

Person-centred observations – sense making

Project/activity: Minor Injury Unit (MIU) Improvement project

Date:

Observation theme: Workforce/Staffing

Summary of observations (in this theme)

- MIU nurses manning reception during out of hours periods
- There appears to be limited opportunity for breaks for nurses as they are covering reception and MIU clinic
- Nurses are having to ask people to phone NHS 24 to make an appointment when they have already presented. There was a wide variation of interpersonal skill evident across staff members when handling these conversations.
- No doctor is sited in the unit and so they have to be called in or people have to travel to the nearest out of hours site with a doctor.

What did you learn?

What insights did observation provide?

- People are confused about the protocol for accessing the service and this has put pressure on staff to handle 'inappropriate' attendance at the MIU clinic. Some staff have found communicating this in a person-centred way challenging.
- Inadequate staffing has put pressure on some and limited their ability to take breaks.
- The absence of an onsite doctor has led to some delays for people who require urgent medical care.

Who is affected?

- Nursing staff
- People requiring urgent non-life threatening medical attention out of hours

What questions do these observations raise?

- Why is there no reception cover for a clinic held out of hours?
- Is the protocol of contacting NHS 24 for an appointment visible or clear enough to inform the public?
- What risks are there in not having an onsite doctor available at the MIU clinic?
- What experience are people having of this?

What can you do to answer your questions?

- Review the current protocol for accessing the service
- Review data on how many people present 'inappropriately' and those that have had to transfer to another site to see a doctor.
- Carry out interviews to explore the experiences of people using the service.