

Meeting of  
Lanarkshire NHS Board

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## **SUBJECT: PRIMARY CARE OUT OF HOURS REPORT FOR MAY 2010**

### **1. PURPOSE**

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

### **2. SUMMARY OF KEY ISSUES**

Demand during May was slightly less than 2009 but this may have been anticipated due to May 2009 seeing the commencement of the H1N1 pandemic. When the attendances are compared with 2008, there has been an increase of 5%. Referrals from the Emergency Departments remained steady at 607.

The OOH nationally agreed 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 acute abdominal pain in women was well attended and addressed topics that have been the subject of complaints to the service.

The consultation process on plans for CRES savings was commenced with a series of meetings with staff and patient representative bodies. This programme and the associated changes needs to conclude by the end September to be in line with the CRES programme agreed by the Board.

An audit of appropriateness of referrals to the service from each of the three Emergency Departments was carried out and showed generally a high level of appropriateness. The results will be shared with the departments and used to inform improvements in the overall referral process.

The OOH department participated in the Emergency Department review meeting and are now actively working with the ED on short term measures to improve collaborative working. Some longer term proposals are also being worked through.

Unfortunately the Pharmacy pilot of Pharmacists offering an OOH service from Graham Street Pharmacy, Airdrie has again been suspended due to ongoing issues with information governance.

A critical incident review is currently underway following the death of a patient who had expressed suicidal intentions.

### **3. ACTIONS FOR THE SERVICE**

The workplan for the next month will focus on the consultation process for CRES savings; liaising with OOH at a national level regarding one hour home visit levels; working with representatives from the ED's on closer working; and resolving the information governance issues relating to the Pharmacy pilot.

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 next month.

### **4. RECOMMENDATION**

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

Descriptor	Apr 2010	MAY 2010	Narrative	
<b>a. OOH ACTIVITY</b>				
Number of patients calling NHS 24 in OOH period	10476	10888		
Number of NHS L patients triaged in local centre	1147	1267		
% NHS L triaged in local centre	10.9%	11.6%		
Total calls triaged in local centre	7574	8055		
Total number of patient contacts with OOH Services	11508	12077	This figure includes 607 transfers from A&E to OOH Service	
<b>b. OOH PERFORMANCE</b>				
			<b>Target</b>	
<b>Time for NHS 24 nurse to commence consultation</b>				KPI monitored by NHS 24
<ul style="list-style-type: none"> <li>% urgent commenced within 20 minutes</li> <li>% non urgent commenced within 60 minutes</li> </ul>	99.9% 99.9%	99.9% 99.9%	95% 90%	
<b>Response time for Home Visits</b>				Please see Appendix 2
<ul style="list-style-type: none"> <li>1 hour</li> <li>2 hours</li> <li>4 hours</li> </ul>	76% 84% 90%	71% 87% 94%	75% 75% 90%	
Total home visits	1365	1235		
<b>Percentage of rostered doctor sessions filled</b>	99%	99%	100%	
<b>Data to GP Practice by 0930 on next working day</b>	100%	100%	99%	
<b>Dental performance</b>				Please see Appendix 2
<ul style="list-style-type: none"> <li>Total No of contacts (calls handled by DTNs in Lanarkshire)</li> </ul>	698	No figures available		
Outcome of Triage:				
<ul style="list-style-type: none"> <li>Emergency appointment (within 1 hr)</li> <li>Urgent Appointments (with 24 hrs)</li> <li>Self care &amp; other</li> </ul>	47 (6.7%) 486 (69.6%) 165 (23.6%)			
<b>Community Nurse Performance</b>				Stable service.
<ul style="list-style-type: none"> <li>No of new referrals</li> <li>Total no of home visits</li> </ul>	348 1968	349 1952		
<b>c. CLINICAL GOVERNANCE</b>				
<b>Significant Adverse Events</b>				
<b>Complaints</b>				
<ul style="list-style-type: none"> <li>No. received</li> <li>No. responses out with the standard time</li> </ul>	1 (informal) 0	5 + 1 (informal) 0		

**APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE  
MONTH OF MAY 2010  
PERIOD –4 WEEKS FROM 03/05/10-30/05/10**

**1. APPOINTMENTS MADE AND FAILED TO ATTEND**

181 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND THE CLINICS IN WISHAW GENERAL HOSPITAL AND 25 (14%) FAILED TO ATTEND.  
*JUST BELOW 1 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.*

75 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND FOR 'NEXT DAY, MONDAY -FRIDAY ' CARE AND 22 (29%) FAILED TO ATTEND.  
*JUST ABOVE 3 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.*

**2. SUMMARY OF TREATMENT PROVIDED**

**WISHAW GENERAL HOSPITAL**

156 PATIENTS ATTENDED THE CLINICS IN WISHAW GENERAL HOSPITAL. 41 EXTRACTIONS WERE CARRIED OUT, 35 DRESSINGS WERE PROVIDED AND 161 PRESCRIPTIONS WERE ISSUED, 8 X-RAYS TAKEN & 65 OTHER TREATMENTS PROVIDED FOR PATIENTS.

**NEXT DAY CARE**

53 PATIENTS ATTENDED NEXT DAY CARE. 28 EXTRACTIONS WERE CARRIED OUT, 4 DRESSINGS WERE PROVIDED AND 12 PRESCRIPTIONS WERE ISSUED, 13 X-RAYS TAKEN & 11 OTHER TREATMENTS PROVIDED FOR PATIENTS.

AS A RESULT OF ATTENDING NEXT DAY CARE 47% OF PATIENTS REGISTERED WITH THE TREATING DENTIST AND 53% 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 service operated as expected, but with a decrease in total number of referrals to the Clinic this month.

We have noted a decrease in the % of emergency category patients from March to April, unfortunately we have not received May's figures from NHS24 to compare and see if there has been any further drop.

**APPENDIX 2 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE**

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

