

# Aberdeenshire Council

## Integrated Impact Assessment

### Minor Injury Provision Out of Hours

Assessment ID	IIA-001748
Lead Author	Linda Bonner
Service Reviewers	Jeff Shaw, Janine Howie
Subject Matter Experts	Susan Forbes, Kakuen Mo, Caroline Hastings, Annette Johnston, Christine McLennan
Approved By	Pamela Milliken
Approved On	Friday March 08, 2024
Publication Date	Friday March 08, 2024

# 1. Overview

This document has been generated from information entered into the Integrated Impact Assessment system.

This Integrated Impact Assessment looks to assess the impact of this proposal on the affected parties and consider the mitigations in place.

The lead authors of this report were Alison McGruther, Chief Nurse, Aberdeenshire Health and Social Care Partnership, and Rachel Taylor, Primary Care Clinical Lead, Aberdeenshire Health and Social Care Partnership, supported by the Aberdeenshire Health and Social Care Partnership Strategy Team.

There are 3 Minor Injury Units (MIU's) that are open 24/7 in Aberdeenshire: Fraserburgh, Huntly and Peterhead. In addition, we have Chalmers and Turriff that have Minor Injury 'appointments' available at variable times Monday to Friday daytime hours and plans afoot to deliver minor injury services in line with our Community Treatment and Care (CTAC) services as they develop and grow as part of the Primary Care Improvement Plan in Aberdeenshire.

With the shift from unscheduled Care to Scheduled care and the introduction of the Flow Navigation Centre (FNC) during the pandemic we have the ability to triage all calls and offer appointments where appropriate resources such as X-Ray or GP/GMED are available if required.

Service Descriptor:

Your local Minor Injury Unit (MIU) can treat you if you have:

- cuts and wounds (including those that may need stitches)
- Minor burns and scalds
- Sprains, minor injuries or broken bones – in legs below the knee, and arms below the shoulder, where you can bear the weight through your foot or move your fingers (our experienced staff can arrange x-rays and apply plaster if required)
- Insect bites or other animal bites
- Minor head injury – where there has been no loss of consciousness or vomiting, and no residual symptoms i.e. headache, nausea, visual disturbance, dizziness or any other symptom of concussion
- Removal of foreign bodies from eyes, nose or ears
- Nose injuries and broken noses
- Removal of rings, earrings and studs.

The Minor Injury Unit's do not deal with illnesses – stomach upset, cough or high temperature should be directed to self-care, local pharmacy or GP/111. Anything life threatening such as chest pain or suspected stroke should call 999.

Proposal

The proposal that we have identified to produce a saving is to look to reduce the Minor Injury Service during the Out of Hours period (7pm – 7am) across Aberdeenshire through the closure of the 3 units overnight, 7 days a week.

In these hospitals for the local communities there are still GMED bases where patients are seen on site or at home where required so there is still local provision for the Minor Illness element and anything more serious which may require a GP, which should be going through the 111 to Flow Navigation Centre (FNC) and would not be directed to a Minor Injury Unit anyway.

Patients would still call 111 as per normal process, they would be triaged by the team in the Flow Navigation Centre (FNC) who have access to all available Minor injury appointments across Grampian and would book patients in and give immediate advice such as a worsening statement.

All calls during the 0700 - 1900 period to 111 for a minor injury request will be received by the Flow Navigation Centre (FNC). This call if appropriate for a minor injury appointment will then be put onto the Trak Care Clinical Appointment screen for the patient to be seen at their nearest Minor Injury Unit during 0800- 1800. Nursing staff will begin the day by checking the screen and contacting patients where appropriate.

During screening 4 of 10 questions indicated that detailed assessments were required, the screening questions and their answers are listed in the next section. This led to 3 out of 5 detailed impact assessments being completed. The assessments required are:

- Childrens' Rights and Wellbeing
- Equalities and Fairer Scotland Duty
- Health Inequalities

In total there are 8 positive impacts as part of this activity. There are 10 negative impacts, all impacts have been mitigated.

A detailed action plan with 1 points has been provided.

This assessment has been approved by [pamela.milliken@aberdeenshire.gov.uk](mailto:pamela.milliken@aberdeenshire.gov.uk).

The remainder of this document sets out the details of all completed impact assessments.

