

**Unscheduled Care Demand Southampton City**

Note the detail provided here is for patients registered with a Southampton GP practice, unless otherwise stated.

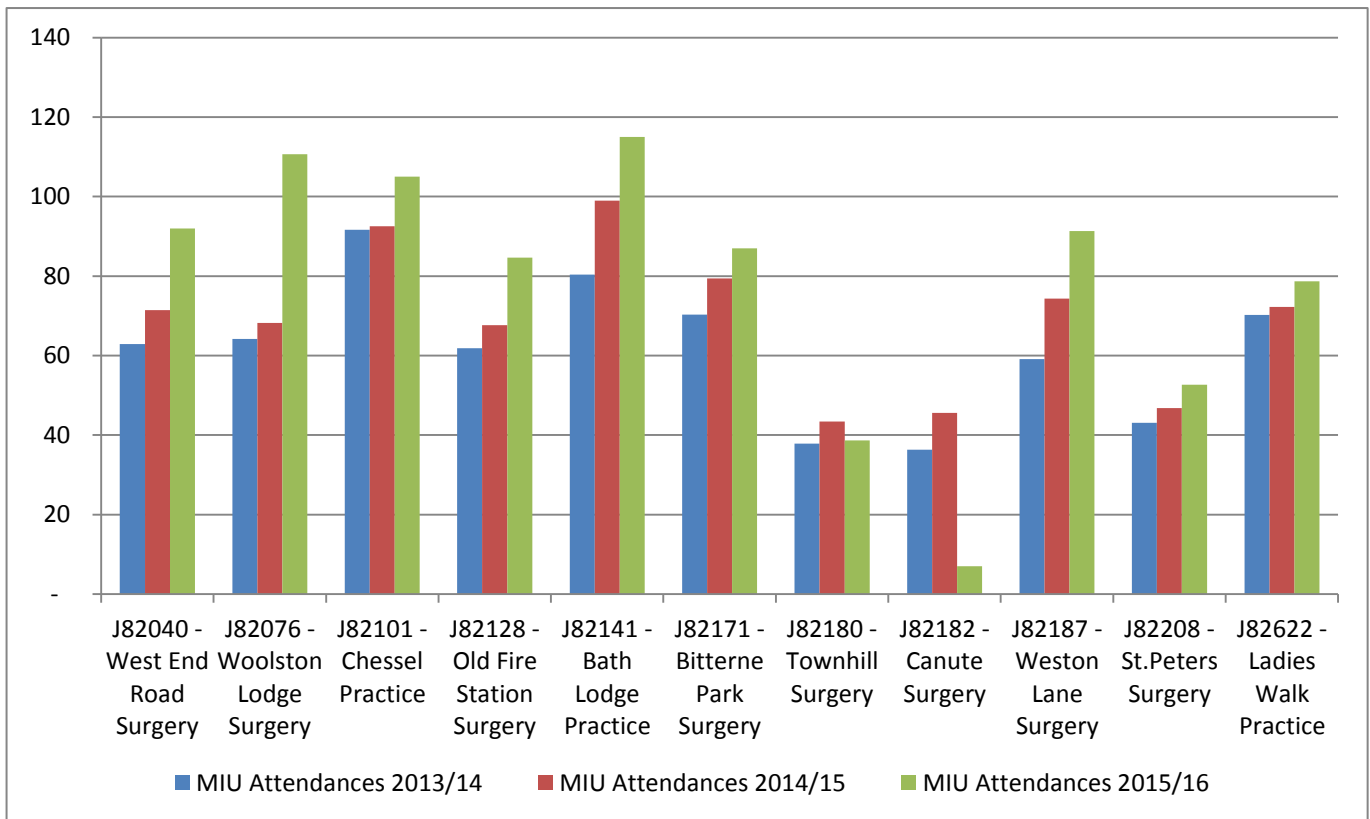
**MIU**

In 2012/13, the MIU at the RSH was run by Solent NHS Trust. In January 2013 as part of a winter pilot it was agreed that the centre would open for longer and extended diagnostics would be available with the service being provided by Southampton University Hospitals NHS Foundation Trust. In August 2014 Care UK were awarded the contract to provide the MIU at the RSH with further enhanced diagnostics.

The service provided by Solent NHS Trust saw 1,994 patients on average a month, the current service is seeing 2,400 patients a month on average, a 20% increase.

