

**NHS Lanarkshire
Primary Care Out of Hours
Board Report -18th April 2006**

1. Purpose of Report

The purpose of this report is to provide an update on the Primary Care Out of Hours Service (OOH).

2. Performance February/ March 2006

The table attached shows the activity for the period of February/March 06

Table 1 – Overall activity – February 2006

February 06	Wishaw	Hairmyers	Monklands	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						3890 49.33%
Centre Visits	898	573	714	156	207	2548 32.31%
Home Visits	257	267	298	235	175	1232 15.63%
District Nursing						215 2.73%
Transport						231
Total Number of Contacts	1155	840	1012	391	382	7885

Table 2 – Overall activity – March 2006

March 06	Wishaw	Hairmyers	Monklands	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						4663 51.91%
Centre Visits	921	609	849	173	257	2809 31.27%
Home Visits	327	307	347	174	155	1310 14.58%
District Nursing						201 2.24%
Transport						220
Total Number of Contacts	1248	916	1196	347	412	8983

3. Operational Issues

Easter

The service had a busy Easter period. A detailed report will appear in the next board paper once the figures have been collated.

May Holiday

Planning is under way for the May holiday weekends. Rotas are nearly complete for both support staff and doctors. Work continues with NHS 24 to meet the expected demand.

Staffing

Successful interviewing took place for “bank staff” at the end of March. These staff are currently having pre employment checks carried out before starting their training on 2nd May 06.

IT

Problems with the Adastra system occurred on Saturday 15th March. The service lost communication for a period between 1000 and 1100. The service used its contingency plan of mobile phones and fax machine to provide service as normal to all centres and mobiles. The problem was rectified and normal service resumed at 1100.

Dental Service

Summary of the first 4 weeks of operation

- 128 calls were triaged during the first 4 weeks of the new service.
- On average 4.6 calls per day were taken over the 28 day period.

- 18 patients (14%) were given next day (Mon–Fri) appointments
- On average each mid week day 0.9 patients were given appointments for mid week care

- 75 patients (58.6%) were given appointments at the weekend sessions at Wishaw General Hospital
- On average 9.3 patients were given appointments for each weekend session

- 0 patients (0%) were referred to A&E
- 7 patients (5.5%) failed to attend the appointments they were given
- 28 patients (21.8%) were triaged to self care.

Mid week next day care

The number of patients requiring to be seen by a dentist each day during the mid week averaged 0.9 patients per day. There are 7 ‘Receiving Dental Surgeons’ on duty each week and they are prepared to see up to 3 patients each per day. So we have capacity to see 21 patients each day during the week. On average on 0.9 patients per day have been referred for mid week emergency care.

Weekend sessions

On average 9.3 patients were seen at each session with the most seen on any one session being 11 patients. Two dentists are on duty at each session each for a three hour period. Each dentist is able to see anywhere between 12-15 patients during a three hour session.

Self care

A fifth (20%) of all patients from Lanarkshire who phoned NHS 24 for dental advice were triaged to self-care.

The dental service provided cover over the Easter holiday period. Activity figures are being collated and will appear in the next board report. The service has been well received by partners and staff are enjoying their new role.

Pandemic Flu

Contingency planning for pandemic flu is progressing in collaboration with NHS 24 and Board partners. Work continues on this plan.

NHS 24/Lanarkshire Satellite Centre

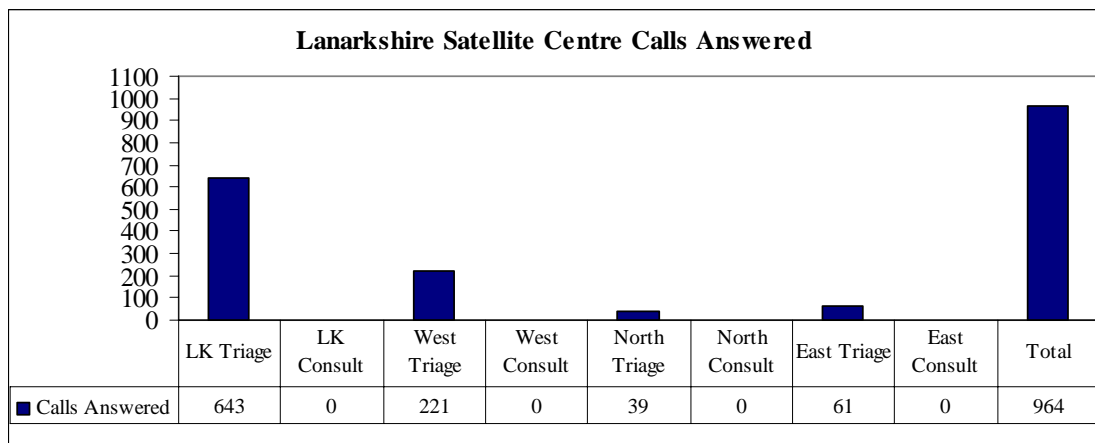
The NHS 24/Lanarkshire Satellite Centre continues to function well.

Activity in the Satellite is shown in the accompanying graph.

Weekly Satellite Centre Report Lanarkshire W/E 12/03/06

Calls Answered

Of the 964 incoming calls answered on the Satellite triage application, the following graph shows calls answered by Nurse Advisors by centre. Reporting of satellite activity is being reviewed, and monthly reports will be provided in the future.



4. Community Nursing

The community out of hours nursing teams carried out 2738 visits during the period 1st- 31st March. 289 were new referrals, 102 were via the hub and 23 were responses to community alarms. The remainder came from GPs, district nurses, McMillan nurses or self-referrals. The palliative care teams carried out 659 visits to terminally ill patients

The Motherwell/Wishaw out of hours nursing team is to present an overview of the service to the senior nurses of the ECU and A&E unit at Wishaw with the objective of furthering the joint OOH discharge protocols.

5. Conclusion

NHS Lanarkshire Board is asked to note the continuing progress of the Out of Hours service

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