## 2. Screening

Could your activity / proposal / policy cause an impact in one (or more) of the identified town centres?	No
Would this activity / proposal / policy have consequences for the health and wellbeing of the population in the affected communities?	Yes
Does the activity / proposal / policy have the potential to affect greenhouse gas emissions (CO2e) in the Council or community and / or the procurement, use or disposal of physical resources?	No
Does the activity / proposal / policy have the potential to affect the resilience to extreme weather events and/or a changing climate of Aberdeenshire Council or community?	No
Does the activity / proposal / policy have the potential to affect the environment, wildlife or biodiversity?	No
Does the activity / proposal / policy have an impact on people and / or groups with protected characteristics?	Yes
Is this activity / proposal / policy of strategic importance for the council?	No
Does this activity / proposal / policy impact on inequality of outcome?	No
Does this activity / proposal / policy have an impact on children / young people's rights?	Yes
Does this activity / proposal / policy have an impact on children / young people's wellbeing?	Yes

## 3. Impact Assessments

Children's Rights and Wellbeing	All Negative Impacts Can Be Mitigated
Climate Change and Sustainability	Not Required
Equalities and Fairer Scotland Duty	All Negative Impacts Can Be Mitigated
Health Inequalities	No Negative Impacts Identified
Town Centre's First	Not Required

## 4. Childrens' Rights and Wellbeing Impact Assessment

### 4.1. Wellbeing Indicators

Indicator	Positive	Neutral	Negative	Unknown
Safe		Yes		
Healthy	Yes		Yes	
Achieving		Yes		
Nurtured		Yes		
Active		Yes		
Respected		Yes		
Responsible		Yes		
Included		Yes		

### 4.2. Rights Indicators

UNCRC Indicators upheld by this activity / proposal / policy	Article 24 - Health and health services
--	---

### 4.3. Positive Impacts

Impact Area	Impact
Healthy	Many minor injuries require X-ray which is not available 24/7 in Aberdeenshire so being able to offer patients appointments when X-ray is available gives a much more robust service for younger patients. This could potentially save patients having to make multiple trips if they can attend the minor injury unit (MIU) when X-ray services are available.

### 4.4. Negative Impacts and Mitigations

Impact Area	Details and Mitigation
-------------	------------------------

Impact Area	Details and Mitigation
Healthy	<p>The proposal to close the Minor Injury Service during the Out of Hours period (7pm – 7am) would mean that patients with Minor Injuries would need to wait until the following day for treatment.</p> <p>Can be mitigated Yes</p> <p>Mitigation Where the patient is screened at triage as a minor illness they will still have the option to be seen at any one of the three bases by GMED who will remain to be based there in the out of hours period. Any patients with a minor injury will be given an appointment at their nearest MIU base the next day.</p> <p>Where a patient calls 111 and is assessed as requiring urgent care and treatment they will continue to be referred either to the GMED service nearest them or Accident and Emergency (A&amp;E) Department at Aberdeen Royal Infirmary (ARI) as appropriate.</p> <p>Timescale Mitigation will be in place at point of reduction in service.</p>

## 4.5. Evidence

Type	Source	It says?	It Means?
Other Evidence	<a href="https://www.gov.scot/publications/right-care-right-place-2/pages/1/">https://www.gov.scot/publications/right-care-right-place-2/pages/1/</a>	This guide will help explain which NHS service to use for different health concerns, and how to look after your health and the people you care for this winter.	It aims to reduce the pressure on the NHS by supporting patients to seek the right care in the right place for their health and social care needs.

## 4.6. Information Gaps

We have not been in a position to carry out any engagement to date with those who may be impacted by the proposal.

## 4.7. Measures to fill Information Gaps

Measure	Timescale
Engagement to be undertaken with children and young people who may be impacted by the proposal.	TBC

## 4.8. Accounting for the Views of Children and Young People

No engagement work has currently been undertaken with the affected community. This will be planned and undertaken as the project develops. The Engaging and Consulting Young People document will be used to guide best practice when engaging with young people.

## 4.9. Promoting the Wellbeing of Children and Young People

This proposal aims to improve the patient journey, resulting in right care at the right time.

Ensuring children and young people have access to health care services which help to safeguard, support and promote their wellbeing.

#### **4.10. Upholding Children and Young People's Rights**

This proposal aims to improve the patient journey, resulting in right care at the right time. Ensuring children and young people have access to health care services which help them achieve the highest standard of health, as is their right.

#### **4.11. Overall Outcome**

All Negative Impacts Can Be Mitigated.

At present no negative impacts have been identified, though it is recognised that this may change as engagement is undertaken and further evidence found.