Of the 27,916 Southampton city attendances at the MIU in 2014/15, 8,762 patients from the east of the city attended, 32% of the attendances. The east of the City has 35% of the total registered population of the city, 95,795 of the 270,636.

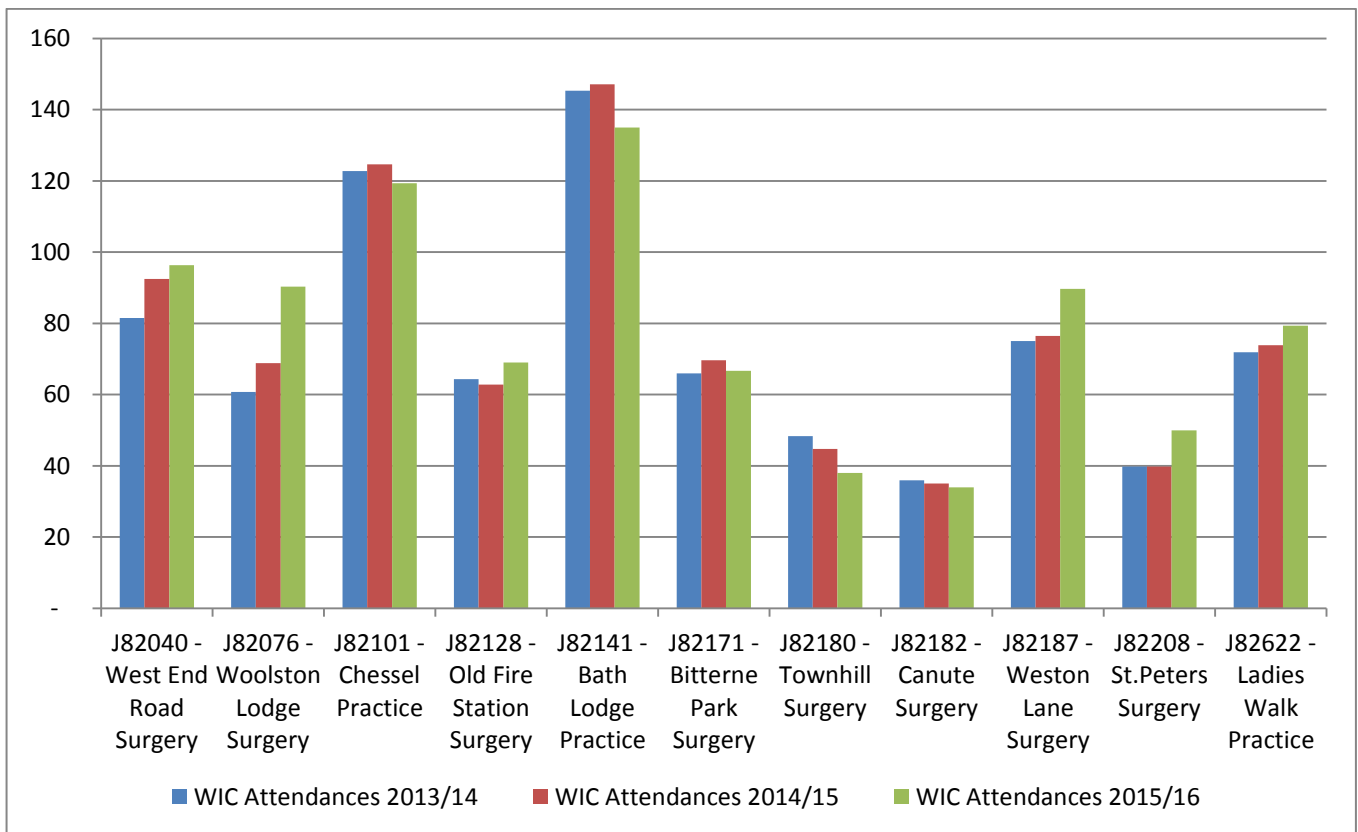
The table below shows the MIU attendances from east practices, in 2013/14 on average 660 east patients a month attend the MIU, in 2015/16 this has risen by 27% to 840 a month in 2015/16.



