

**NHS Lanarkshire Board**  
**11<sup>th</sup> February 2006**

**Primary Care Out of Hours Service**

**1. Purpose of Report**

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

**2. Introduction**

The winter period for the Out of Hours Service continues with increased levels of demand.

The figures attached within this report cover the month of January 2006.

The figures include 1<sup>st</sup> and 2<sup>nd</sup> January.

We have reissued the figures that were reported in the last Board report after discovering that an anomaly had occurred with the reporting software used for information collection. This is currently under resolution. The figures for the previous report are noted in appendix 1 of this report.

NHS 24 and all Board areas continue to work closely, and planning is under way for the next four day Holiday weekend at Easter time.

NHS Lanarkshire OOH Service & NHS24 also continue to work very closely with the operation and planning around the satellite centre based at Hairmyres Hospital.

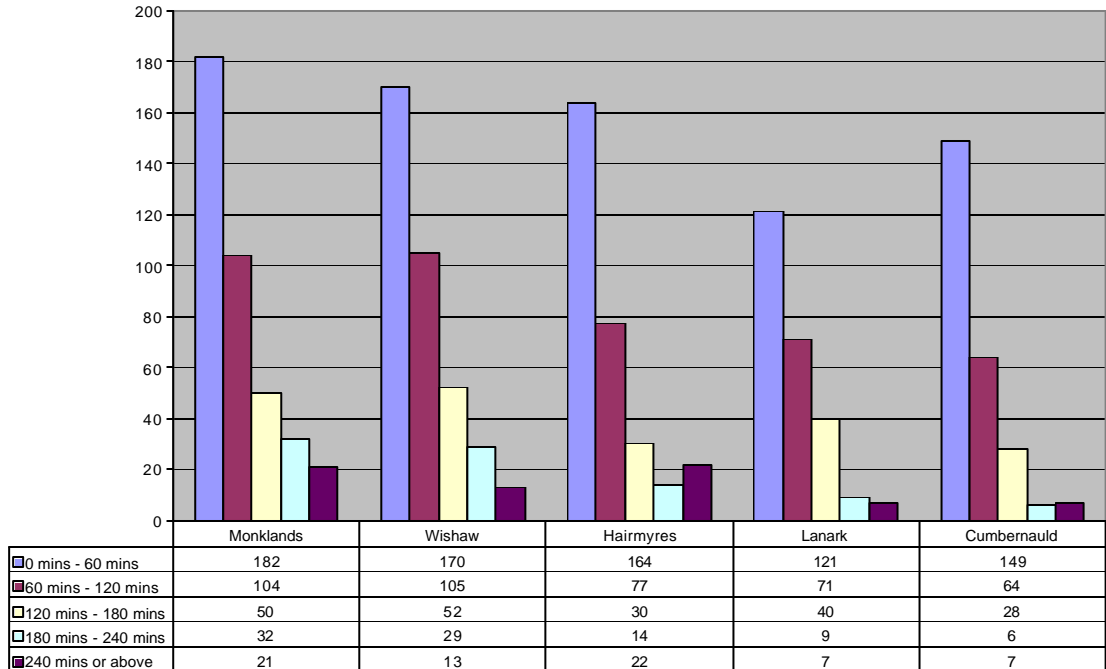
**3. Performance**

The number of contacts received for January 2006 are noted in the accompanying tables.

**Table 1 – Overall activity – January 2006**

January 06	Wishaw	Hairmyres	Monklands	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						4965 47.18%
Centre Visits	1064	774	1031	215	381	3465 32.93%
Home Visits	369	307	389	248	254	1567 14.89%
District Nursing						264 2.51%
Transport						262 2.49%
Total Number of Contacts						10523

HOME VISITING RESPONSE TIMES JANUARY 2006



## 4. Operational Issues

### Staffing

There are no significant staff issues at present.