Patients will still be able to call in, be triaged and be given advice, and support and then an appointment where appropriate. The MIU's do not deal with illnesses – stomach upset, cough or high temperature should be directed to self-care, local pharmacy or GP/111. Anything life threatening such as chest pain or suspected stroke should call 999. There is full Minor Illness cover across Grampian and ED's in both Elgin and Aberdeen.

## 5. Equalities and Fairer Scotland Duty Impact Assessment

### 5.1. Protected Groups

Indicator	Positive	Neutral	Negative	Unknown
Age (Younger)	Yes		Yes	
Age (Older)	Yes		Yes	
Disability	Yes		Yes	
Race		Yes		
Religion or Belief		Yes		
Sex		Yes		
Pregnancy and Maternity		Yes		
Sexual Orientation		Yes		
Gender Reassignment		Yes		
Marriage or Civil Partnership		Yes		

### 5.2. Socio-economic Groups

Indicator	Positive	Neutral	Negative	Unknown
Low income	Yes		Yes	
Low wealth	Yes		Yes	
Material deprivation		Yes		
Area deprivation	Yes		Yes	
Socioeconomic background	Yes		Yes	

### 5.3. Positive Impacts

Impact Area	Impact
Age (Older)	Many minor injuries require X-ray which is not available 24/7 in Shire so being able to offer patients appointments when X-ray is available gives a much more robust service for older patients. This could potentially save patients having to make multiple trips if they can attend the minor injury unit (MIU) when X-ray services are available.
Age (Younger)	Many minor injuries require X-ray which is not available 24/7 in Shire so being able to offer patients appointments when X-ray is available gives a much more robust service for younger patients. This could potentially save patients having to make multiple trips if they can attend the minor injury unit (MIU) when X-ray services are available.



Impact Area	Impact
Disability	Many minor injuries require X-ray which is not available 24/7 in Shire so being able to offer patients appointments when X-ray is available gives a much more robust service for disabled patients. This could potentially save patients having to make multiple trips if they can attend the minor injury unit (MIU) when X-ray services are available.
Area deprivation	Many minor injuries require X-ray which is not available 24/7 in Shire so being able to offer patients appointments when X-ray is available gives a much more robust service for patients experiencing area deprivation. If they can attend the minor injury unit (MIU) when X-ray services are available, this could potentially save patients having to make multiple trips which can be particularly difficult where transport options and availability are sparse.
Low income	Many minor injuries require X-ray which is not available 24/7 in Shire so being able to offer patients appointments when X-ray is available gives a much more robust service for low income patients. This could potentially save patients having to spend extra money on multiple trips if they can attend the minor injury unit (MIU) when X-ray services are available.
Low wealth	Many minor injuries require X-ray which is not available 24/7 in Shire so being able to offer patients appointments when X-ray is available gives a much more robust service for low wealth patients. This could potentially save patients having to spend extra money on multiple trips if they can attend the minor injury unit (MIU) when X-ray services are available.
Socioeconomic background	Many minor injuries require X-ray which is not available 24/7 in Shire so being able to offer patients appointments when X-ray is available gives a much more robust service for patients impacted by their socioeconomic background. If they can attend the minor injury unit (MIU) when X-ray services are available, this could potentially save patients having to make multiple trips which can be particularly difficult where transport options and availability are sparse and finances are limited.

## 5.4. Negative Impacts and Mitigations

Impact Area	Details and Mitigation
-------------	------------------------

Impact Area	Details and Mitigation
<b>Age (Older)</b>	<p>The proposal to close the Minor Injury Service during the Out of Hours period (7pm – 7am) would mean that patients with Minor Injuries would need to wait until the following day for treatment.</p> <p>Can be mitigated                      Yes</p> <p>Mitigation                      Where the patient is screened at triage as a minor illness they will still have the option to be seen at any one of the three bases by GMED who will remain to be based there in the out of hours period. Any patients with a minor injury will be given an appointment at their nearest MIU base the next day.</p> <p>Timescale                      Mitigation will be in place at the point of reduction in service.</p>
<b>Age (Younger)</b>	<p>The proposal to close the Minor Injury Service during the Out of Hours period (7pm – 7am) would mean that patients with Minor Injuries would need to wait until the following day for treatment.</p> <p>Can be mitigated                      Yes</p> <p>Mitigation                      Where the patient is screened at triage as a minor illness they will still have the option to be seen at any one of the three bases by GMED who will remain to be based there in the out of hours period. Any patients with a minor injury will be given an appointment at their nearest MIU base the next day.</p> <p>Timescale                      Mitigation will be in place at point of reduction in service.</p>
<b>Disability</b>	<p>The proposal to close the Minor Injury Service during the Out of Hours period (7pm – 7am) would mean that patients with Minor Injuries would need to wait until the following day for treatment.</p> <p>Can be mitigated                      Yes</p> <p>Mitigation                      Where the patient is screened at triage as a minor illness they will still have the option to be seen at any one of the three bases by GMED who will remain to be based there in the out of hours period. Any patients with a minor injury will be given an appointment at their nearest MIU base the next day.</p> <p>Timescale                      Mitigation will be in place at point of reduction in service.</p>

