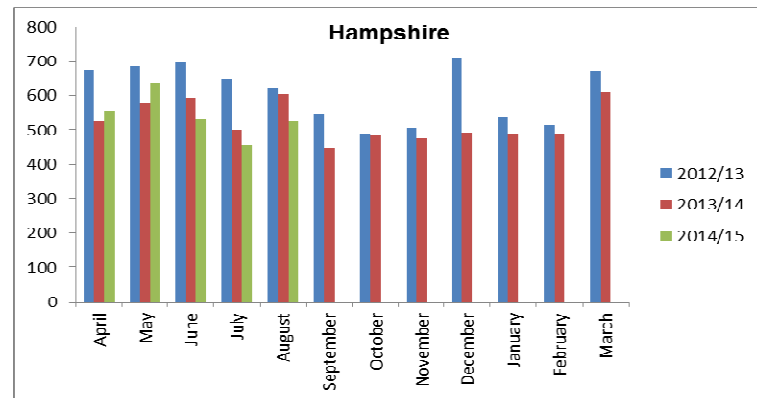
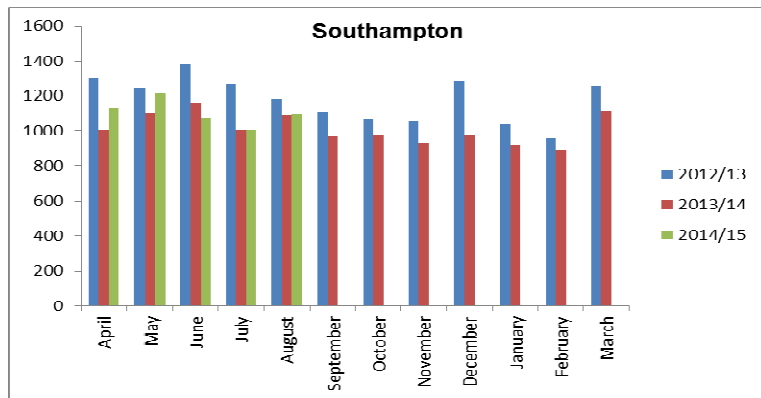
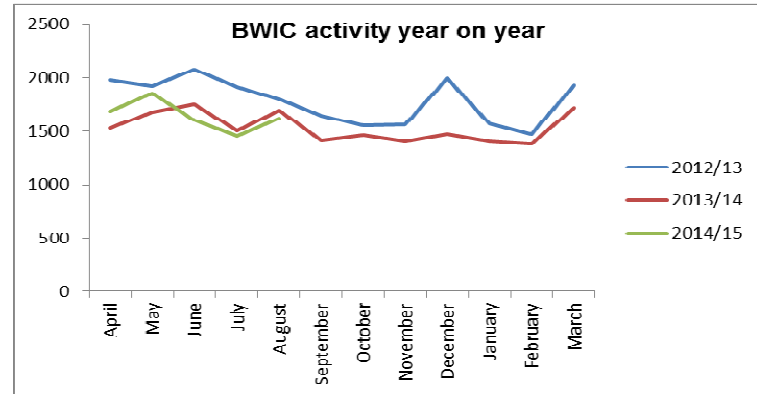
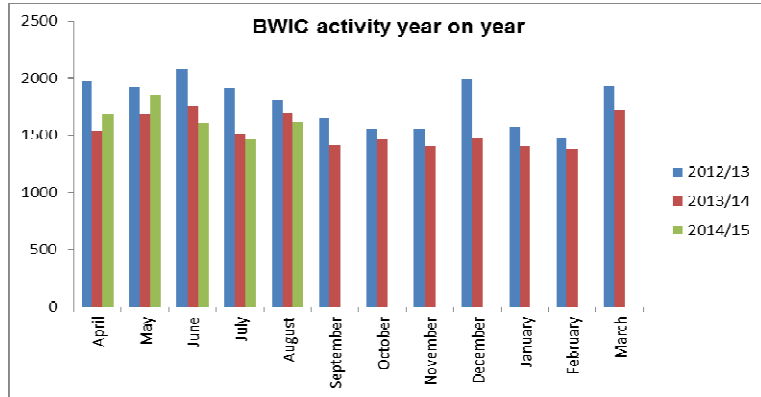


