

Meeting of
Lanarkshire NHS Board

Lanarkshire NHS Board
14 Beckford Street
Hamilton ML3 0TA
Telephone 01698 281313
Fax 01698 423134
www.nhslanarkshire.co.uk



SUBJECT: PRIMARY CARE OUT OF HOURS FEBRUARY 2010

1. PURPOSE

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

2. SUMMARY OF KEY ISSUES

Demand during February remained unexpectedly high, running at 16% higher than 2009 with 9061 contacts in 2010 compared with 7793 in 2009. Additional staff were rostered at week ends to cope with the high volume of activity. The increased demand was spread across all elements of the service with home visits, PCEC attendances and advice calls all up on 2009.

Despite the increased demands on the service home visiting performance improved with 73% of one hour home visits being made within the hour.

Planning for the Medicines Management Improvement Programme continues and following attendance at a national Scottish Patient Safety Programme workshop, it has been agreed that the SPSP methodologies will be deployed as the implementation stage.

Planning for the CRES savings programme also continues.

The NHS L Pharmed project has been restarted with two Pharmacists who have been undergoing training and mentoring in the PCEC's prior to commencing independent practice in the Airdrie Pharmacy in April.

OOH supported A&E throughout February by taking 575 transfers.

3. ACTIONS FOR THE SERVICE

Planning for Easter and CRES savings is the main priority for March. Easter planning is already progressing well.

4. RECOMMENDATION

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

5. FURTHER INFORMATION

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

Alan Lawrie	Director South Lanarkshire CHP	01698 245194
Dr. Liz Duncan	Clinical Director OoH Service	01698 377606
Marilyn Aitken	Locality General Manager	01698 377828

Summary Activity & Performance Report for January 2010

Descriptor	Jan 2010	Feb 2010	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	11752	8739		
Number of NHS L patients triaged in local centre	1584	1106		
% NHS L triaged in local centre	13.5%	12.7%		
Total calls triaged in local centre	8686	6979		
Total number of patient contacts with OOH Services	12225	9061	This figure includes 575 transfers from A&E to OOH Service	
b. OOH PERFORMANCE				
			Target	
Time for NHS 24 nurse to commence consultation				
• % urgent commenced within 20 minutes	100.0%	100.0%	95%	KPI monitored by NHS 24
• % non urgent commenced within 60 minutes	100.0%	100.0%	90%	
Response time for Home Visits				
• 1 hour	71%	73%	75%	
• 2 hours	82%	88%	75%	
• 4 hours	89%	90%	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	370	333	Stable service. No new issues to report	
• Total no of home visits	1903	1716		
c. CLINICAL GOVERNANCE				
Significant Adverse Events				
Complaints				
• No. received	3	2		
• No. responses out with the standard time	0	0		

**APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE
MONTH OF FEBRUARY 2010
PERIOD – 4 WEEKS FROM 01/02/10 - 28/02/10**

1. APPOINTMENTS MADE AND FAILED TO ATTENDS

225 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND THE CLINICS IN WISHAW GENERAL HOSPITAL AND 18 (8%) FAILED TO ATTEND.
JUST BELOW 1 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.

53 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND FOR 'NEXT DAY, MONDAY -FRIDAY ' CARE AND 12 (23%) FAILED TO ATTEND.
JUST OVER 2 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.

2. SUMMARY OF TREATMENT PROVIDED

WISHAW GENERAL HOSPITAL

207 PATIENTS ATTENDED THE CLINICS IN WISHAW GENERAL HOSPITAL. 44 EXTRACTIONS WERE CARRIED OUT, 26 DRESSINGS WERE PROVIDED AND 121 PRESCRIPTIONS WERE ISSUED, 3 X-RAYS TAKEN & 60 OTHER TREATMENTS PROVIDED FOR PATIENTS.

NEXT DAY CARE

41 PATIENTS ATTENDED NEXT DAY CARE. 11 EXTRACTIONS WERE CARRIED OUT, 4 DRESSINGS WERE PROVIDED AND 14 PRESCRIPTIONS WERE ISSUED, 6 X-RAYS TAKEN & 8 OTHER TREATMENTS PROVIDED FOR PATIENTS.

AS A RESULT OF ATTENDING NEXT DAY CARE 49 % OF PATIENTS REGISTERED WITH THE TREATING DENTIST AND 51% 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 this month. We will continue to monitor the % of emergency outcomes. In the near future and in conjunction with NHS24, we will be implementing a programme of work to look at these outcomes with a view to providing clarity around the reasons for the higher level of patients we now find in this category.

APPENDIX 2 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE

Please find below December and January figures for NHS24. Today NHS24 have been unable to provide the triage figures for the date required.

