

Meeting of
Lanarkshire NHS Board

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SUBJECT: PRIMARY CARE OUT OF HOURS JUNE 2010

1. PURPOSE

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

2. SUMMARY OF KEY ISSUES

Overall demand during the OOH period fell during June when compared with 2009; however, 2009 was an exceptional year due to flu.

When demand is compared with 2008, there has been a drop in the number of contacts with NHS 24 of 9%. This has not however resulted in a reduction in OOH workload. Closer inspection of the overall workload shows that the percentage of cases given advice from NHS 24 has also fallen since 2008 and as a result the face to face workload by the OOH service rose by 10% when compared with June 2008.

Referrals from the Emergency Departments dropped slightly at 569, largely explained by the OOH service having to cease referrals during a number of week ends due to the high level of OOH workload.

The KPI's were met this month for both the two and four hour home visits and were just short for the one hour home visits. The high level of one hour home visits continues to be raised with NHS 24 and a national group has been convened to address this issue.

An educational meeting on paediatrics was well attended and addressed topics that can be challenging during out of hours.

The consultation process on plans for CRES savings is continuing with a series of meetings with staff and patient representative bodies.

The Pharmacy pilot offering an OOH service from Graham Street Pharmacy, Airdrie could not be commenced during June and it is hoped to re-commence on Saturday 31 July 2010.

The Service is experiencing some difficulties in filling some shifts during the holiday period (July & August). Positive and ongoing action has been taken to try to address this with regular reporting and review by senior management

3. ACTIONS FOR THE SERVICE

The work plan for the next month will focus on ensuring that shifts are covered, the on-going consultation process for CRES savings, liaising with OOH at a national level regarding one hour home visit levels, and working with representatives from the EDs on closer working arising from the Emergency Medicine event.

The service has experienced increased a sustained increase in demand over the past year. A fuller report on these activity increases and potential solutions will be presented to the Board in August.

4. RECOMMENDATION

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

Descriptor	May 2010	June 2010	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	10888	8288		
Number of NHS L patients triaged in local centre	1267	1036		
% NHS L triaged in local centre	11.6%	12.5%		
Total calls triaged in local centre	8055	8288		
Total number of patient contacts with OOH Services	12077	9172	This figure includes 569 transfers from A&E to OOH Service	
b. OOH PERFORMANCE				
			Target	
Time for NHS 24 nurse to commence consultation				KPI monitored by NHS 24
• % urgent commenced within 20 minutes	99.9%	99.9%	95%	
• % non urgent commenced within 60 minutes	99.9%	99.8%	90%	
Response time for Home Visits				
• 1 hour	71%	71%	75%	
• 2 hours	87%	87%	75%	
• 4 hours	94%	94%	90%	
Total home visits	1235	1421		
Percentage of rostered doctor sessions filled	99%	99%	100%	Due to holidays and several doctors leaving OOH service to take up posts in other board areas and abroad, there have been difficulties in filling some shifts.
Data to GP Practice by 0930 on next working day	100%	98%	99%	On 30/06/10 to NHS L IT server problems there was a delay in sending information to GP practices by 9.30am. Information reached practices by mid-day.
Dental performance				See Appendix 2 for more details.
• Total No of contacts (calls handled by DTNs in Lanarkshire)	766			
Outcome of Triage:		No figures available		
• Emergency appointment (within 1 hr)	44 (5.7%)			
• Urgent Appointments (with 24 hrs)	517 (67.5%)			
• Self care & other	205 (26.8%)			
Community Nurse Performance				Stable service.
• No of new referrals	349	389		
• Total no of home visits	1952	1571		
c. CLINICAL GOVERNANCE				
Significant Adverse Events				
Complaints				
• No. received	5 + 1 informal	6		1 compliment
• No. responses out with the standard time	0	0		

**APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE
MONTH OF JUNE 2010
PERIOD – 4 WEEKS FROM 31/05/10-27/06/10**

1. APPOINTMENTS MADE AND FAILED TO ATTEND

232 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND THE CLINICS IN WISHAW GENERAL HOSPITAL AND 27 (12%) FAILED TO ATTEND.
JUST ABOVE 1 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.

62 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND FOR 'NEXT DAY, MONDAY -FRIDAY ' CARE AND 19 (31%) FAILED TO ATTEND.
JUST ABOVE 3 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT

2. SUMMARY OF TREATMENT PROVIDED

WISHAW GENERAL HOSPITAL

205 PATIENTS ATTENDED THE CLINICS IN WISHAW GENERAL HOSPITAL. 39 EXTRACTATIONS WERE CARRIED OUT, 24 DRESSINGS WERE PROVIDED AND 131 PRESCRIPTIONS WERE ISSUED, 14 X-RAYS TAKEN & 30 OTHER TREATMENTS PROVIDED FOR PATIENTS.

NEXT DAY CARE

43 PATIENTS ATTENDED NEXT DAY CARE. 22 EXTRACTATIONS WERE CARRIED OUT, 4 DRESSINGS WERE PROVIDED AND 15 PRESCRIPTIONS WERE ISSUED, 13 X-RAYS TAKEN & 5 OTHER TREATMENTS PROVIDED FOR PATIENTS.

AS A RESULT OF ATTENDING NEXT DAY CARE 57% OF PATIENTS REGISTERED WITH THE TREATING DENTIST AND 43% DID NOT.

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

3. GENERAL COMMENT

The OOH Emergency Dental Service continues to be well used and the patients attending for treatment are receiving appropriate care. The number of patients failing to attend an appointment for OOH care following triage remains high. There is no clear understanding of the reasons for this but may it reflect the effectiveness of the pain relief advice or the reassurance provided by the dental nurse advisors carrying out the triage.

It is pleasing to note that 21 'unregistered patients' who attended for next day care during the week were subsequently registered for continuing care by the dentist who provided the emergency treatment.

APPENDIX 2 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE

To date NHS 24 have been unable to provide us with figures for June 10.

