16%	17%
Ladies Walk (registered population 8153)	81	81	63	69	77	76	111	76	80	69
<i>Ladies Walk as % of East calls</i>	9%	8%	8%	8%	7%	7%	9%	8%	8%	9%
Old Fire Station (registered population 8641)	66	58	50	65	91	82	101	78	89	54
<i>Old Fire Station as % of East calls</i>	7%	6%	6%	7%	8%	7%	8%	9%	9%	7%
St Peter's (registered population 5257)	54	41	30	46	59	44	53	43	35	45
<i>St Peter's as % of East calls</i>	6%	4%	4%	5%	5%	4%	4%	5%	4%	6%
Townhill (registered population 5483)	32	56	48	44	60	38	54	37	31	33
<i>Townhill as % of East calls</i>	4%	6%	6%	5%	6%	3%	4%	4%	3%	4%
West End Road (registered population 11828)	112	100	89	93	126	163	163	102	124	91
<i>West End Road as % of East calls</i>	12%	10%	11%	10%	12%	15%	13%	11%	13%	12%
Weston Lane (registered population 9433)	109	118	85	108	123	121	110	118	120	96
<i>Weston Lane as % of East calls</i>	12%	12%	11%	12%	11%	11%	9%	13%	12%	12%
Woolston Lodge (registered population 13727)	137	143	117	126	141	177	187	131	140	119
<i>Woolston Lodge as % of East calls</i>	15%	14%	15%	14%	13%	16%	15%	15%	14%	15%

- Calls from Southampton GP registered patients represent ~16% of all calls to the local OOH service
- Within the the city, East locality patients are consistently the highest user of the service
- Numbers increased over winter from all areas (expected, seasonal trend)
- The proportion of East patients has increased slightly, averaging 39% of all Southampton call at baseline and 40% since BWIS closure
- % of calls represented by each practice in the East remains fairly consistent

# BWIS closure impact monitoring – data at June 2016 (to April)

## OOH patient experience

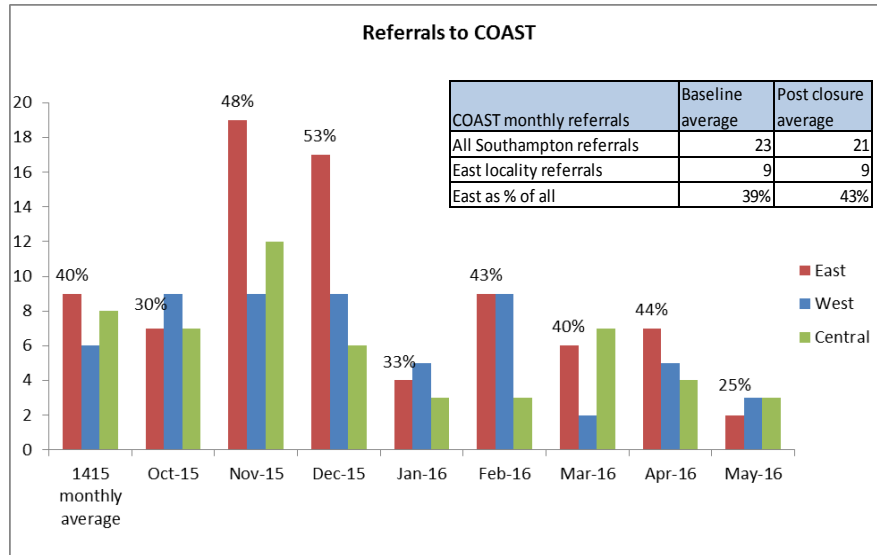
Patient satisfaction with OOH (SHIP)	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Total patient call volume	16791	17960	13078	13329	15351	12812	14654	15760	17850	17821	13677	16832	13239
% respondents who say they would recommend the service	98%	98%	99%	98%	96%	96%	96%	84%	93%	93%	94%	90%	95%
Complaints	6	6	3	6	6	3	6	4	7	7	5	5	6
Compliments	1	2	0	0	0	1	0	0	0	0	0	0	0