Bitterne Walk In Centre

Service Review Summary

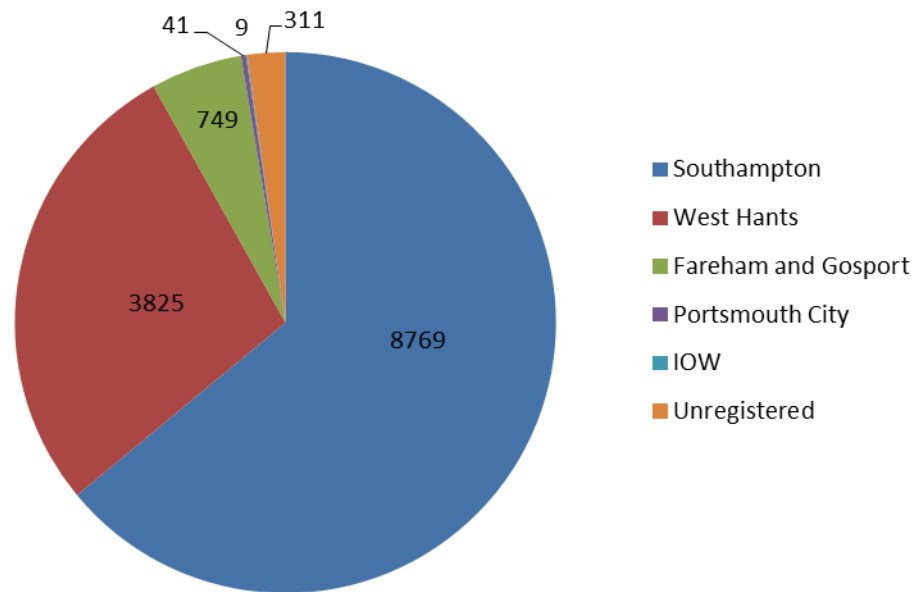
BWIC activity



- Number of attendances is declining for both Southampton and Hampshire patients
- The split between Southampton and Hampshire patients remains constant (2:1)

BWIC activity by CCG registered GP

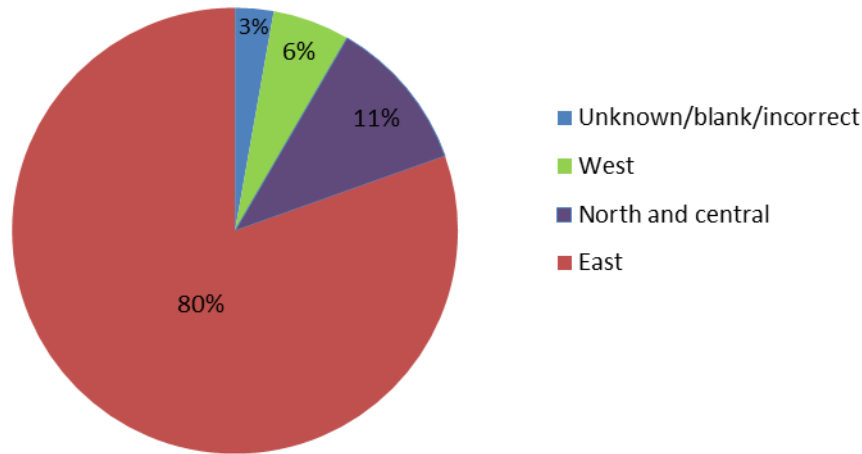
Number of patients by CCG registered GP (2013/14 M1-9)



