

Minor Injuries Unit - Integrated care centre

Clinical Output Specification

Draft No. Final draft

Date: 5.1.04

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The Service

Scope Of Service

The emergency centre within the integrated care centre will receive patients requiring emergency assessment and treatment for minor injuries.

Activity Indicators

Current activity

Area	Attendances / Admissions 2001/ 02
Minor injuries	32,000
Walk in centre minor injuries	10,000

Predicted “New ways of working”

Area	Attendances / Admissions 2010/ 11
Minor Injuries Unit	18,000
Out of hours service	xxx

Service Trend

The out of hours service is currently planned for the Integrated care centre. This service may however use some of the outpatients facilities.

Work Patterns

Operating Hours

The minor injuries service will be provided between 07.00 – 24.00 hours per day 365 days per year.

The out of hours service will operate 18.00 – 24.00 Monday to Friday and 07.00 – 24.00 at weekends

Current Workload Indicators

Currently there is one Accident and Emergency department and a walk in centre within Peterborough. Monthly attendances to the A&E department currently range from 3200 to 4500 and 2000 in the walk in centre.

The busiest months in A&E are from May to September.

Minor Injuries account for 80% of the current activity, 30% of patients with minor injuries are children,

Minor Injuries activity peaks at the weekend and between 17:00 and 20:00 Monday to Friday when capacity for up to 30 patients, each accompanied by a carer, can be required at any one time.

Predicted workload indicators

The maximum number of people that will usually be in any room in this department at any one time is as follows:

Functional areas	Nurses	Ambulance	Admin / Clerical	Patients	Visitors	Total
Reception			2			2
Waiting room - adult				10	10	20
Triage room	1			1	1	3
Minor injuries –consult / treatment room	1			8	4	13
Trolley area	2			2	2	6
Treatment room	1			1	1	3
Plaster room	1			1	1	3
Ambulance standby point		2		1	1	2
Minor Injuries – Staff base / drug area	2		1			3

Key Operational Processes

Operational Processes

Ambulance entrance

- Ambulances will arrive here to unload patients requiring emergency centre minor injuries facilities only.
- Access to a dedicated storage area for wheelchairs will be required.
- There needs to be space of at least 4 metres long between the rear of the ambulance when parked and the access doors to the emergency centre to allow stretchers to be “unloaded.”
- The unloading area will require protection from the weather, and good lighting.
- Steps, raised door thresholds or other floor level obstructions must not interrupt access into the ambulance entrance.
- The centre will also accommodate an ambulance stand by area, this area is required immediately adjacent to the ambulance entrance and parking area.

Reception

- Access to the minor injuries unit – patients will enter the centre via the main entrance and be directed to the minor injuries unit.
- Patients arriving by ambulance will enter via the ambulance entrance and will be received by a nurse at the triage room.
- Electronic registration of patients is required on arrival for all patients with the production of an emergency documentation in paper form until the electronic patient record is available.

- IT links are required to the Emergency Centre at Edith Cavell Hospital, Rivergate Primary Care centre & all other primary care centres, NHS direct and ambulance service to allow the production of a patient record avoiding duplication and ensuring continuity of care.
- Following registration patients will proceed to the waiting area prior to being called into the triage room.
- An emergency call system is required around the minor injuries unit department to summon assistance as required at reception.

Waiting room

- Patients and relatives will need access from the waiting room to WC's.
- A number of patients may be children and therefore access to a dedicated area for children is required.
- Access to children's WC, nappy changing, feeding area and pram park is required in close proximity.
- Patients and visitors will wait here until they have been called to the assessment room. Some patients will return to this area until called into the relevant minor injuries area, this is dependant on the waiting time.
- A nurse will call patient's who have been triaged and are waiting to be called into one of the minor injuries unit directly from the waiting room.
- Visual display is required informing patients of the waiting time.
- A security CCTV system is required in this area.
- 30 % of relatives accompanying patients may wait here until the patient is ready for discharge.
- Other relatives will accompany the patient to all other areas within department
- Provision of health education information is required preferably via electronic methods of delivery i.e. TV, touch screen information.
- Access to public telephones is required.
- Access to light refreshments such as drinks and confectionary is required in close proximity.