- % of respondents saying they would recommend the service to family and friends has declined slightly over the last 12 months, but with the exception of November is  $\geq 90\%$
- Complaint rate is  $< 0.05\%$

# BWIS closure impact monitoring – data at June 2016 (to May)

## Paediatric patients and utilisation of Childrens Outreach Assessment and Support Team (COAST)



### Main ED: Under 18s

Locality	13/14	14/15	15/16
East	1,713	1,414	1,652
Central	1,087	984	1,006
West	2,094	2,105	2,360
All Southampton	4,894	4,503	5,018
East as a % of all	35%	31%	33%

Data from Nov - Mar

### Paed Medicine High Volume Pathway NEL: 0-1 day LOS

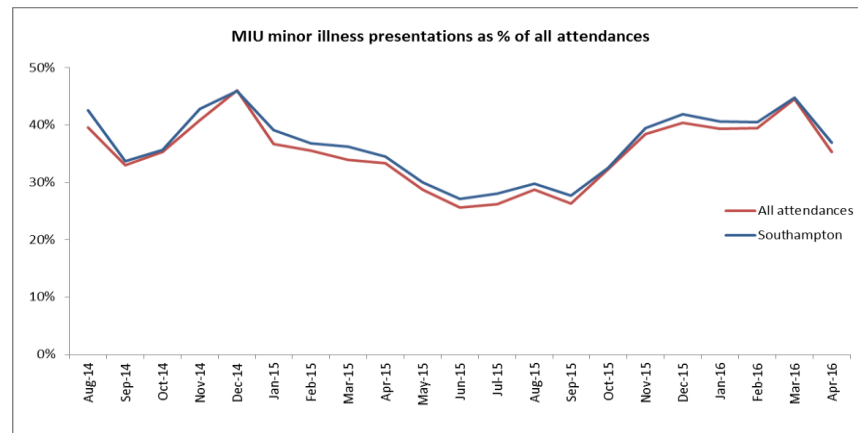
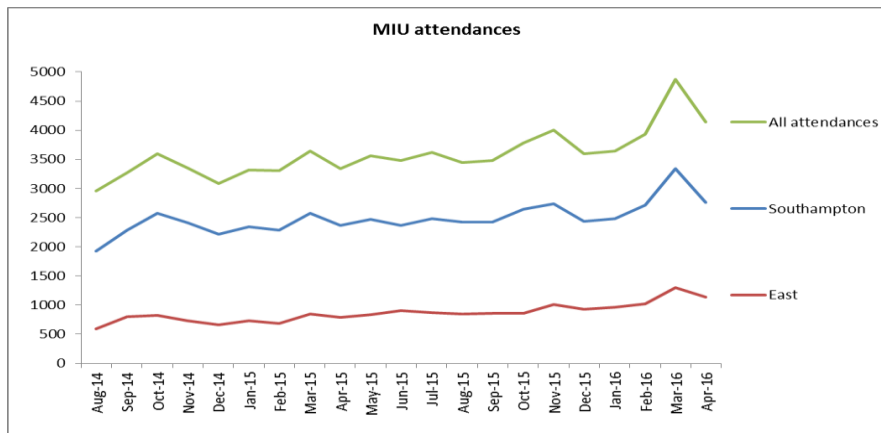
Locality	13/14	14/15	15/16
East	350	375	418
Central	248	255	256
West	339	342	379
All Southampton	937	972	1,053
East as a % of all	37%	39%	40%

Data from Nov - Apr

- BWIS closure has not impacted on utilisation of COAST by East practices – November and December were higher than usual, with the majority of patients from one practice. Only one East practice has high admission by population rate but they utilise COAST
- BWIS closure has not had a significant impact on paediatric high volume admissions with a length of stay 0-1 days – there has been an increase from across the city, but as a % proportion of all, a slight increase of 1% for East patients in 2015/16 compared to 2014/15
- BWIS closure has not had a significant impact of paediatric attendances to the Emergency Department (ED) – there has been an increase from across the city. As a % proportion of all, a slight increase of 2% for East patients (main increase in age 0-2 years) in 2015/16 compared to 2014/15, however the 2015/16 proportion is lower than 2013/14
- Patient level analysis (see slide 15) shows that from April 2014 to October 2015, the cohort of under 18s who attended BWIS made on average 557 attendances to an 'A&E type department' per month. For the six months following the closure, the same cohort of patients made an average of 248 attendances to an 'A&E type department' per month