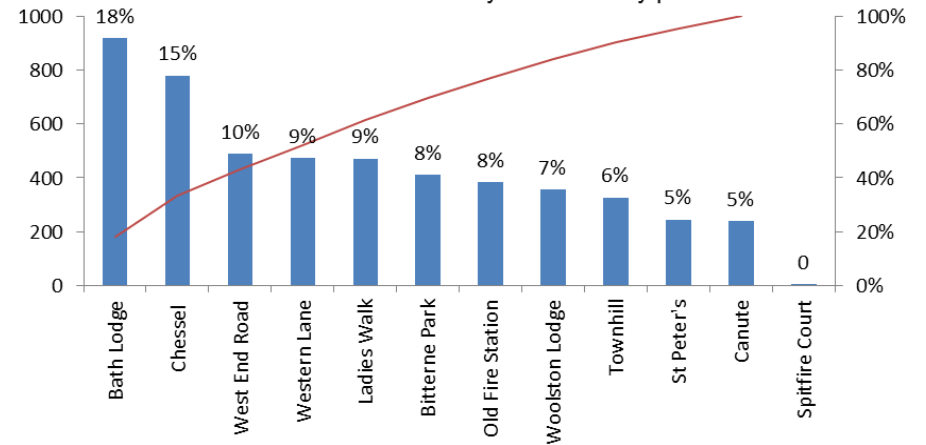
- 2013/14 M1-9 data (number of attendances - typical)
- 64% patients registered with a Southampton GP
- 34% patients registered with a Hampshire GP
 - 28% West Hampshire
 - 5.5% Fareham and Gosport
 - 0.5% patients registered with Portsmouth or IOW
- 2% not registered
- While activity is declining, the split of patients has been consistent over the past 2 years and 14/15 to date