Assessment room

- Patients are called into an assessment room where a history is taken and an assessment of the patient's condition is made. Observations are recorded and first aid measures provided. A method of recording this information electronically on the patient record is required.
- Patients may receive oral medication and therefore a drug cupboard is required in the room.
- Patients may be sent directly to x-ray returning to the nurse. The request for the x-ray will be made electronically. The x-ray may be viewed here via the PACS system
- Patients requiring care within the minor injuries units may be directed to an area within the minor injuries unit depending on available space, otherwise they will return to the waiting room.

Minor Injuries:

- The minor injuries unit will require a staff base / drug area, consultation / treatment rooms, a trolley bay and access to a plaster room and WC's.

- Patients will be seen and treated in consultation / treatment rooms where a range of treatments including wound care, dressings and the application of splints will occur.
- Access to the plaster room will be required for patients who require a plaster of paris cast from here.
- Patients may be required to visit the pharmacy dispensary prior to discharge home to collect medication.
- Telemedicine links are required from this room to the main acute hospital Emergency Centre. In the interim this will be the Peterborough hospital site.

Trolley Bay

- Patients with minor injuries i.e. limb injuries who require a trolley to lie on will be assessed and treated here.
- Two trolleys are required within this area, however privacy is required between the two trolleys to allow the room to be used by 2 patients simultaneously.
- Patients awaiting transfer to the main centre via ambulance will wait here until transport arrives.

Treatment Rooms

- Minor treatments such as suturing will be carried out in the dedicated treatment room. Procedures undertaken here will be sterile and require overhead operating lights.
- The treatment room will require medical gases i.e. oxygen and medical air and vacuum suction
- Access to CSSD equipment, will be required in the treatment room. Post surgery the equipment will be taken to the dirty utility room.
- Equipment that has been used that requires cleaning or disposal will be removed to the dirty utility room. Non-disposable equipment will be stored here prior to transporting to CSSD