# BWIS closure impact monitoring – data at June 2016 (to April)

## Minor Injury Unit (MIU) attendances



MIU attendances	Baseline average	Post closure average
Southampton as % of all	70%	68%
East as % of Southampton	33%	39%
East as % of all	23%	26%

MIU minor illness presentations	Baseline average	Post closure average
Minor illness - all	33%	40%
Minor illness - Southampton	35%	41%

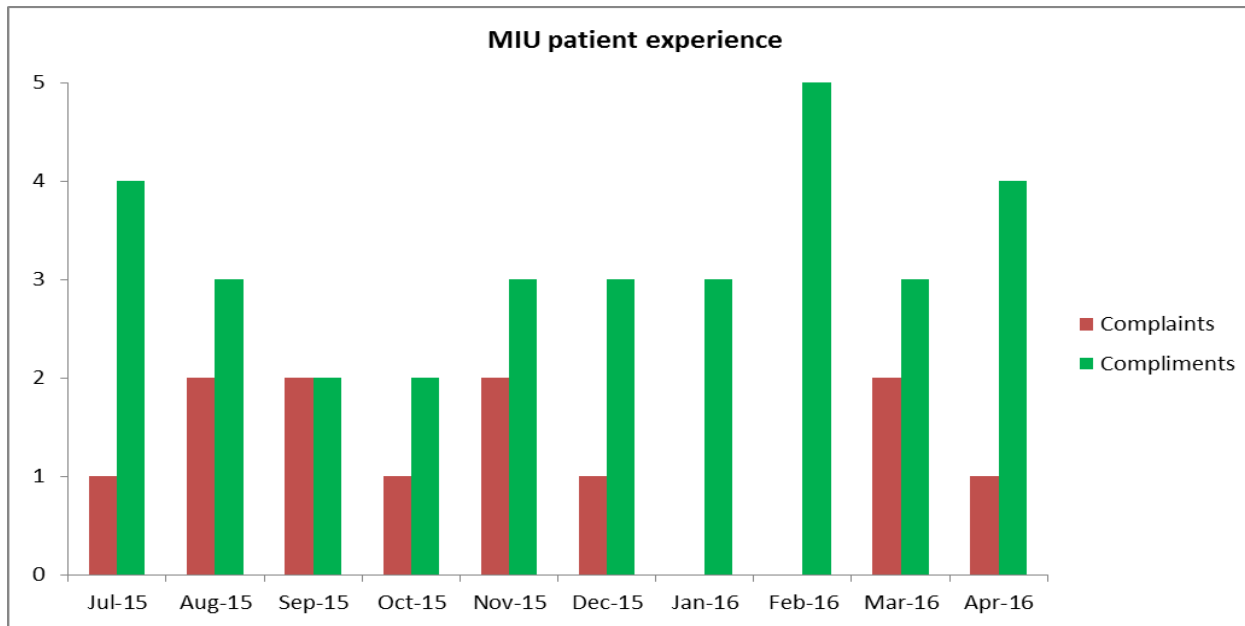
MIU attendances	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
All attendances	2955	3274	3600	3355	3082	3319	3302	3637	3344	3561	3479	3618	3447	3483	3782	3997	3590	3637	3930	4867	4141
Southampton attendances	1923	2280	2578	2415	2221	2347	2285	2575	2366	2467	2367	2485	2419	2420	2644	2734	2434	2484	2710	3336	2761
Southampton as % of all	65%	70%	72%	72%	72%	71%	69%	71%	71%	69%	68%	69%	70%	69%	70%	68%	68%	68%	69%	69%	67%
East locality patients	590	803	823	726	663	730	686	849	788	833	901	866	847	862	856	1012	926	965	1023	1302	1134
East as % of Southampton	31%	35%	32%	30%	30%	31%	30%	33%	33%	34%	38%	35%	35%	36%	32%	37%	38%	39%	38%	39%	41%
East as % of all	20%	25%	23%	22%	22%	22%	21%	23%	24%	23%	26%	24%	25%	25%	23%	25%	26%	27%	26%	27%	27%