Southampton attendances by locality and practice

Breakdown of Southampton patients by locality

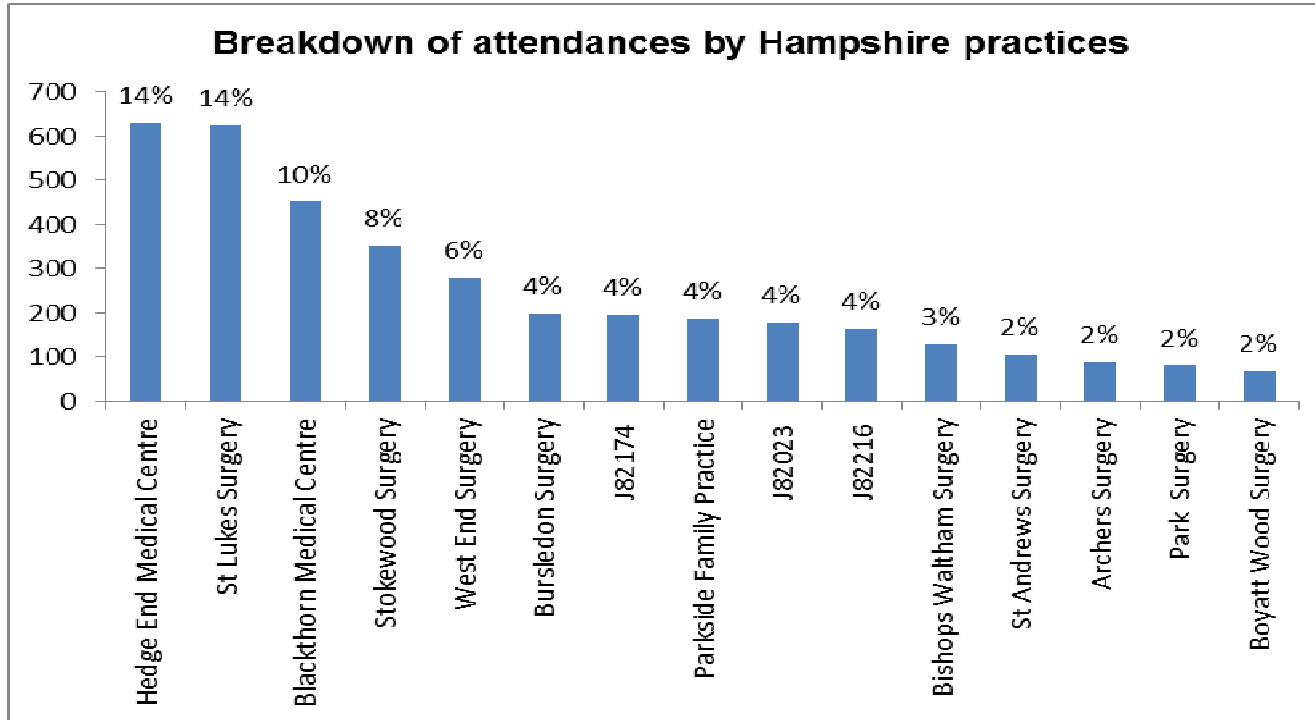


Breakdown of attendances by East locality practices



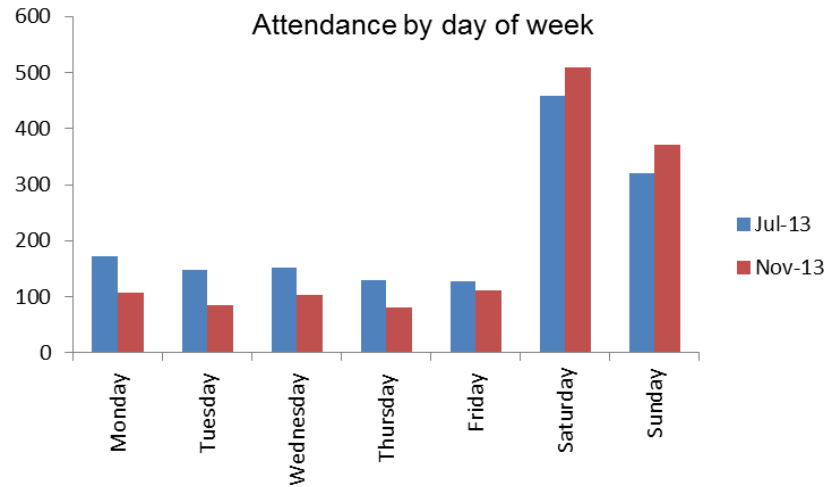
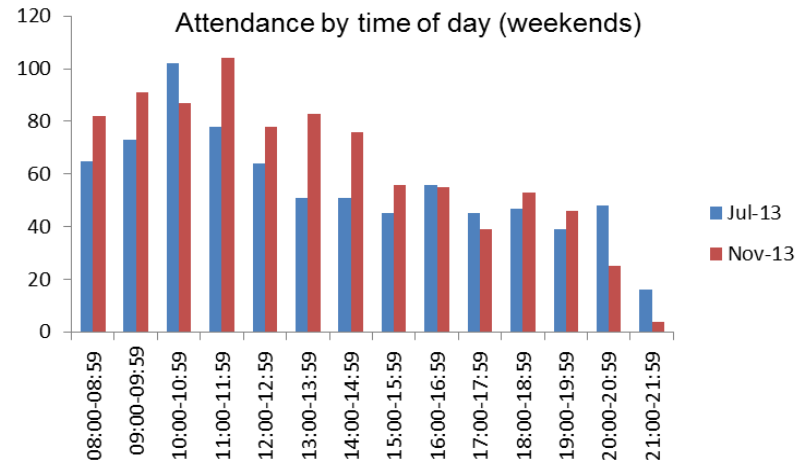
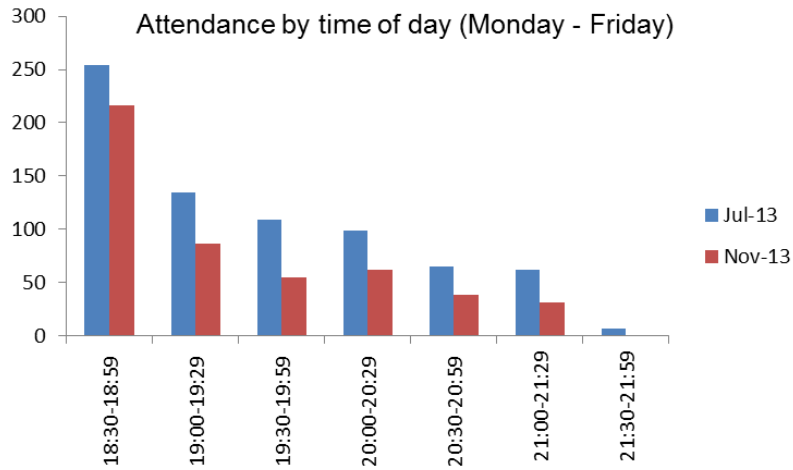
- 80% patients registered with an East locality (Bitterne area) GP practice
- Over half of these attendances are from 4 practices: Bath Lodge, Chessel, West End Road and Weston Lane
- A third of these attendances are from 2 practices: Bath Lodge (surgery in the same building as the WIC) and Chessel (branch surgery in Bitterne, main surgery located in Sholing)

