

Meeting of  
Lanarkshire NHS Board

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## **SUBJECT: PRIMARY CARE OUT OF HOURS APRIL 2010**

### **1. PURPOSE**

This report provides the Board with information on the performance of the Out of Hours Service during April 2010.

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

Demand during April was in line with last year as a result of more even demand the KPI's continue to be met.

The OOH service continued to support A&E where possible throughout April by taking 631 transfers. The service did experience a rise in referrals from community pharmacists this month. The number usually sits around 30-40 referrals but this month is rose to 73, much of the activity coming in over Easter weekend.

Due to the disruption in air travel after the Easter break, the service experienced difficulty filling the rotas as 6 doctors, a community nurse and a receptionist were delayed in returning to work. However, contingency arrangements were put into place and the service coped with the activity levels that presented.

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

To progress the communication around CRES savings, meetings with staff side representatives, community groups, PPF representatives, and several local MSPs are scheduled for May. Staff meetings have still to be scheduled.

The service is ready to launch the electronic palliative care record (e-PCS) and is expecting to go live with this in May, providing all the practices will have the software 'switched on'.

The service is linking with acute sites and working on the business continuity plans. Work is expected to be complete by end of May/early June.

### **4. RECOMMENDATION**

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

Descriptor	Mar 2010	Apr 2010	Narrative	
<b>a. OOH ACTIVITY</b>				
Number of patients calling NHS 24 in OOH period	9398	10476		
Number of NHS L patients triaged in local centre	1067	1147		
% NHS L triaged in local centre	11.4%	10.9%		
Total calls triaged in local centre	7470	7574		
Total number of patient contacts with OOH Services	10163	11508	This figure includes 631 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>				
• % urgent commenced within 20 minutes	99.9%	99.9%	95%	KPI monitored by NHS 24
• % non urgent commenced within 60 minutes	99.9%	99.9%	90%	
<b>Response time for Home Visits</b>				All KPI's met
• 1 hour	80%	76%	75%	
• 2 hours	87%	84%	75%	
• 4 hours	95%	90%	90%	
Total home visits	1220	1365		
<b>Percentage of rostered doctor sessions filled</b>	100%	99%	100%	
<b>Data to GP Practice by 0930 on next working day</b>	100%	100%	99%	
<b>Dental performance</b>				See Appendix 1 and 2 for more details.
• Total No of contacts (calls handled by DTNs in Lanarkshire)	548	Unavailable	Please see 3. General Comment	
Outcome of Triage:				
• Emergency appointment (within 1 hr)	29 (5.3%)	-		
• Urgent Appointments (with 24 hrs)	411 (75%)	-		
• Self care & other	108 (19.7%)	-		
<b>Community Nurse Performance</b>				
• No of new referrals	327	348	Stable service.	
• Total no of home visits	1877	1968		
<b>c. CLINICAL GOVERNANCE</b>				
<b>Significant Adverse Events</b>				
<b>Complaints</b>				
• No. received	0	1 (informal)	2 compliments received	
• No. responses out with the standard time	0	0		

**APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE  
MONTH OF APRIL 2010  
PERIOD –5 WEEKS FROM 29/03/10-02/05/10**

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

308 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND THE CLINICS IN WISHAW GENERAL HOSPITAL AND 17 (6%) FAILED TO ATTEND.  
*JUST BELOW 1 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.*

82 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND FOR 'NEXT DAY, MONDAY -FRIDAY ' CARE AND 26 (32%) FAILED TO ATTEND.  
*JUST ABOVE 3 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.*

**2. SUMMARY OF TREATMENT PROVIDED**

**WISHAW GENERAL HOSPITAL**

291 PATIENTS ATTENDED THE CLINICS IN WISHAW GENERAL HOSPITAL. 51 EXTRACTIONS WERE CARRIED OUT, 24 DRESSINGS WERE PROVIDED AND 168 PRESCRIPTIONS WERE ISSUED, 20 X-RAYS TAKEN & 61 OTHER TREATMENTS PROVIDED FOR PATIENTS.

**NEXT DAY CARE**

56 PATIENTS ATTENDED NEXT DAY CARE. 22 EXTRACTIONS WERE CARRIED OUT, 7 DRESSINGS WERE PROVIDED AND 22 PRESCRIPTIONS WERE ISSUED, 5 X-RAYS TAKEN & 3 OTHER TREATMENTS PROVIDED FOR PATIENTS.

AS A RESULT OF ATTENDING NEXT DAY CARE 62.5% OF PATIENTS REGISTERED WITH THE TREATING DENTIST AND 37.5% 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 note a steady increase during the last 3 months in registration rate of patients referred for Next Day Care, this is encouraging, and we will continue to monitor this.

NHS24 have been unable to provide triage figures in time for this months report, but we will include April's figures with next months report.

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

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