- MIU attendances during 15/16 quarter 4, particularly March, were higher than in previous months, and higher compared to same period last year - a trend seen for patients from all areas (although a greater increase for East patients) and reflects trends seen across other urgent care services
- East locality attendances as a % proportion of all Southampton activity post BWIS closure have increased from baseline (expected and manageable)
- East locality patient attendance activity across the day follows the same pattern to rest of the city
- Minor illness presentations are slightly higher for Southampton patients, and the rate increased over winter (seasonal and expected)
- ≥90% of minor illness patients are given 'Choose Well' advice and MIU actively promote Pharmacy First Minor Ailments service

# BWIS closure impact monitoring – data at June 2016 (to April)

## MIU patient experience

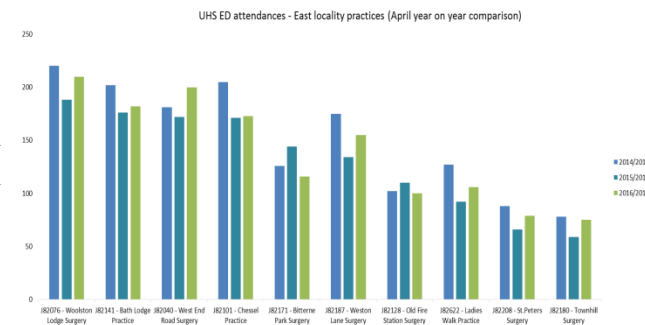
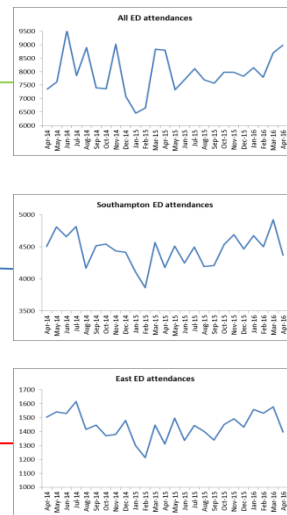
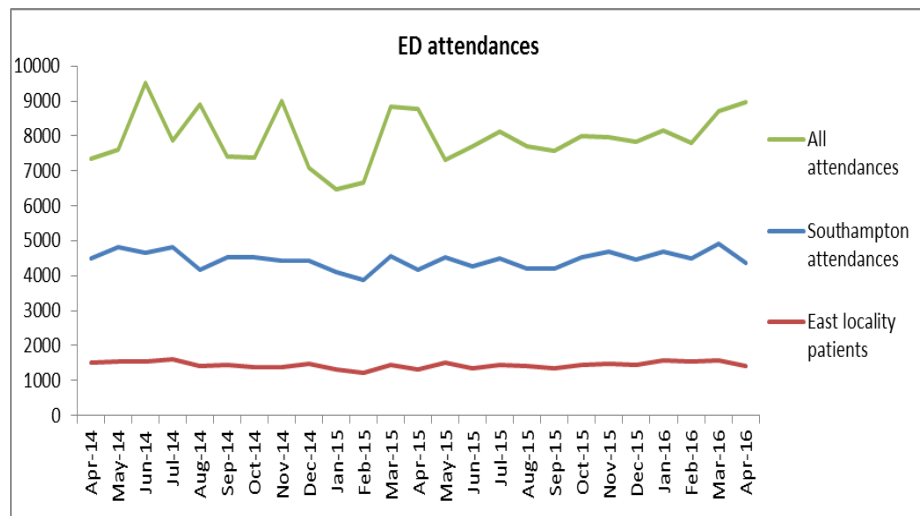
Patient experinece	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Complaints	1	2	2	1	2	1	0	0	2	1
Compliments	4	3	2	2	3	3	3	5	3	4



- Friends and Family Test at April 2016 shows 99.3 % of patients would be extremely/very likely to recommend service
- Generally the service is receiving more compliments than complaints

