

Primary Care Out of Hours Services Monthly Report

1. Introduction

Primary Care OOH Services was established as an NHS Lanarkshire service in October 2004. The purpose of this monthly report is to provide the Board with an update on service development and assurance on standards of service delivery.

2. Background

As a result of the new GP contract, NHS Lanarkshire assumed responsibility for the delivery of Primary Care OOH Services in October 2004. Following initial set-up, the service has bedded in and continued to develop. An NHS 24 Satellite has been established at Hairmyres Hub that allows triage to be provided by Lanarkshire based staff during peak periods, including a new dental triage service. OOH community nursing is coordinated by the Hairmyres Hub. Multidisciplinary care is now provided by trained nurses as well as doctors in the Primary Care Centres.

The service will continue to develop in line with best practice in order to meet patient demand and in response to patient needs.

3. Performance

A full set of Key Performance Indicators are under development. Initial KPIs have been agreed. Reporting on these initial KPIs requires enhancements to queries currently available in the OOH IT system (Adastra). It is anticipated that KPI reporting will commence September 2006.

Activity figures for the month of July are reported below with June figures in brackets. It should be noted that activity was higher in July due largely to OOH services providing cover for the Monday (fair Monday) public holiday:

3a. Activity by NHS 24 / Lanarkshire Satellite

All Lanarkshire patients contacting NHS 24 undergo triage either by NHS 24 or a locally based nurse in the Satellite centre. When there is no demand from Lanarkshire patients, satellite nurses provide triage for other health board areas.

- Total calls triaged by Lanarkshire Satellite Nurse **4788** (3107)
 - Calls relating to Lanarkshire patients 3107
 - Calls from other Board areas 1681
 - Outbound calls by Satellite Nurse 548
 - % Lanarkshire calls triaged by Satellite Nurse **30%**

- Total calls triaged from Lanarkshire patients **9187** (8707)

3b. Activity by Dental Nurses

The number of calls handled by dental nurses, 681, is a subset of the 4788 calls triaged by satellite staff. Activity was again higher compared with June due to providing dental service cover for the Monday bank holiday.

3b. Activity by Patient Outcome

- Self-care advice by NHS 24/satellite/Dr 4834 52%
- PCEC attendance 2683 30%
 - *Subset of PCEC by patient transport* 210 2%
- Home Visit 1408 15%
- District Nurse 262 3%
- Total number of contacts for July 2006 **9187**

See Appendix 1 for further details

3c. Response Times

The response time is a measure of the time, in minutes, from handover of care by NHS 24 to completion of care by OOH services

Time in Mins	0 – 60	61-90	91-120	121-180	181-240	241-above
PCC	979	652	422	327	69	24
H/V	674	189	131	113	49	252*

* Please note this figure is erroneous due to an error on the clock situated within the Cumbernauld car. This screen is in the process of being replaced.

4. Service Delivery

4a. Management

Dr Colin Barrett, Clinical Director of OOH Services, has moved on to continue his work in developing OOH services in England and Dr Liz Duncan has taken up the post of Clinical Director. The Board are asked to note the expertise, effort and excellent input provided by Dr Barrett in the establishment and early development of the service. Dr Duncan joins the management team with a great deal of OOH experience and will retain a half-time post as Deputy Medical Director with NHS 24

4b. Front-line staff

Doctor Sessions: all doctor sessions were filled during July. No agency doctors were used.

5. Training

IT: Aadastra computer software has been upgraded. A training programme for all staff, including sessional Doctors, has been scheduled, commencing last week in August

PCEC nurses

Training for nurse practitioners working in the PECE is now completed, with all nurses now having successfully undertaken minor illness, minor injury and extended nurse prescribing modules

Nurses are now working through their competencies and are managing patients autonomously where appropriate

6. Service Development

- Multi-disciplinary Service Delivery: a workforce planning day to scope this ongoing change in service delivery will take place in October with a resultant recommendation to the Board regarding future configuration
- Audit Scotland: Lanarkshire OOH services are participating in a pilot exercise to review OOH care in Scotland

End of report

Appendix 1

Activity by Outcome & Location

July 06	Wishaw	Hairmyres	Monkland	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						4834 52.6%
Centre Visits	822	526	735	163	227	2473 26.9%
Transport						210 2.28%
Home Visits	337	285	341	226	219	1408 15.3%
District Nursing						262 2.85%
Total Number of Contacts	1219	811	1076	389	446	9187

June 06	Wishaw	Hairmyres	Monklans	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						4532 52.05%
Centre Visits	846	609	789	147	198	2589 29.73%
Transport						207 2.38%
Home Visits	271	261	300	179	159	1170 13.44%
District Nursing						209 2.40%
Total Number of Contacts	1117	870	1089	326	357	8707

Patient transport figure is not included in PCEC attendances