Impact Area	Details and Mitigation
<p><b>Area deprivation</b></p>	<p>The proposal to close the Minor Injury Service during the Out of Hours period (7pm – 7am) would mean that patients with Minor Injuries would need to wait until the following day for treatment.</p> <p>Can be mitigated                      Yes</p> <p>Mitigation                      Where the patient is screened at triage as a minor illness they will still have the option to be seen at any one of the three bases by GMED who will remain to be based there in the out of hours period. Any patients with a minor injury will be given an appointment at their nearest MIU base the next day.</p> <p>Timescale                      Mitigation will be in place at point of reduction in service.</p>
<p><b>Area deprivation</b></p>	<p>Poorer health outcomes are often linked to areas of deprivation. The MIU's in Fraserburgh and Peterhead are in the North of Aberdeenshire in areas where we find higher levels of deprivation.</p> <p>Can be mitigated                      Yes</p> <p>Mitigation                      Patients will still be able to call in, be triaged and be given advice, and support and then an appointment where appropriate. There is full Minor Illness cover across Grampian and ED's in both Elgin and Aberdeen.</p> <p>Timescale                      Mitigation will be in place at point of reduction in service.</p>
<p><b>Low income</b></p>	<p>The proposal to close the Minor Injury Service during the Out of Hours period (7pm – 7am) would mean that patients with Minor Injuries would need to wait until the following day for treatment.</p> <p>Can be mitigated                      Yes</p> <p>Mitigation                      Where the patient is screened at triage as a minor illness they will still have the option to be seen at any one of the three bases by GMED who will remain to be based there in the out of hours period. Any patients with a minor injury will be given an appointment at their nearest MIU base the next day.</p> <p>Timescale                      Mitigation will be in place at point of reduction in service.</p>

Impact Area	Details and Mitigation
<p><b>Low wealth</b></p>	<p>The proposal to close the Minor Injury Service during the Out of Hours period (7pm – 7am) would mean that patients with Minor Injuries would need to wait until the following day for treatment.</p> <p>Can be mitigated                      Yes</p> <p>Mitigation                      Where the patient is screened at triage as a minor illness they will still have the option to be seen at any one of the three bases by GMED who will remain to be based there in the out of hours period. Any patients with a minor injury will be given an appointment at their nearest MIU base the next day.</p> <p>Timescale                      Mitigation will be in place at point of reduction in service.</p>
<p><b>Socioeconomic background</b></p>	<p>The proposal to close the Minor Injury Service during the Out of Hours period (7pm – 7am) would mean that patients with Minor Injuries would need to wait until the following day for treatment.</p> <p>Can be mitigated                      Yes</p> <p>Mitigation                      Where the patient is screened at triage as a minor illness they will still have the option to be seen at any one of the three bases by GMED who will remain to be based there in the out of hours period. Any patients with a minor injury will be given an appointment at their nearest MIU base the next day.</p> <p>Timescale                      Mitigation will be in place at point of reduction in service.</p>
<p><b>Socioeconomic background</b></p>	<p>Poorer health outcomes are often shown to be faced by people living in areas of deprivation. Two of the sites proposed for overnight closure are within North Aberdeenshire where there is a higher concentration of areas of deprivation.</p> <p>Can be mitigated                      Yes</p> <p>Mitigation                      Patients will still be able to call in, be triaged and be given advice, and support and then an appointment where appropriate. There is full Minor Illness cover across Grampian and ED's in both Elgin and Aberdeen.</p> <p>Timescale                      Mitigation will be in place at point of reduction in service.</p>

## 5.5. Evidence

Type	Source	It says?	It Means?
------	--------	----------	-----------

Type	Source	It says?	It Means?
Other Evidence	<a href="https://www.gov.scot/publications/right-care-right-place-2/pages/1/">https://www.gov.scot/publications/right-care-right-place-2/pages/1/</a>	This guide will help explain which NHS service to use for different health concerns, and how to look after your health and the people you care for this winter.	It aims to reduce the pressure on the NHS by supporting patients to seek the right care in the right place for their health and social care needs.

