



MIIU Task and Finish Group - IUC Referrals Action Log



Gloucestershire Health and Care
NHS Foundation Trust

Dashboard:

Total Tasks	22
Total Tasks with a Deadline	22
Tasks Completed	21
Tasks Outstanding	0
Tasks due within 7 days	0
Tasks due today	0
Tasks Overdue (Immediate action needed)	0

TODAY
27/03/25

ID	Responsible Person	Description	Start Date (DD/MM/YY)	Deadline (DD/MM/YY or enter N/A)	Date Completed (DD/MM/YY)	Update on progress	Status Flag (Auto.)
3	Claire T	Invite Holly Smith, Sandra Potente, Julia Clark and Julie Woolf to future T&F meetings.	10/01/2025	10/01/2025	10/01/2025	Complete. Three further meetings are scheduled in the dairy.	C
4	Emma Fox	EF has an example of a patient with chest pain whose disposition was over written and the reason given was the patient did not want to go to ED. Emma to share patient details with the group	10/01/2025	24/01/2025	24/01/2025	Update 24/01/2025 - Complete. There have been multiple patients referred with chest pains. EF has provided NE with the NHS numbers of these patients.	C
5	Nick Earnshaw	NE to review patient pathways of top 10 significant incidents/Datix's.	10/01/2025	24/01/2025	24/01/2025	Complete, see agenda item 6 of 24/01/2025. These are the original top ten.	C
7	Kathy Ruane	Locality guide to be shared with MIIU colleagues. KR to pick up with Holly Smith.	10/01/2025	24/01/2025	24/01/2025	Update - 24/01/25 - HS confirmed this was shared as part of the go live plans	C
1	Kathy Ruane and Holly Smith	KR and HS to review list of patients where PaCCs codes have been over- ridden. List will be provided by JE.	10/01/2025	07/02/2025	28/01/25	Update 28/01/2025 - uploaded excel doc to Teams containing the 111 outcomes for the 11 identified cases.	C +
6	Kathy Ruane	Exclusion criteria – KR to send updated exclusion criteria to SB/IC24.	10/01/2025	07/02/2025	07/02/2025	Update 24/01/2025 - Updated exclusion criteria hasn't been signed off yet by the ICB. Update 07/02 - Exclusion criteria is on the agenda 07/02. Close	C
8	Rebecca Walder	Consider an additional NTQ Rep to attend the meetings	24/01/2025	07/02/2025	07/02/2025	07/02/25 - Close, no additional NTQ rep required.	C
12	Holly Smith	Digital rep - Holly to ask SJ or Kevin to attend the meetings.	24/01/2025	07/02/2025	07/02/2025	Complete. SJ and Kevin George invited	C
17	Holly Smith	Circulate the Draft ToR to the group for comment and approval.	24/01/2025	07/02/2025	07/02/2025	ToR - circulated for comments at next meeting. Complete - on agenda	C
19	Holly Smith	MIIU direct booking to OOH Action Cards shared with MIIU leads	24/01/2025	07/02/2025	07/02/2025	Complete	C
2	Nick Earnshaw	GHC to Review "level of harm" of incidents/inappropriate referrals to MIiUs recorded on Datix.	10/01/2025	25/02/2025	25/02/2025	NE has reviewed original list of top 10. RW commented, level of harm cannot be determined until end outcome is known. KR has requested access to Sunrise which will help establish the end outcome. Update 07/02/25 - progressing access to sunrise is awaited. Update 25/02/25 - Close as review of incidents is BAU. Access to Sunrise is available within the IUCS Team.	C
9	IC24 - Jo Metcalfe	IC24 are carrying out an audit on patients referred to MIIU with chest and upper back pain. Dx codes and the disposition at each contact point are being looked into for themes and trends. Sam to feedback findings to the group	24/01/2025	07/02/2025	25/02/2025	Update 25/02/25 - IC24 are still collating data of chest and upper back pain referrals. These are included in the incident reviews, a separate audit will not be required. Close	C +
10	Jim and Kathy	Upload the exclusion criteria for MIiUs to DoS profiles.	24/01/2025	07/02/2025	25/02/2025	Update 07/02/25 - Jim and Kathy to pick up outside the meeting. Update 25/02/2025 - This is more around the wording of the top five exclusions which MIiU can jot see. Action closed as this is progressing.	C +
14	GHC	Deep dive into population profiles along with demand and capacity of footfall across the MIiUs . Report needed from Clinical Systems	24/01/2025	25/02/2025	25/02/2025	Update 07/02/25 - Kathy to clarify action with Holly Update 25/02/2025 - Close. Not required at present.	C
15	Holly and Kathy to lead	Holistic End to End review of inappropriate referrals made to the MIiUs. End to End review to be scheduled ahead of next Task and Finish Group. Themes and findings to be brought back to the meeting	24/01/2025	25/02/2025	25/02/2025	End to end review booked 17/02/2025. A template is needed to capture the outcome. Nick to ensure voice/call recordings are collated ahead of 17/02/2025. Update 25/02/2025n - Close on the agenda	C
16	Holly and Kathy	Update on ranking of MIiUs in regards to the commissioning rankings of DoS services.	24/01/2025	25/02/2025	25/02/2025	Close - on the agenda.	C
22	Claire King	Clinical Override - Review and share an overview of the clinical override process.	25/02/25	10/03/25	10/03/2025	Close - merge with action 21	C
18	Sarah and Kathy	Unattached referral paperwork - work needed to understand cause of the issue. Look at with IC24 and GHC IT.	24/01/25	25/02/25	10/03/2025	Update 07/02/2025 - Issue around attaching some PEMs to the patients record. Feedback needed from Cirencester to understand delay (hours/or days) Update 25/02/2025 - Work has been done around PDS matching from Cleo. Incidents seem to have reduced but we need to understand if the issue is just around unmatched patients. Bring back after further investigations. 10/03/2025 - Close, link with action 13.	C +
19a	IUCS	End to end Plan - IUCS team to re-group and plan what's next. Consider governance framework and a template for end to end reviews. How to feedback, share learning and plan the pattern of end to end reviews throughout the year.			10/03/2025	10/03/25 - close this part of the action as the IUCS will have an end to end review plan for the contractual part of the service.	
20	Kathy and Jim	Weekend profiling and demand - Deep dive into MIiU demand and injury or illness during the week and weekend. Jim to re-run and review data.	25/02/25	10/03/25	10/03/2025	Close on the agenda 10/03/25	C
21	Claire King	Clinical Override - Review and share an overview of the clinical override process. IC24 to demonstrate the clinical override process to Jim, Sandra and Gavin	25/02/25	10/03/25	10/03/2025	Update 10/03/2025 - close. Gavin is picking up with Jo Metcalfe. Add to next meeting's agenda for an overview.	C
23	Holly and Kathy	Review of 1 hour dispositions - Holly and Kathy to review the pathway and process for 1 hour dispositions.	25/02/25	10/03/25	10/03/2025	Close on the agenda 10/03/2025	C