

NHS Lanarkshire
Primary Care Out of Hours
Board Report -13th March 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 – January / February 2006

The Out of Hours service continues to see an increase in the number of people requiring its services.

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

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

Table 2 – Overall activity – February 2006

February 06	Wishaw	Hairmyers	Monklands	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						3890 47.93%
Centre Visits	898	573	714	156	207	2548 31.39%
Home Visits	257	267	298	235	175	1232 15.18%
District Nursing						215 2.65%
Transport						231 2.85%
Total Number of Contacts	1155	840	1012	391	382	8116

3. Operational Issues

Easter Planning

Working with NHS 24 and other Board partners, the OOH service has been planning cover for the four day Easter Holiday weekend. There are still some outstanding shifts to be covered for this period, but the service is confident the rotas will be filled by the end of March.

Staffing

Recruiting is currently taking place for “bank” staff. These will supplement existing staff working within the service. Interviews will take place at the end of March. These staff will be on “zero” hours contracts and be used to cover annual leave, sickness leave, and protected learning sessions.

IT

The Ad Astra server which was located in Strathclyde was relocated to Hairmyres in mid February. Access to the server was an increasing cause for

concern if problems with the IT system developed during the OOH period. It is now easily accessible in its new location.

30 Out of Hours clinicians have now been trained in the use of Emergency Care Summary. The system is now available to that group. The use of the system has been limited and discussions are ongoing with the system developers to effect changes to the system that will enhance its usefulness.

Adverse Weather

The service experienced a severe weather problem on Sunday 12th March 2006. A number of Doctors and ancillary staff had difficulty in getting to work. At 0800, three doctors had succeeded in getting to work at Wishaw, Lanark and Cumbernauld. Doctors carried out a limited home visiting service using the Land Rover Freelander. Communication between the Out of Hours service and Scottish Ambulance (SAS) took place if the service was unable to carry out a home visit the SAS would try and assist by sending an ambulance or response vehicle. The service returned to full operations by 1100.

Dental Service

NHS Lanarkshire will launch the Out of Hours Emergency Dental service on Monday 20th March 2006. Dental nurses have been trained, initially by the Fife dental triage service, and laterally by NHS 24. The dental nurses will be co-located with the nurse triage service in the satellite centre at Hairmyres as follows:

- Monday to Friday 6.00 pm - 10.00 pm
- Saturday 11.00 am - 2.00 pm
- Sunday 10.00 am - 1.00 pm

Patients will access the service through NHS 24 and will be given an appointment with a participating dentist the following day. Should patients require treatment at the weekend, arrangements will be made for them to be seen at Wishaw DGH.

Pandemic Flu

Contingency planning for pandemic flu is progressing in collaboration with NHS 24 and Board partners.

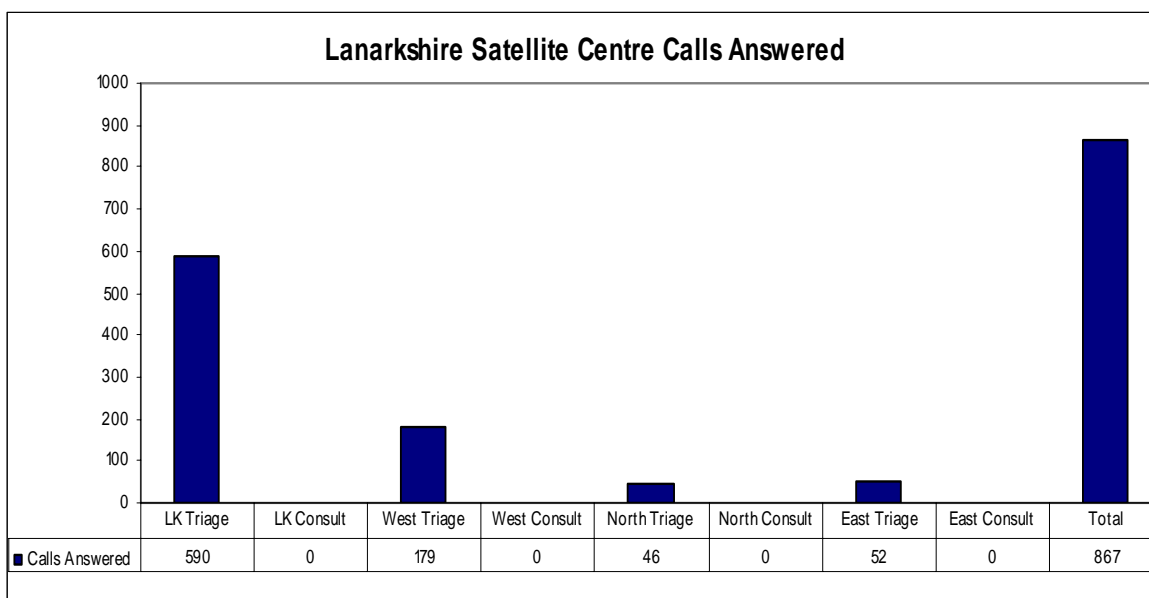
Away Day

An Away Day was held on the 7th February 2006. The purpose of the day was to review the initial 16 months of the service, look at what has been learned, and consider how the service should progress over the next few years. Approximately fifty people attended the day, including representation from social services, SAS, users and carers. The feedback from the day will be incorporated into the annual report and development plan which is due to be finalised by end of March.

NHS 24/Lanarkshire Satellite Centre

The NHS 24/Lanarkshire Satellite Centre continues to function well with planning for the Easter Period well advanced.

Activity in the Satellite is shown in the accompanying graph.



4. Community Nursing

The community out of hours nursing teams carried out 2241 visits during the period 1st- 28th February. Of these 378 were new referrals, 86 were via the hub and 17 were responses to community alarms. The remainder were via GPs, district nurses, McMillan nurses or self-referrals. The palliative care teams carried out 549 visits to terminally ill patients.

The adverse weather conditions on 12th March 2006 did not result in any visits being missed. This was due to the dedication and flexibility of the staff, many of whom walked to visit patients near to their own homes, even though they were not rostered to work.

On March 1st the East Kilbride/Hamilton evening team moved into the Hairmyres satellite area, joining with the overnight team and completing the East Kilbride integrated out of hours model.

Due to resignation there is now a vacancy for the evening team leaders post in Clydesdale. Approval has been agreed to fill this vacancy.

Piloting of a community nurse out of hours referral protocol, with the aim of alleviating unnecessary hospital admissions for catheter problems which could be more appropriately referred to the community nurses, is being jointly worked out with the SAS. If an ambulance team is called to a patient who requires catheterisation, the SAS will be able to refer directly to the community nursing service.

The out of hours community nurses are currently training to care for patients with PEG tubes in the community and 16 nurses attended a study evening in February at Lockhart hospital. The objective is to manage the majority of uncomplicated blockages or displacements in the community, thus alleviating the need for referral to the acute service.

5. Conclusion

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

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