Hampshire attendances by locality and practice



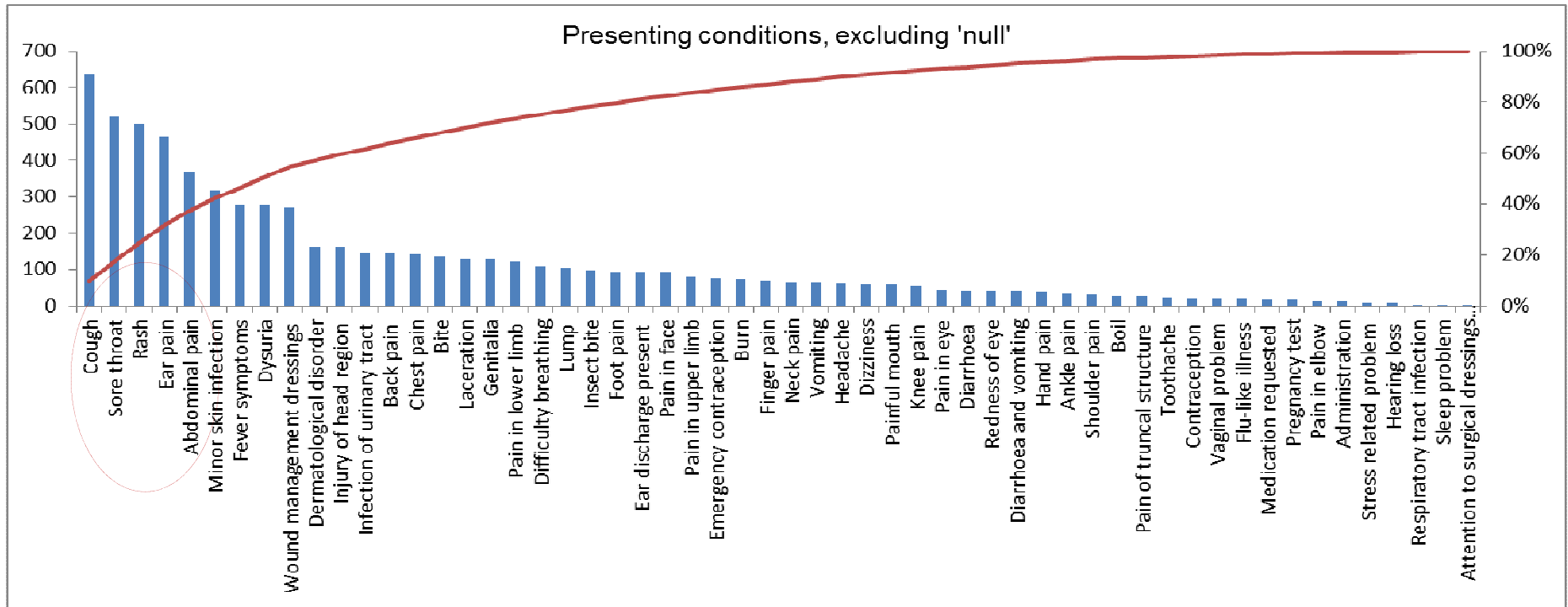
- Over 80% of Hampshire registered patients are from 15 practices, mainly West Hants
- The 'J' code practices are Fareham and Gosport
- Over half of Hampshire attendances are from 5 West Hants practices: Hedge End, St Luke's, Blackthorn, Stokewood and West End

BWIC activity by day and time



- On weekdays, the service is open from 18:30 to 22:00
 - the majority of these attendances are between 18:30 and 20:30, with over a third presenting in the first half an hour
- At weekends, the service is open from 08:30 to 22:00
 - half of the presentations are between 08:30 and 13:00
 - around 60% of weekend attendances are on a Saturday

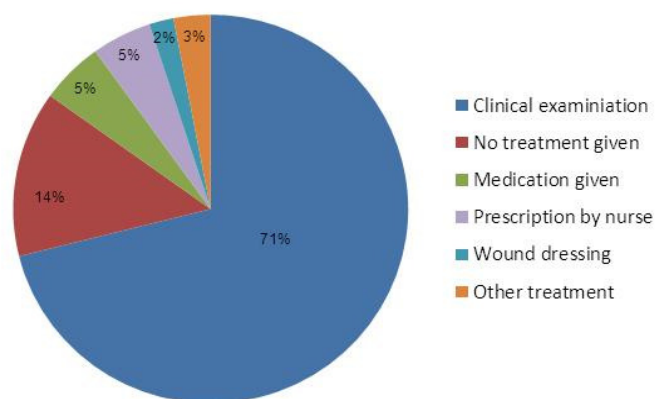
Presenting conditions (Southampton patients)