**BWIS**

In 2012/13 the Walk In Service at Bitterne Health Centre saw on average 1,179 Southampton patient’s a month. In 2013/14 this fell to 1,000. During 2014/15, attendances rose slightly to 1,039. In 2015/16 1,058 on average attended for the first 3 months of the year. Between 2012/13 and 2015/16 the monthly average attendance has fallen by 10%.

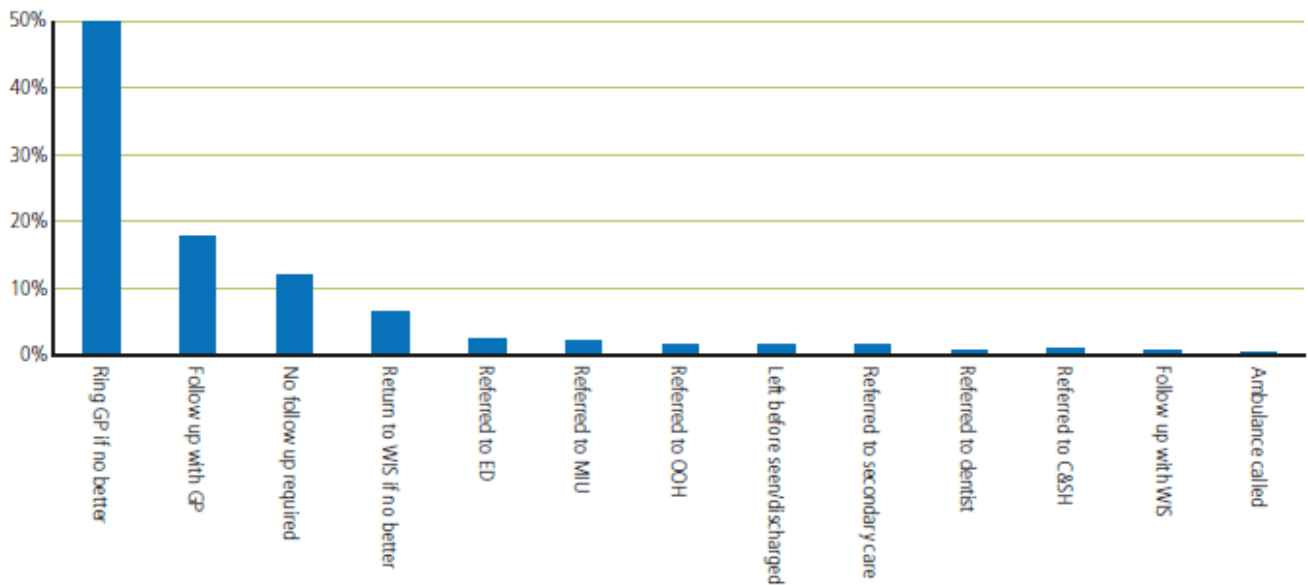
In 2015/16, an average of 843 patients registered on the east side of the city attend each month. The table below showing the split by practice.



Bath Lodge GP practice and Chessel GP Practice account for the most attendances by GP practice. On average 135 Bath Lodge a month will go to the WIS, 1.18% of their total practice list size of 12,452. On average 119 Chessel patients attend the WIS each month, 0.96% of the total registered list size of 12,965.

The table below is taken from the consultation and shows the main outcomes of BWIS attendances.

**Main outcomes of BWIS attendances**



If we use the split of the 135 average attendees at the WIS for Bath Lodge patients it suggests the yellow boxes are those that are likely to need to see a GP, around 78 on average a month. Although for those told to ‘see their GP already if no better’, we estimate 25% of these individuals will have seen their GP, leaving around 61 patients on average a month needing to see a GP at Bath Lodge, this assumes they don’t call 111 or GP Out Of Hours Service (via 111). Across a month, this equates to 15 people per week or 3 per day.