# BWIS closure impact monitoring – data at June 2016 (to April)

## Emergency Department (ED) attendances



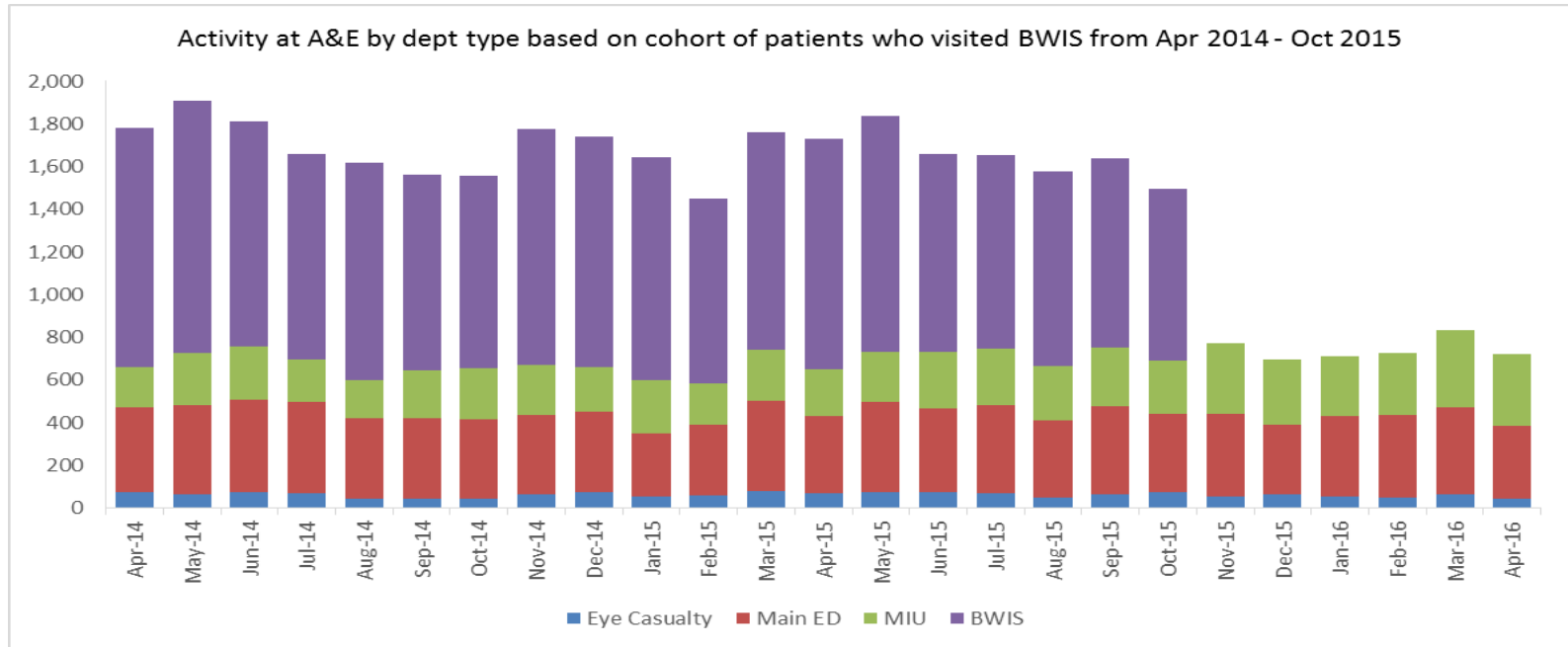
	Main ED attendances	Baseline average	Post closure average
Southampton as % of all		57%	56%
East as % of Southampton		32%	33%
East as % of all		18%	18%

