

## **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 August are reported below with July figures in brackets.

#### **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 **4632** (4788)
  - Calls relating to Lanarkshire patients 3160
  - Calls from other Board areas 1087
  - Outbound calls by Satellite Nurse 385
  - % Lanarkshire calls triaged by Satellite Nurse 53%
  
- Total calls triaged outwith Lanarkshire when satellite open 2256
- Total calls triaged from Lanarkshire patients 8781 (9187)

### 3b. Activity by Dental Nurses

The number of calls handled by dental nurses, 284, is a subset of the 4632 calls triaged by satellite staff.

### 3b. Activity by Patient Outcome

- Self-care advice by NHS 24/satellite/Dr 3775 43%
  - PCEC attendance 3289 37.5%
    - *Subset of PCEC by patient transport* 193 2.2%
  - Home Visit 1325 15%
  - District Nurse 199 3%
  - Total number of contacts for August 2006 8781
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- 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	1395	883	526	388	57	40
H/V	684	184	99	76	26	166

## 4. Service Delivery

### Front-line staff

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

## 5. Training

IT: Aadastra computer software has been upgraded. Staff are now attending training session in the evening. The new version will be switched on at the beginning of October.

### 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: The workforce planning day will take place on October 10<sup>th</sup> an update will be provided to the Board in the next report.
- 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 is being undertaken for the festive period. A draft plan will be available by the end of September.
- The service will be covering Monday 25<sup>th</sup> September all shift are covered.

End of report

## Appendix 1

### Activity by Outcome & Location

August 06	Wishaw	Hairmyres	Monkland	Lanark	Cumbernauld	Total
Advice NHS 24/ Doctor						3775 42.99%
Centre Visits	1085	557	1024	271	352	3289 37.45%
Transport						193 2.20%
Home Visits	296	266	318	189	166	1325 15.09%
District Nursing						199 2.27%
Total Number of Contacts	1381	823	1342	460	518	<b>8781</b>

July 06	Wishaw	Hairmyres	Monklands	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	<b>9187</b>

Patient transport figure is not included in PCEC attendances