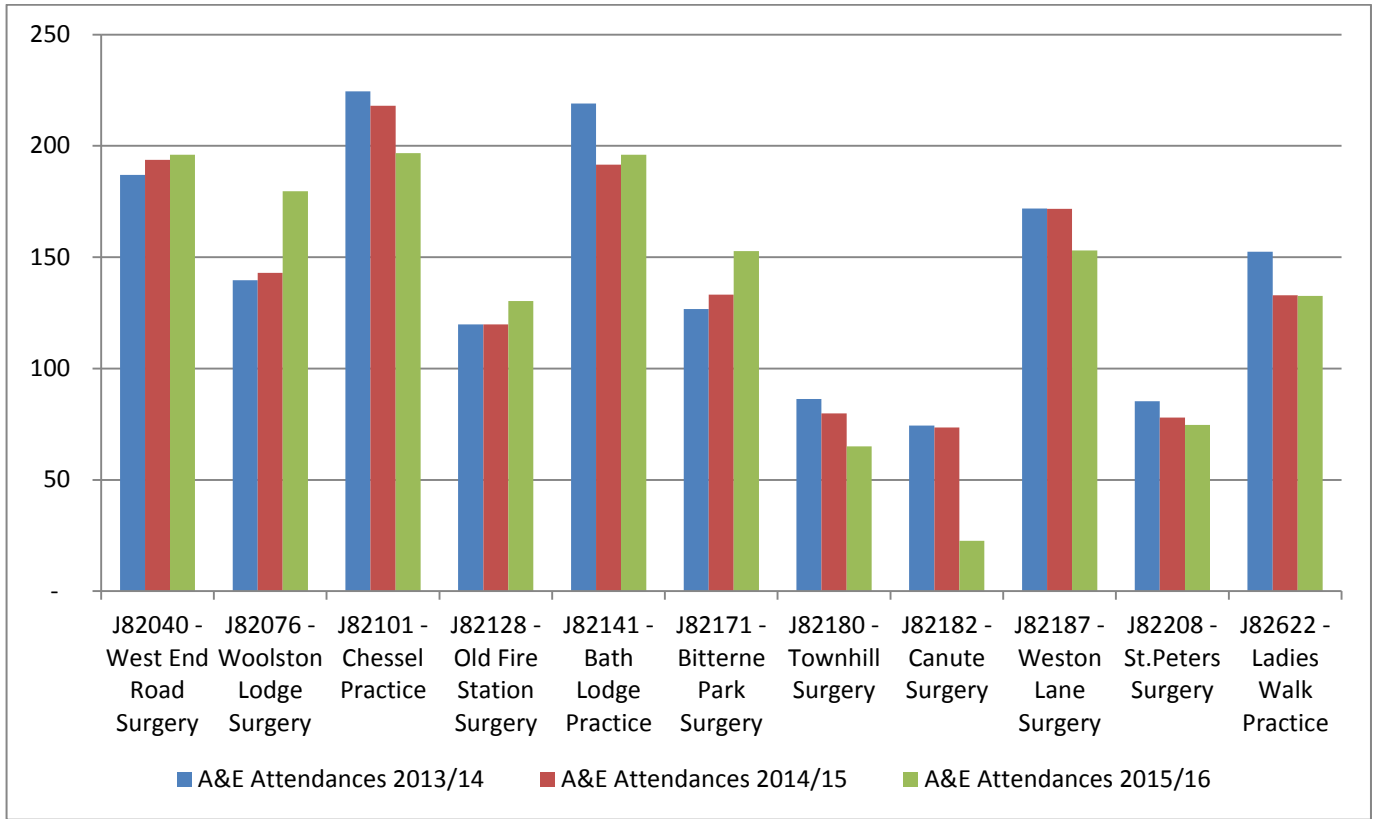
Bath Lodge currently sees 228 patients a day, so 3 extra attendances would be the equivalent of a 1.3% increase in demand. Currently 4 hours (or 24 appointments) a week of GP clinical time is lost with patients not attending for their appointments.

Ring for GP if no better	50.00%	68	<i>A proportion will have gone to their GP</i>
Follow up with GP	19.00%	26	<i>Will be in GP numbers already</i>
No follow up required	11.00%	15	<i>Could use 111 / Pharmacy</i>
return to WIS	7.00%	9	
Referred to ED	3.00%	4	<i>In ED numbers</i>
Referred to MIU	3.00%	4	<i>In MIU numbers</i>
Referred to OOH	2.00%	3	<i>In OOH Numbers</i>
Left before discharged	2.00%	3	<i>N/A</i>
Referred to secondary care	1.00%	1	<i>In secondary care numbers</i>
Referred to dentist	0.50%	1	<i>In dental numbers</i>
Referred to C&SH	0.50%	1	<i>In C&amp;SH numbers</i>
Ambulance called	0.50%	1	<i>In 999 numbers</i>
Follow up with WIS	0.50%	1	
	100.00%	<b>135</b>	