ED attendances	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
All attendances	7349	7621	9527	7851	8894	7405	7370	9011	7081	6458	6656	8830	8790	7326	7710	8115	7696	7577	7980	7974	7833	8150	7795	8697	8981
Southampton attendances	4505	4813	4658	4818	4169	4515	4541	4436	4415	4109	3862	4569	4179	4510	4250	4496	4192	4207	4537	4687	4466	4676	4500	4923	4370
Southampton as % of all	61%	63%	49%	61%	47%	61%	62%	49%	62%	64%	58%	52%	48%	62%	55%	55%	54%	56%	57%	59%	57%	57%	58%	57%	49%
East locality patients	1504	1543	1530	1616	1417	1448	1371	1381	1480	1301	1214	1448	1312	1498	1337	1444	1401	1340	1452	1491	1433	1558	1533	1579	1396
East as % of Southampton	33%	32%	33%	34%	34%	32%	30%	31%	34%	32%	31%	32%	31%	33%	31%	32%	33%	32%	32%	32%	32%	33%	34%	32%	32%
East as % of all	20%	20%	16%	21%	16%	20%	19%	15%	21%	20%	18%	16%	15%	20%	17%	18%	18%	18%	18%	19%	18%	19%	20%	18%	16%

- East locality patient ED attendances during 15/16 quarter 4, particularly March, were higher than in previous months, and higher compared to same period last year – this is a trend seen for patients from all areas and reflects trends seen across other urgent care services
- % of East locality attendances as a proportion of all activity and Southampton activity has remained fairly consistent over time. There has been a marginal increase post BWIS closure (1%)
- Activity change year on year for majority of East practices reflects that of other city practices – either less than previous year or <10% increase
- Attendances by time of day for East locality patients mirrors that of the rest of the city

# BWIS closure impact monitoring – data at June 2016 (to April)

## BWIS patient activity at MIU and ED before and after closure



- Analysis has been carried out observing ‘A&E type activity’ (MIU and ED) of Southampton patients that attended the BWIS in the 19 months pre-closure (April 2014 to October 2015) and this same patient cohort’s activity in the 6 months following the BWIS closure (November 2015 to April 2016)
- During the pre-closure period, 43% of patients attending the BWIS also attended the MIU and/or ED at least once
- The majority (82%) of Southampton BWIS users were from East locality GP practices. Post BWIS closure there has been a corresponding increase in activity at the MIU that these patients have contributed to, over and above the natural increase in MIU activity. There has been no obvious increases in these patients visiting ED
- The average monthly increase in activity over the last six months at the MIU is 85 patients greater than the pre-closure average. The average activity at the BWIS was 994 Southampton patients per month. Therefore over 900 Southampton patients per month who were attending the BWIS (predominantly East locality patients) have not attended a secondary A&E service (MIU and/or ED) post BWIS closure, implying that they are self-managing their conditions, visiting a pharmacy, seeing their GP or calling 111 for advice

# BWIS closure impact monitoring – data at June 2016 (to May)

## Community Nursing

	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Black</b>	15%	70%	63%	70%	68%	20%		0%	5%	5%	5%	5%
<b>Red</b>	34%	6.0%	23%	2%	9%	14%		26%	43%	55%	38%	45%
<b>Amber</b>	26%	2%	2%	2%	4%	8%		42%	43%	20%	57%	4%
<b>Green</b>	9%	0%	0%	1%	3%	5%		5%	9%	15%	0%	10%
<b>Data not available</b>	16%	22%	12%	25%	16%	53%		27%	0%	5%	0%	0%

<b>Black</b>	100% and above	Potential Service Failure
<b>Red</b>	90-99%	Severe Pressure
<b>Amber</b>	80-89%	Moderate Pressure
<b>Green</b>	below 80%	Normal Service

- The above table provides a high level overview of the service capacity status position reported by Solent Community Nursing in Southampton, with no black level reported in January and only one day in February, March, April and May. It should be noted that the reduction in reported level blacks are attributable to a number of factors including a revised escalation framework and change in workforce configuration as well as investment
- The overall Community Nursing funded establishment is currently 101.5 wte and remains unchanged since additional investment in 2014/15 (sustained through redeployed funds from the BWIS closure in 2015/16)
- The investment made into the Community Nursing service has provided a 33.8% increase in visits to patients and carers. Some of these contacts can also be attributed to a change in workforce configuration, but the increased investment has boosted the capacity of the service as it faces increasing demand due to an ageing population with increased complexity of need