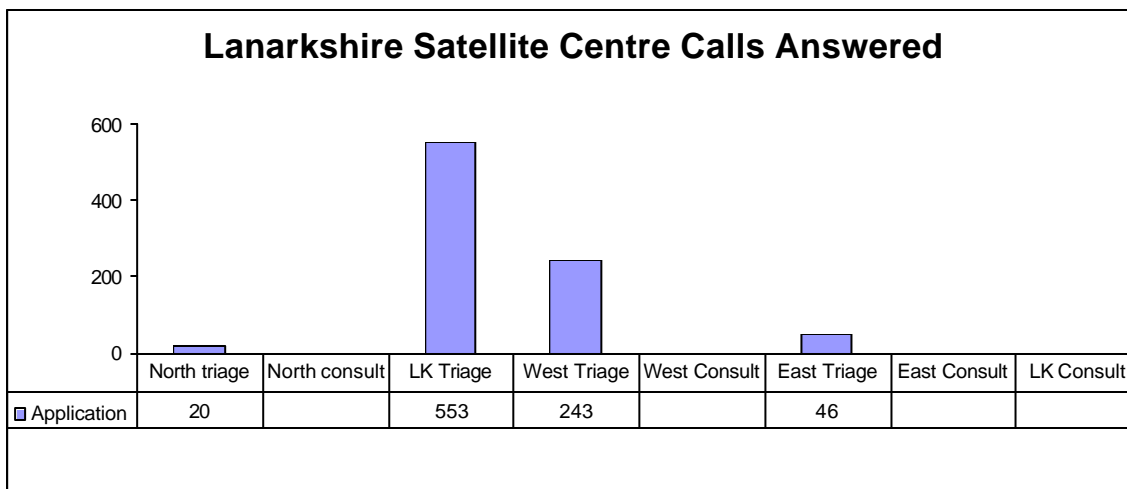
### IT

Work continues with the IT department in terms of rolling out the Emergency Care Summary project, which will enable clinicians to access recent, patient data (name, date of birth, address, CHI number, medications and allergies.)

### NHS 24/Lanarkshire Satellite Centre

The NHS 24/Lanarkshire Integrated Satellite Centre continues to function well at all levels.

The activity in the NHS Lanarkshire satellite is shown in the accompanying table.



The OOH hub previously based at Strathclyde has now relocated to the Hairmyres centre. This has allowed better joint working between the services.

### **Primary Care OOH Centres**

The nurses working in the Primary Care OOH centres continue with the agreed training program which will enable them to move forward to working autonomously. All have now completed or are about to commence the minor illness module at Caledonian University and have either completed or are about to commence the extended nurse prescriber’s course. Another batch of nurses and paramedics are due to start these courses in February 2006, and will complete the courses in the summer of 2006.

**Community nursing.** The Motherwell/Wishaw team from Cleland hospital have now successfully completed their move to Wishaw DGH, where the nurses will work jointly with the A&E staff, the palliative care team , the early supported discharge team and rapid response teams to promote more effective use of services in the community, to support discharge of patients out of hours, and to prevent inappropriate admission.

## **4. Conclusion**

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

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**Clinical Director**  
**Out of Hours**  
**Lanarkshire**

**John Turner**  
**Service Manager**  
**Out of Hours**  
**Lanarkshire**

**Frances Myles**  
**Lead Nurse**  
**Out of Hours**  
**Lanarkshire**

APPENDIX1

This appendix shows the revised figures that were issued in the previous Board report.

**Table 1 – Overall activity – November 2005**

Nov 05	Wishaw	Hairmyres	Monklands	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						4225 48.7%
Centre						
Visits	870	555	870	238	275	2808 32.3%
Home						
Visits	281	282	327	183	179	1252 14.4%
District						
Nursing						170 2.0%
Transport						225 2.6%
Total Number of Contacts	1151	837	1197	421	454	8680

**Table 2 – Overall activity – December 2005**

Dec 05	Wishaw	Hairmyers	Monklands	Lanark	Cumbernauld	Total
Advice NHS 24/Doctor						6082 48.6%
Centre						
Visits	1076	1027	1280	430	382	4195 33.5%
Home						
Visits	390	389	400	246	274	1699 13.6%
District						
Nursing						275 2.2%
Transport						266 2.1%
Total Number of Contacts	1466	1416	1680	676	656	12517