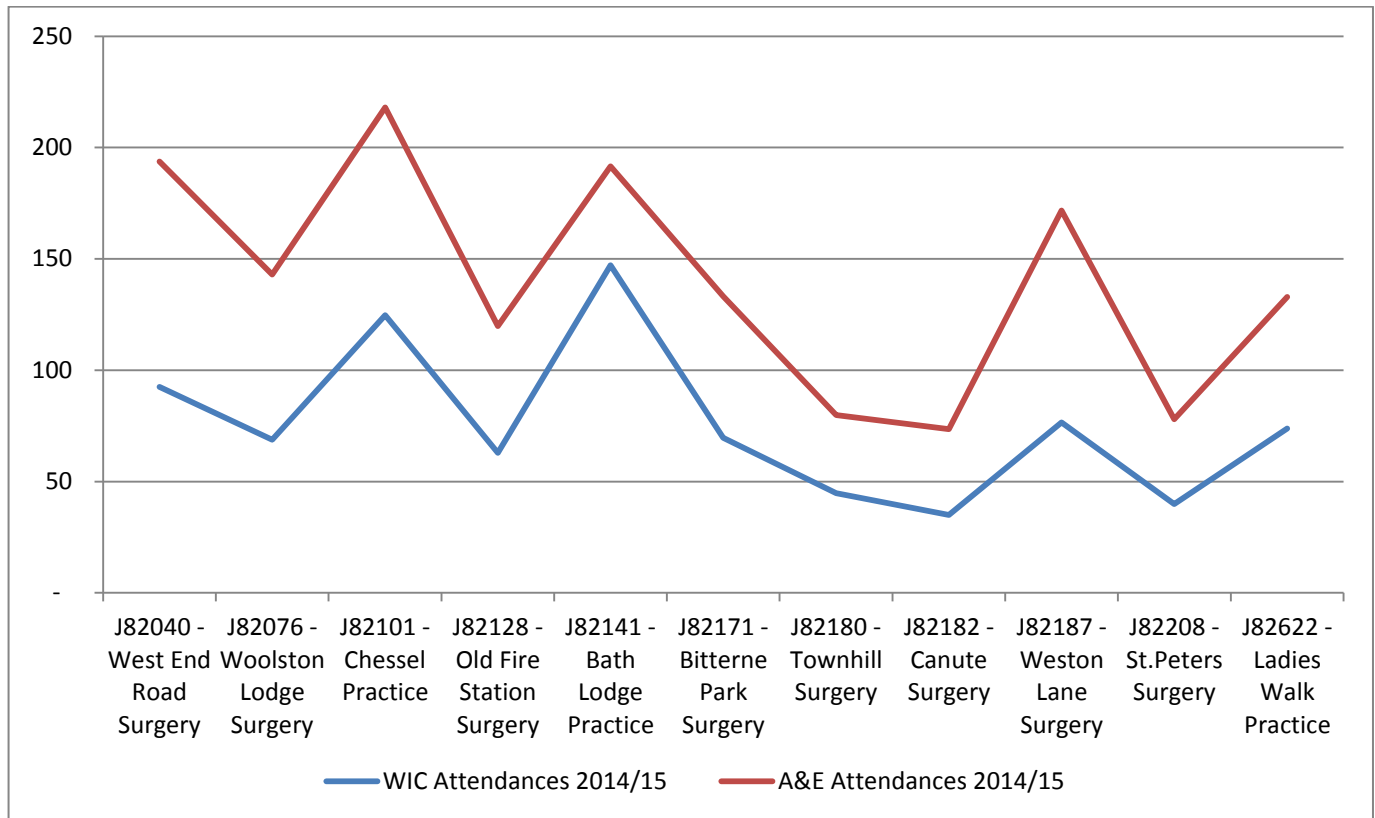
**ED**

In 2013/14, 4,505 patients a month on average attended the ED department, in 2015/16 this has fallen by 4% to 4,323. The national trend being a 5% increase between 2013/14 and 2014/15.

In 2015/16, on average 1,499 patients registered on the east of the city will attend A&E, around 35% of the total attendances, recognising the population of the East of the City account for 35% of the total city. The table below shows the makeup by east GP practice.



