

Title: Townlands Stakeholder Reference Group – Oxford Health NHS FT update.

Date: 4 October 2016

Purpose: To update the Townlands Stakeholder Reference Group regarding the services and health care provision provided from Townlands Hospital by Oxford health NHS FT.

Key Points: OHFT provides 4 clinic type services and 2 further services provided from Townlands with the Rapid Access to Care unit coming on board later in the year.

All of the services apart from the RACU have been lift and shift from the old hospital.

Activity through the services has remained stable during the changes with some increase in activity in the Out of Hours service.

Podiatry and MSK physiotherapy continue to support patients by providing outpatient clinics via choose and book.

Speech and language therapy, nutrition and dietetics, district nursing and health visiting use the facility as a base to support the provision of care directly into patient homes within the locality

Patients and clinical staff continue to provide very positive feedback about the facility.

- April 2016 – Feedback on NHS Choices “Staff friendly, helpful and efficient. Wouldn’t hesitate to recommend!”
- September 2016 – Feedback on NHS Choices “excellent MIU”
“My wife cut her shin open to the bone. It needed a number of stitches and she was in a lot of pain. The MIU was busy but not half as a long a wait as we have had at other A&E. The treatment was excellent and very impressed by the care and skill shown. Very professional. Thank you”

Concerns/complaints received to date include 2 concerns in May regarding the MIU, 1 complaint and 1 concern in July (regarding an incident in April) regarding the OOHs service.

There have been no complaints during August and September.

Appendix One

Activity by patient numbers provided by Urgent Care services from Townlands Hospital

Out of Hours Service

	June	July	August	Sept
2015	623	568	700	595
2016	657	612	849	606

Minor Injury Unit activity

	June	July	August	Sept
2015	570	589	560	496
2016	572	565	472	436