

Meeting of
Lanarkshire NHS Board

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SUBJECT: PRIMARY CARE OUT OF HOURS JANUARY 2010

1. PURPOSE

This report provides the Board with information on the performance of the Out of Hours Service over January 2010.

2. SUMMARY OF KEY ISSUES

Following the increased demand of New Year holiday period, the OOH service settled into a more standard pattern of demand throughout the rest of January. As demand is known to be higher than average during January, additional staff were rostered on at week ends as part of the Winter Plan. All shifts were filled but not without difficulty as staff were affected by the diarrhoea and vomiting virus; enhancing the team with CPN's and Pharmacists proved extremely an extremely valuable adjunct.

Representatives from OOH attended the Mental Health Kaisen event and were able to feedback on our experience to date regarding mental health needs in the OOH period.

There was a high demand for home visits throughout January, partly related to the severe weather conditions. The target for one hour home visits was not reached but these calls were closely monitored and 99% were visited within 2 hours.

OOH supported A&E throughout January taking 672 transfers and also by sharing medical staff when A&E staffing levels were particularly tight.

3. ACTIONS FOR THE SERVICE

Planning is underway for the forthcoming service redesign as part of CRES savings.

4. RECOMMENDATION

The Board is asked to note the performance of the Primary Care Out of Hours Service over January 2010.

5. FURTHER INFORMATION

For further information or clarification of any issues in this paper please contact.

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Summary Activity & Performance Report for January 2010

Descriptor	Dec 2009	Jan 2010	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	11645	11752		
Number of NHS L patients triaged in local centre	1275	1584		
% NHS L triaged in local centre	10.9%	13.5%		
Total calls triaged in local centre	8570	8686		
Total number of patient contacts with OOH Services	12405	12225	This figure includes 671 transfers from A&E to OOH Service	
b. OOH PERFORMANCE				
			Target	
Time for NHS 24 nurse to commence consultation				
• % urgent commenced within 20 minutes	99.99%	100.0%	95%	KPI monitored by NHS 24
• % non urgent commenced within 60 minutes	99.98%	100.0%	90%	
Response time for Home Visits				
• 1 hour	71%	71%	75%	
• 2 hours	81%	82%	75%	
• 4 hours	92%	89%	90%	
Total home visits				
Percentage of rostered doctor sessions filled	100%	100%	100%	
Data to GP Practice by 0930 on next working day	100%	100%	99%	
Dental performance				
• Total No of contacts (calls handled by DTNs in Lanarkshire)	UNABLE TO PROVIDE FIGURES THIS MONTH	UNABLE TO PROVIDE FIGURES THIS MONTH	<3%	<p>Unfortunately at the moment there are no figures available for the dental triage service as this service has been managed by NHS 24 since October.</p> <p>Currently linking with NHS 24 to provide details necessary to complete the monthly report for future months. NHS 24 has not been able to produce reports for individual health boards but are currently working on this.</p> <p>See Appendix 1 for more details.</p>
Outcome of Triage:				
• Emergency appointment (within 1 hr)				
• Urgent Appointments (with 24 hrs)				
• Self care & other				
Community Nurse Performance				
• No of new referrals	380	370	Stable service. No new issues to report	
• Total no of home visits	2109	1903		
c. CLINICAL GOVERNANCE				
Significant Adverse Events				
Complaints				
• No. received	3	3	Whilst there has been an increase in the number of complaints received, one related to February 2009; another to a difference of opinion regarding the need for ambulance transport and the final complaint was a disagreement on clinical outcome.	
• No. responses out with the standard time	0	0		

**APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE
MONTH OF JANUARY 2010
PERIOD – 5 WEEKS FROM 28/12/09 - 31/01/10**

1. CALLS HANDLED DURING THE MONTH BY LANARKSHIRE DENTAL TRIAGE NURSES

WE ARE UNABLE TO PROVIDE FIGURES ON TRIAGE PERFORMANCE THIS MONTH; WE ARE CURRENTLY IN TALKS WITH NHS24 TO ESTABLISH OUR NEEDS AND TIMESCALES.

2. APPOINTMENTS MADE AND FAILED TO ATTENDS

383 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND THE CLINICS IN WISHAW GENERAL HOSPITAL AND 39 (10%) FAILED TO ATTEND.
JUST OVER 1 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.

77 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND FOR 'NEXT DAY, MONDAY -FRIDAY ' CARE AND 30 (39%) FAILED TO ATTEND.
JUST BELOW 4 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.

3. SUMMARY OF TREATMENT PROVIDED

WISHAW GENERAL HOSPITAL

344 PATIENTS ATTENDED THE CLINICS IN WISHAW GENERAL HOSPITAL. 95 EXTRACTIONS WERE CARRIED OUT, 34 DRESSINGS WERE PROVIDED AND 142 PRESCRIPTIONS WERE ISSUED, 19 X-RAYS TAKEN & 72 OTHER TREATMENTS PROVIDED FOR PATIENTS.

NEXT DAY CARE

47 PATIENTS ATTENDED NEXT DAY CARE. 11 EXTRACTIONS WERE CARRIED OUT, 0 DRESSINGS WERE PROVIDED AND 14 PRESCRIPTIONS WERE ISSUED, 6 X-RAYS TAKEN AND 2 OTHER TREATMENTS PROVIDED FOR PATIENTS.

AS A RESULT OF ATTENDING NEXT DAY CARE 54 % OF PATIENTS REGISTERED WITH THE TREATING DENTIST AND 46% DID NOT.

THE TREATMENT PROVIDED WAS CONSISTENT WITH THAT EXPECTED FOR THE RELIEF OF ACUTE PAIN AND SWELLING I.E. ' URGENT DENTAL CARE'.

4. GENERAL COMMENT

The service has operated largely as expected for the time of year. We have experienced the normal seasonal dip in number of referrals during January; the total figure however does not look significantly lower as it includes Clinic referrals and attendances for the New Year period, which was significantly higher than the normal level. Please see separate report for the Festive period.