

Primary Care Out of Hours Services Monthly Report on activity during September 2006

1. Introduction

The purpose of this monthly report is to provide the Board with an assurance on standards of service delivery and update on service development for the month of September 2006.

2. Performance

As previously reported to the Board, a full set of Key Performance Indicators (KPI's) are under development. Initial KPI's have been agreed and are reported upon below in Section 2a to 2d. Reporting on the full suite of KPIs requires enhancements to the reporting tools currently available in the OOH IT system (Adastra).

Appendix 2 shows the agreed KPI's.

Activity figures for the months of August and September are reported below.

2a. 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.

	Sept 06	Aug 06
Total calls triaged by Lanarkshire Satellite Nurse	3883	4632
Calls relating to Lanarkshire patients	2699	3160
Calls from other Board areas	1184	1087
Outbound calls by Satellite Nurse	433	385
% Lanarkshire calls triaged by Satellite Nurse	31%	50%
Total calls triaged from Lanarkshire patients	9897	8781

2b. Activity by Dental Nurses

The number of calls handled by dental nurses amounts to 302, and these are a subset of the 3883 calls triaged by satellite staff.

2c. Activity by Patient Outcome

	Sept 06	
• Self-care advice by NHS 24/satellite/Dr	4541	43.9%
• PCEC attendance	3950	38.2%
<i>(Subset of PCEC by patient transport)</i>	207	2%
• Home Visit	1391	13.4%
• District Nurse	253	2.5%
• Total number of contacts for September 2006	10342	

See Appendix 1 for further details

2d. 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	< 1 hr	1 – 1.5 hrs	1.5 – 2 hrs	2 – 3 hrs	3 – 4 hrs	> 4 hrs
PCC	1182	854	736	822	257	99
H/V	808	214	119	146	61	43

3. Service Delivery

Front-line staff

All doctor sessions were filled during September and as such no agency doctors were used.

4. Training

a. IT

The Adastra upgrade is now complete. Training continues to take place with both clinical and clerical staff.

b. Emergency Care Summary (ECS)

The ECS system has now been activated to allow clinician's access to the Emergency Care Summary (ECS). This is now occurring in a streamlined fashion

The addition of the Emergency Care Summary allows clinicians to access limited information with consent of patients attending the Out of Hours service. This access is to previous prescribed medication by their GP which therefore allows better clinical decision making. This system is still in its infancy with clinicians using the system as such. In the long term it is felt that there will be a reduction in prescribing for the Out of Hours service and more importantly a significant improvement in Clinical Governance.

c. Nurse Training

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

5. Service Development

- **Multi-disciplinary Service Delivery:** A workforce and service planning event is planned shortly. This event will inform how the Out of Hours service aligns itself with the CHP. The service has for some time now been looking for a model to move towards a "Doctor Lite" service. This would involve the use of nurses and paramedics providing services currently carried out by doctors.

An extensive amount of time has been put in to train nurses and paramedics to perform these tasks. Currently there are a number of nurses working who have completed all aspects of training and see, treat and discharge patients. These nurses have the safety net of working in centres alongside doctors should they require additional support at anytime.

- The QIS updated action plan is now completed and has been sent back to QIS. The service will receive feedback within the next 3-6 months
- Currently work to finalise the Festive/Winter plan is near completion. This work will be completed by the end of October06.

End of report

APPENDIX 1

Activity by Outcome & Location for September 2006

	Wishaw	Hairmyres	Monklands	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						4541 43.91%
Centre Visits	822	526	735	163	227	3950 38.19%
Transport						207 2%
Home Visits	337	285	341	226	219	1391 13.45%
District Nursing						253 2.45%
Total Number of Contacts	1219	811	1076	389	446	10342

Activity by Outcome & Location for August 2006

	Wishaw	Hairmyres	Monklands	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						3775 42.99%
Centre Visits	1085	557	1024	271	352	3289
Transport						193 2.20%
Home	296	266	318	189	166	1325 15.09%
District Nursing						199 2.27%
Total Number of Contacts	1381	823	1342	460	518	8781

Patient transport figure is not included in PCEC attendances

APPENDIX 2

Key Performance Indicator – Full Suite

Category	Performance Measurements	Comments
Operational		
Call Handling	NHS24	Already reported on
Call triage	NHS24	Already reported on
Call passage to NHS L Hub	NHS24	Already reported on
Response times for PCEC & Home visits <ul style="list-style-type: none"> • 2hours • Routine 	90% target	Already reported on
Data returned to GP Practice by 0930 on next working day	95% target	Will be included in next report
Clinical Incidents	100% completion, where possible, within 20 working days	As per NHS Scotland Guidelines
Complaints	100% completion, where possible, within 20 working days	As per NHS Scotland Guidelines
Patient satisfaction surveys	Will be undertake annually with NHS 24	In conjunction with NHS 24
OOH Community Nursing	90% response time with 4 hours	Will be included in next report
NHS Satellite Performance	To be further developed	Completion of KPI by next OOH Exec meeting
Dental KPIs	For further development	Completion of KPI by next OOH Exec meeting
Clinical Records quality	For development and implementation	Completion of KPI by next OOH Exec meeting