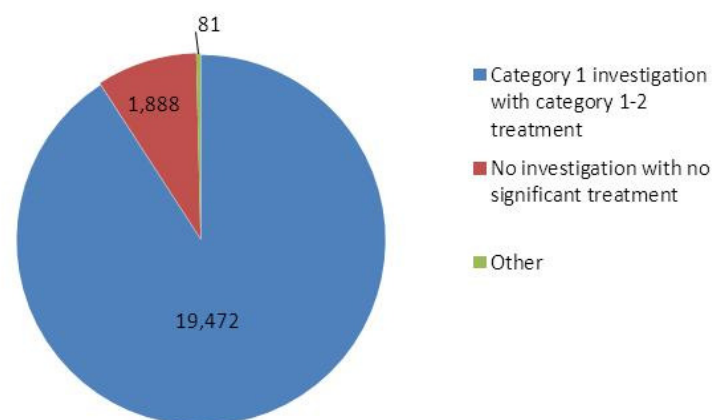
- 8,769 attendances for Southampton patients, April to December 2013
- The above Pareto chart demonstrates the cumulative proportion of presenting conditions for Southampton patients, and is representative of all attendances
- 24% (2,100) of attendances were recorded as 'null' for presenting condition
- Of the remaining 6,669 attendances, the top 5 presenting conditions represent 52% of all attendances: cough, sore throat, rash, ear pain and abdo pain

Breakdown of treatment and cost

Breakdown of main treatment provided (2013 M4 data, typical)