## 5.6. Information Gaps

We have not been in a position to carry out any engagement to date with those who may be impacted by the proposal.

## 5.7. Measures to fill Information Gaps

Measure	Timescale
Engagement to be undertaken with both protected and socio-economic groups who may be impacted by the proposed changes.	TBC

## 5.8. Engagement with affected groups

No engagement work has currently been undertaken with the affected community. This will be planned and undertaken as the project develops.

Community engagement and communication requires to clarify the difference between minor illness services and minor injury so the public have a good understanding of where to seek help for the condition that they have. Until we have completed the engagement we do not have full information about the impacts on those with protected characteristics and consideration of this is required for updating the IIA following this and the subsequent action plan.

## 5.9. Ensuring engagement with protected groups

Those with protected characteristics have not yet been involved in the engagement. This will be planned and undertaken as the project develops.

## 5.10. Evidence of engagement

No engagement has been undertaken yet. This will be planned and undertaken as the project develops.

## 5.11. Overall Outcome

All Negative Impacts Can Be Mitigated.

At present no negative impacts have been identified, though it is recognised that this may change as engagement is undertaken and further evidence found.

Patients will still be able to call in, be triaged and be given advice, and support and then an appointment where appropriate. The MIU's do not deal with illnesses – stomach upset, cough or high temperature should be directed to self-care, local pharmacy or GP/111. Anything life threatening such as chest pain or suspected stroke should call 999. There is full Minor Illness cover across Grampian and ED's in both Elgin and Aberdeen.

## **5.12. Improving Relations**

This work has not yet been undertaken. This will be planned and undertaken as the project develops.

## **5.13. Opportunities of Equality**

Whilst the proposal would result in the closure of MIU's in the 7pm-7am period, it also looks to expand the provision of MIU services within the CTAC service which would introduce more local services for patients, reducing the need to travel as far and the complexities this can pose for those facing inequalities.

## 6. Health Inequalities Impact Assessment

### 6.1. Health Behaviours

Indicator	Positive	Neutral	Negative	Unknown
Healthy eating		Yes		
Exercise and physical activity		Yes		
Substance use – tobacco		Yes		
Substance use – alcohol		Yes		
Substance use – drugs		Yes		
Mental health		Yes		

### 6.2. Evidence

Type	Source	It says?	It Means?
Other Evidence	<a href="https://www.gov.scot/publications/right-care-right-place-2/pages/1/">https://www.gov.scot/publications/right-care-right-place-2/pages/1/</a>	This guide will help explain which NHS service to use for different health concerns, and how to look after your health and the people you care for this winter.	It aims to reduce the pressure on the NHS by supporting patients to seek the right care in the right place for their health and social care needs.

### 6.3. Information Gaps

We have not been in a position to carry out any engagement to date with those who may be impacted by the proposal.

### 6.4. Measures to fill Information Gaps

Measure	Timescale
Engagement to be undertaken stakeholder groups to understand how their health may be impacted by the proposed changes.	TBC

### 6.5. Overall Outcome

No Negative Impacts Identified.

At present no negative impacts have been identified, though it is recognised that this may change as engagement is undertaken and further evidence found.

Patients will still be able to call in, be triaged and be given advice, and support and then an appointment where appropriate. The MIU's do not deal with illnesses – stomach upset, cough or high temperature should be directed to self-care, local pharmacy or GP/111. Anything life threatening such as chest pain or suspected stroke should call 999. There is full Minor Illness cover across Grampian and ED's in both Elgin and Aberdeen.

## 7. Action Plan

Planned Action	Details
Undertake engagement with those impacted by the proposal.	<p><b>Lead Officer</b> Jeff Shaw</p> <p><b>Repeating Activity</b> No</p> <p><b>Planned Start</b> Friday March 01, 2024</p> <p><b>Planned Finish</b> Tuesday April 30, 2024</p> <p><b>Expected Outcome</b> To gather the views and opinions of those impacted by the proposals.</p> <p><b>Resource Implications</b> Staff time</p>