

NHS Lanarkshire Board Meeting

18th July 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

The number of contacts received for May 06 and June 06 are noted in the table below.

Table 1 – Overall activity –May 2006

May 06	Wishaw	Hairmyers	Monklands	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						4911 50.45%
Centre Visits	901	623	825	198	344	2891 29.70%
Home Visits	367	287	362	228	203	1447 14.8%
District Nursing						262 2.69%
Transport						223 2.29%
Total						
Number of Contacts	1268	910	1187	426	547	9734

Table 2 – Overall activity – June 2006

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

Patient transport fig not added into total for PCC attendance.

Table 3 - Overall response Times

Table 3 shows patients seen from point of contact with NHS 24 to discharge from Out of Hours service.

Time in Mins	0 – 60	60-90	90-120	120- 180	180- 240	240- above
PCC	1515	930	707	590	109	51
H/V	598	142	103	96	45	185*

* Please note an error has been identified on the clock situated within the Cumbernauld car.

3. Staffing

Receptionist and driver rotas are difficult to fill during the summer holiday period. Consequently, bank staff are being used to cover the gaps. Newly appointed drivers to the bank have now completed driver training.

All staff are about to commence a training programme which will include Lifting and Handling and Management of Aggression. This training program should be completed by March 07.

Ensuring there are sufficient general practitioners to cover the OOH service is particularly challenging during the months of July and August. Local doctors are continuing to support the service, and NHS Lanarkshire has not yet had to seek general practitioner cover through locum agencies.

4. IT

The Adastra computer system has now been stable for the past 2 months. The software has recently been updated and a training program for all staff will shortly commence.

5. NHS 24/Lanarkshire Satellite Centre

Emergency Dental Service.

The dental triage service has now been operating since 13th March 2006. 675 patients have contacted the service, resulting in the following outcomes:

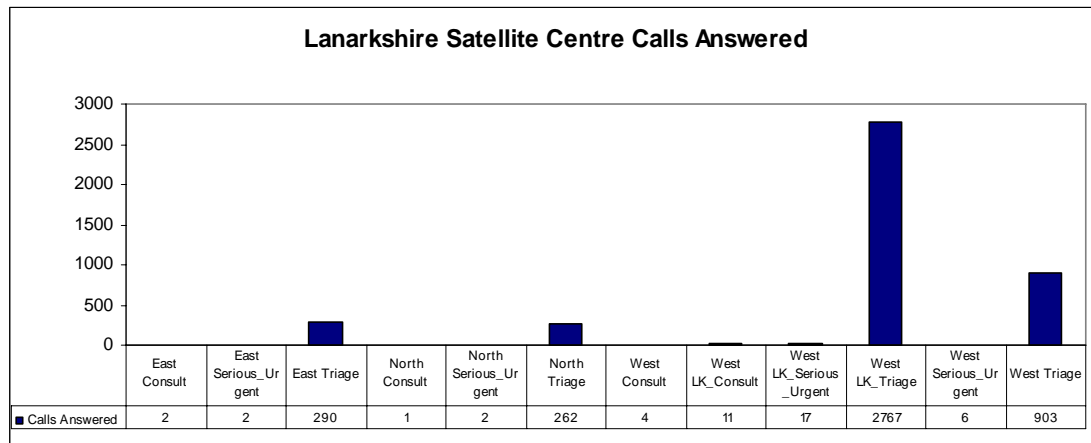
- 388 (57.4%) – patients seen in weekend sessions at WGH
- 78 (11.5%) – patients seen the next day by dentist on rota
- 203 (30%) – self care/or referred to own general dental practitioner to be seen on next working day
- 49 (9.4%) – FTA
- 5 (0.7%) – referred to A and E

As more dentists join the emergency service, activity will increase. Discussions are taking place with NHS 24 and the Primary Care OOH service to clarify anticipated additional space for additional dental nurse advisors.

Primary Care Nurse Triage Overall Monthly Summary – June 2006

- A total of 4267 calls were answered via the Lanarkshire applications for the month of June 06 (c.f. 5100), 16% decrease on previous week.
- Of the 4267 calls answered via the Lanarkshire application 1472 were answered by another centre, *graph 1 details where the calls were answered.*
- 3592 calls were answered by Nurse Advisors based at the Satellite Centre (c.f. 4292), of which 2795 were Lanarkshire calls and 797 calls were overflow calls into the Satellite Centre
- In addition 432 outbound calls were handled via the Satellite Centre, resulting in 4% of the total number (12181) of outbound calls (c.f. 3%).
- Of the total calls (inbound and outbound) which resulted in an OOH Outcome (including No Partner Action codes) being passed to Lanarkshire partners, 31% were handled via the Lanarkshire Satellite Centre

Calls Answered



Application - The telephone route the call has been passed down, regardless of where it will be answered

6. Community Nursing

The service continues to take most of its referrals from the day time service on a planned care basis. A total of 3,601 contacts were carried out by the OOH community nursing service between in the month of June. 2637 were home visits, 305 new referrals and 659 support calls. During the period 30th June- 31st July 2006, 51 calls were derived from from NHS 24/HUB leading to 53 visits out of a total of 2637. This equates to approx 0.2% of the total contacts for the service.

Successful recruitment to the Clydesdale evening team leader post has now been completed.

The pilot for direct referral from the Scottish Ambulance for catheter and PEG feeding tube patients commenced on July 1st and will be evaluated over six months. The purpose of this pilot is to investigate whether direct referral to district nursing will prevent unnecessary admission to hospital for these patients.

7. Conclusion

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

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