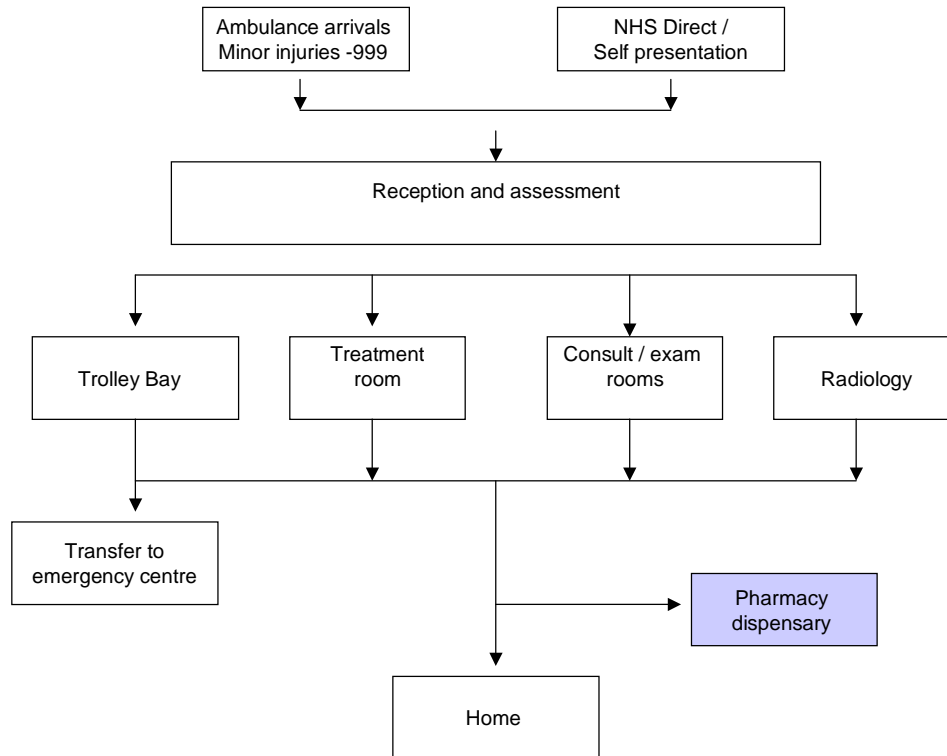
Ambulance standby point

- Ambulance crews will be based here as a standby point and therefore require access to a rest type facility.
- Access to an external door leading to the ambulance parking bay is essential with a coded security lock.
- Beverage bay type facilities will be required

Staff Facilities

- Access to staff changing facilities including shower and WC will be required within the integrated care centre..

Patient Flow



Process Flow

Registration process

- All data will be recorded electronically within the area and will be available within the electronic record.
- IT links to the acute hospital, primary care, NHS Direct & the ambulance service are required.
- Data recorded in supporting departments must be available to nursing, medical and allied health professionals during patient consultation.

Discharge process

- Patient data must be available to other wards and departments at the main acute hospital and primary care following discharge of the patient within the emergency centre.
- Discharge summaries will be forwarded to Primary Care electronically.
- Patients will be provided with individual advice and discharge information in written format produced from the electronic patient record.

Telemedicine Links

- Telemedicine links to the main acute hospital are required.
- Telemedicine links may be required to the ambulance's.

Services – stores, catering, linen, CSSD,

- Access will be required for the delivery and collection of equipment, stores, and linen without use of the public entrance to the department.

Transport

- A porter will escort patients transported around the building to all departments.

Pharmacy

- A rapid method of requesting medication via electronic prescription must be available
- Out of hours take prescription medication will be stored and dispensed from the emergency care centre.
- A method of charging patients for prescriptions is required out of hours

Facility Requirements

Clinical Requirements

External requirements:

- Ambulance canopy and parking space for 2 ambulances
- Drop off point
- Entrance / Draught lobby

Minor Injuries Unit

Clinical requirements

- Reception for 2 persons with IT terminals
- Waiting area with children's play area for 20 people
- Assessment room to accommodate 3 people x 1
- Consultation / treatment room x 4
- Trolley bay to accommodate 2 trolleys x 1
- Minor treatment room x 1
- Plaster room to accommodate 2 persons on trolleys and splint / walk in store room 6 sq. metres x 1

Specific requirements

- Staff base to accommodate 2 persons
- Clean utility x 1
- Dirty utility x 1
- Store - Equipment 20 sq. metres x 1
- Equipment park to accommodate 2 wheelchairs
- Resuscitation trolley park x 1
- Linen store – 2 sq. metres
- Cleaners cupboard x 1
- Staff rest / ambulance stand-by point with beverage bay to accommodate 6 persons x1

Key External Departmental Relationships

Close to:	Reason	Category
X-ray	Patient transfer	Essential
Mina entrance	Use of adjacent public area facilities	Important

Special needs:

- Security access to all external doors
- CCTV in waiting areas and public corridors and outside the emergency access areas
- Telemedicine monitors to be available in the minor injuries area to link to the main Emergency centre.
- Direct verbal communications via a radio, or dedicated telephone link to the ambulance service at the staff base.
- Plaster sinks will be required in the dirty utility rooms for disposal of water post application of plaster of paris.

Environmental & Service Requirements

- Piped oxygen and vacuum suction at all consult / examination, bed / trolley areas.
- Design must take into account of the security and safety risks to staff in the department and provide routes to retreat to a place of safety. Dead end positions must be avoided.
- Emergency and patient call systems are required in all patient areas and are required to sound at the staff bases. A visual system is also required to identify the location.
- Direct security communication is required to the local police station from the reception area and staff base.
- Automatic doors to external doors
- Air filter extraction is required in the treatment rooms.
- Security / Panic buttons from the reception and triage rooms, staff base and radiology are required to sound at the main entrance.

Design Guidance

Other Specifications