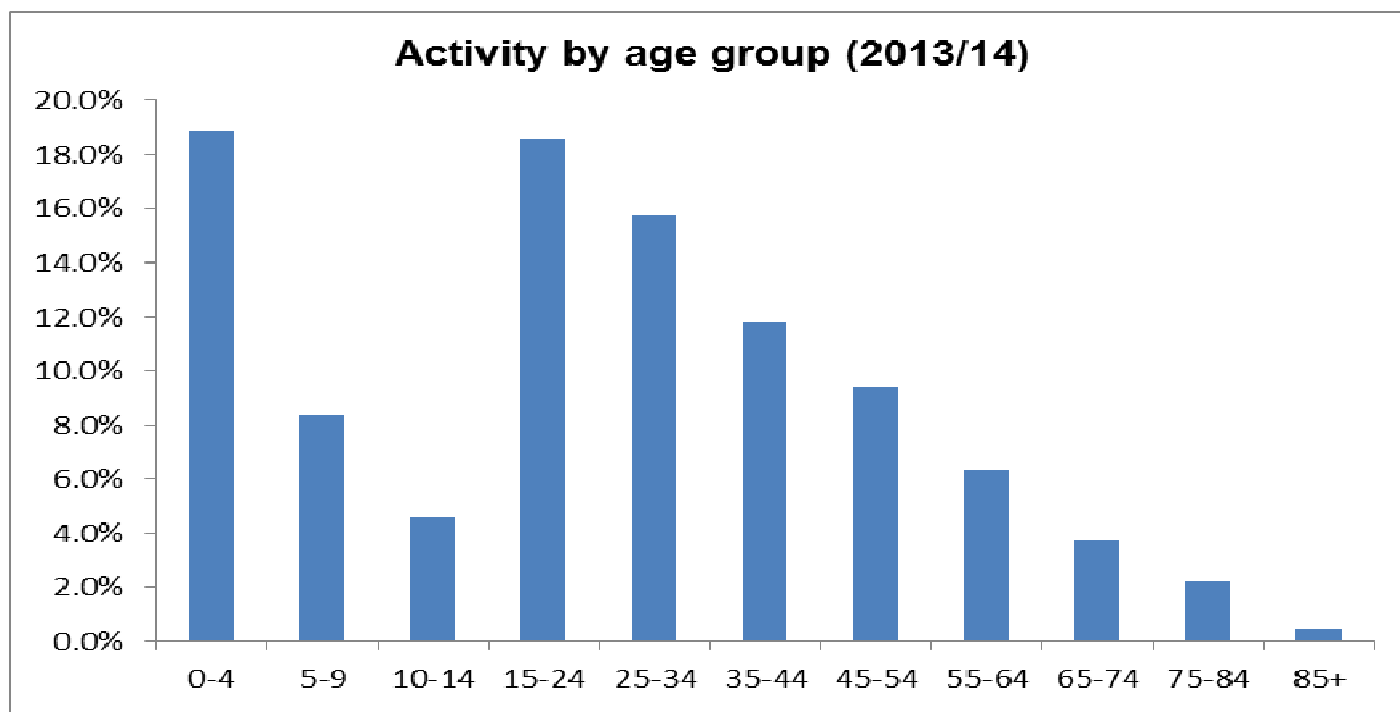


Breakdown of activity by treatment type (2012/13, representative of 2013/14 YTD)



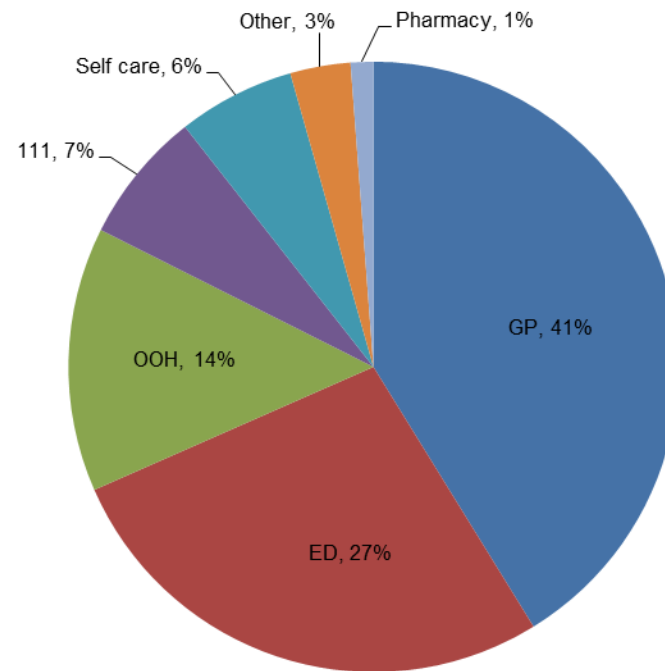
- Recorded treatment information shows that the majority of patients receive a 'clinical examination' as the main treatment given, and a proportion receive no treatment at all.
- The majority of patients are categorised as 'category 1 investigation with category 1-2 treatment' (VB09Z)
- The description that fits this categorisation is an investigation such as a blood test or ECG, and treatment such as wound closure with steristrips or application of plaster of Paris.
- VB09Z cost in 2014/15 for type I ED attendance £77, for MIU attendance £57. Rebasing product puts a charge of £72 per treatment across all the activity levels for BWIC 2014/15

Presenting age groups



- Top presenting age groups
 - 0-4 years (18.9%)
 - 15-24 years (18.6%)
 - 25-34 years (15.7%)
 - 35 to 44 years (11.8%)
 - 6.4% over age 65

Where would patients go if they didn't attend the WIC?



- Patients are asked to complete a form upon arrival at WIC which includes the question 'where would you have gone if you hadn't attended the WIC'
- The above chart shows the responses of 500 Southamptom patients (random sample) attending between 01/04/13 and 31/12/13
- Activity figures suggest that up to 20% of the current BWIC activity (those presenting with minor injuries, including bites) could be appropriately treated by the Minor Injuries Unit at the Royal South Hants Hospital

BWIC summary of cost and activity 2012/13 to 2014/15

2012/13

- Contract value £1.2m pa (block - crude cost £56 per patient based on actual activity)
- 2012/13 total activity 21,441
- 2012/13 Southampton activity 14,148

2013/14

- Contract value £1.2m pa (block - crude cost £65 per patient based on actual activity)
- 2013/14 total activity 18,438
- 2013/14 Southampton activity 12,153

2014/15

- Contract value £1.425m pa (block - £72 per patient based on rebased activity)
- Rebased activity for Southampton 19,881
- Actual activity to M5 (Aug 14) 8,229
 - 5,520 Southampton
 - 2,709 Hants
- Based on data to M5, forecast 2014/15 activity 19750
 - 13,248 Southampton
 - 6,502 Hants
- SCCCG pays for all patients, but actual activity is only 2/3 Southampton patients