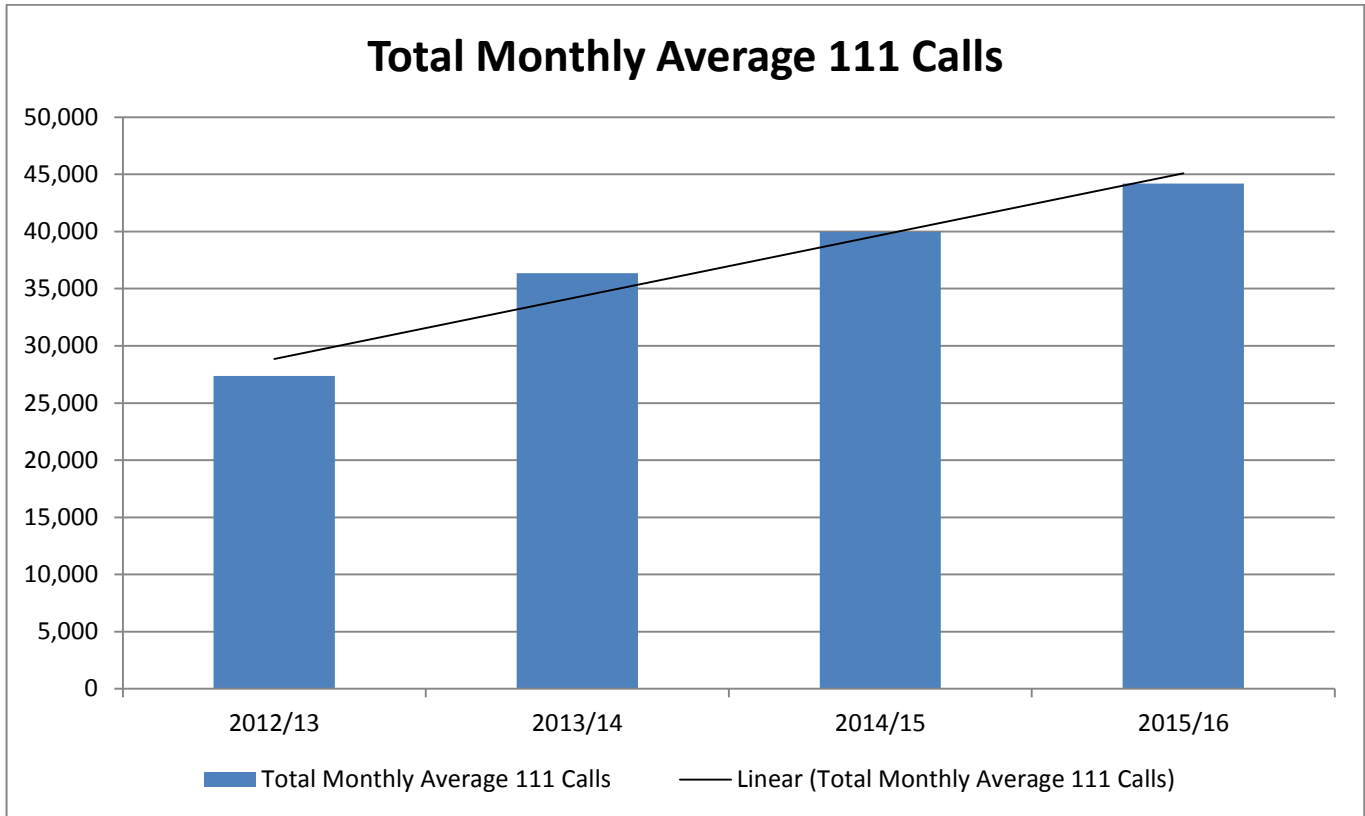
The table below shows for the East Southampton GP Practices those that are higher users of the WIC are also high users of A&E.



**111**

111 will receive 44,202 calls a month on average during 2015/16. When the service started in October 2012 it received 14,346 calls. This is across Southampton, Portsmouth and Hampshire, it is not possible to split this down to Southampton patients only however around 16% of callers are expected to be Southampton residents and this percentage is used within this analysis.

The table below shows the increase in average 111 calls since 2012/13.

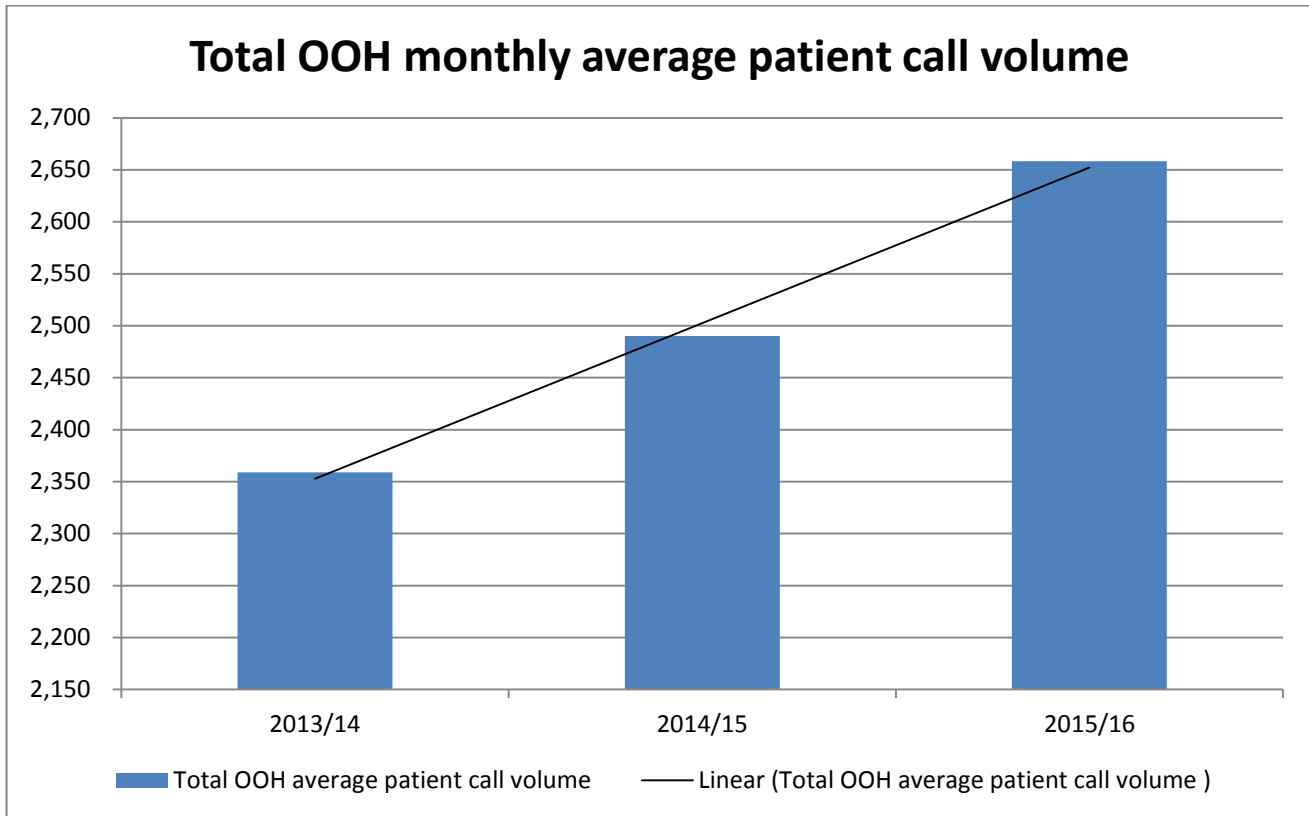


In 2014/15, 111 received 479,569 calls and 58 complaints in total.

## Out Of Hours Service

Across Southampton, Portsmouth and Hampshire the GP Out Of Hours service dealt with 185,990 calls from July 14 to June 15, of this they received 80 complaints. The OOH service is contacted via 111.

For Southampton the chart below shows an increase from 2,359 calls a month on average to 2,658. An increase of 13%.



On average in 2014/15 the GP Out Of Hours service dealt with 2,490 patients a month, of which 15% would receive a home visit, 30% an appointment with an out of hours GP and 51% received telephone advice.

	2014/15	
Total OOH average patient call volume	2,490	
Referred To ED	56	2%
999	31	1%
GP Home Visits	383	15%
GP Out of Hours Appointment	749	30%
Advice Given	1,272	51%

The table below shows the split since April 2013 of the urgent care options across Southampton.

