

NHS Lanarkshire

Primary Care Out of Hours Services

Summary Activity & Performance Report for July 2007

1. Introduction and Background

The following report has been compiled to provide the Board with an up to date position in regard to both the performance of the Out of Hours service and future developments

This report is of a summary nature and focuses upon the key performance indicators that Out of Hours services are expected to measure across the NHS in Scotland. In order that the performance can be seen in context a comparator with the previous month is also shown.

2. Analysis of Performance

Descriptor	June 2007	July 2007	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	9,894	9,633	Slightly lower call volumes, in line with expectation due to holiday period	
Number of NHS L patients triaged in local centre	2,128	2,755	Extended opening hours of satellite centre began 1 st July 2007 resulting in additional call volumes	
% NHS L triaged in local centre	22%	29%	Extended hours allowed greater % of calls to be triaged locally	
Total calls triaged in local centre	3,432	3,771	This figure includes calls from other areas of Scotland	
Total number of patient contacts with OOH Services	10,609	10,775	Includes additional calls received directly from District Nurses, Nursing Homes, A&E & SAS; also this month includes pilot exercise with Wishaw A&E (see developments)	
b. OOH PERFORMANCE				Target
Response time for NHS 24 nurse to commence consultation				KPI monitored by NHS 24
<ul style="list-style-type: none"> % urgent commenced within 20 minutes 	94%	96%	95%	
<ul style="list-style-type: none"> % non urgent commenced within 60 minutes 	93%	95%	90%	
Response time for Home Visits				The drop in performance has resulted from a combination of factors: car breakdown; 2 very complex patients on home visits and last minute staff illness
<ul style="list-style-type: none"> 1 hour 	252 - 81.3%	213 - 73.7%	95%	
<ul style="list-style-type: none"> 2 hours 	458 - 90.4%	459 - 84.5%	90%	
<ul style="list-style-type: none"> 4 hours 	576 - 95.8%	544 - 91.7%	90%	
Total GP Home Visits	1,286	1,216		

% of rostered doctor sessions filled	100%	97%	100%	1 last minute call off due to sickness & 2 DNA's. All shifts covered by existing staff
Data returned to GP Practice by 0930 on next working day	100%	100%	99%	
Dental performance <ul style="list-style-type: none"> Total No of contacts Advice Face to Face Contacts Emergency Appt – Weekend Clinic Next Day Appt A&E 	498 205 (41%) 293 (59%) 55% 44% 1 %	341 129 (38%) 212 (62%) 50.97% 46.7% 2.4 %	<3%	See Appendix 1 for more details
Community Nurse Performance <ul style="list-style-type: none"> No of new referrals Total no of home visits 	424 1,514	344 2,735		Increase in home visits due to a number of complex palliative care patients requiring extensive visiting in addition reporting system now capturing all visits in a more appropriate manner.
c. CLINICAL GOVERNANCE			Target	
Clinical Incidents	nil	nil		
Complaints <ul style="list-style-type: none"> No. received No. responded within standard 	1 100% (1)	1 nil	100%	Complaint: disagreement re treatment & attitude of doctor providing advice. Also miscommunication with reception staff. Delay in response due to doctor discussing case with MDDUS

3. Conclusions

Activity

The figures for July 2007 are close to the predicted levels. The volume of triage undertaken within the local centre increased as a result of extending the opening hours to cover all day Saturday & Sunday from 08:00 until midnight. The extended hours require additional staffing and ten new staff (part-time) were successfully recruited in July with their induction programme commencing mid September. All doctor sessions are filled at present by local practitioners and salaried GPs.

Performance

Performance on the 1 and 2 hour response rates dipped as a result of several factors as described above. However, responsive local management reduced the impact of these events. An adverse incident review has been completed with remedial actions now underway to avoid similar events in the future. All short term corrective actions are complete and the longer term actions are on target with a progress report scheduled to be provided next month.

Clinical Governance

The complaints standard was not met this month due to factors outwith our control, namely staff delays in communications with MDDUS. The response has now been sent.

Developments:

OOH services have been fully involved in discussions on the future of unscheduled care in NHS Lanarkshire and also in the winter planning process. A pilot exercise to integrate appropriate A&E activity with Primary Care commenced early July at Wishaw. An informal evaluation, including written feedback from staff, suggests that in the main this has been a successful exercise. A formal evaluation will take place at the end of August and in the interim period the pilot has continued in operation. The results of this pilot will be shared with the Board in September.

The new NHS 24 IT system, PRMv2, was successfully launched on 27th July. Performance of the system will be monitored and reported to the Board next month; it is anticipated that there maybe a fall in staff call taking performance next month as they to get used to operating the new system.

Winter Planning:

The Board received a report in June which outlined the manner in which the Winter Plan for NHS Lanarkshire would be brought together over the next few months. This plan was very much a whole systems plan covering both acute and primary care services. In addition a clear linkage has been made with both Social Work Departments and there is a strong link to NHS24 and the SAS.

Planning meetings continue to take place on a fortnightly basis ensuring that agreed actions are being progressed. A number of key items currently in development include the detailed operational plan for the OoH service, the communications plan, development of innovate practice for the festive period in regard to Pharmacy services and detailed scheduling of activity and sourcing of additional bed capacity in the Acute sector.

Preparations are being made to present the current state of play at the National Winter Planning Conference on the 12th of September. A final winter plan that has been self assessed and considers major risk factors and their mitigation must be presented to the SEHD by the end of September. The board will receive this plan at its September meeting.

4. Recommendation

The Board is asked to note the continuing strong performance of the Primary Care Out of Hours service during July 2007 and to seek further updates on the planned activities and forthcoming developments in September 2007.

Appendix 1

REPORT DENTAL TRIAGE – MONTH JULY 2007

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **341** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

On average 113.6 calls were handled on a weekly basis. This is a slightly higher weekly call rate than last month where on average 99.6 calls were handled each week.

For the first time since the service started more calls were handled during the week than at weekends - **172 (50.4%)** phone calls were made during the normal working week (Monday-Friday) and **169 (49.6%)** phone calls were made at weekends.

The percentage of calls made during the normal working week rose by 4.6%. This continues the trend first noted last month (June) when a 7% increase in the percentage of calls made during the normal working week was recorded. It is important that we monitor this shift in calls and ensure that we have the resources in place to cope with the need.

2. EFFECTIVENESS OF TRIAGE

Of the **341** phone calls made **212 (62%)** were given an appointment and **129 (38%)** were not given an appointment. The **129 patients** who were not given an appointment were given advice e.g. reassurance, pain relief, seek an appointment with on dentist own dentist etc.

*The triage system continues to be effective with **app 4 out of 10 phone calls** not requiring an appointment. This is similar to last month.*

3. APPOINTMENTS MADE

Of the **212** patients given an appointment **108 (50.9%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **99 (46.7%)** were given an appointment for next day 'Monday-Friday' care and **5 (2.4%)** attended A&E.

Compared with last month the percentage of patients given an appointment for next day 'Monday-Friday' care rose by 4.7%. This mirrors the finding in section 1 above where an increase in calls made during the week was noted. For the second month in a row an increase in appointments for mid-week care has been recorded. This is worth watching.

3.1 A&E APPOINTMENTS

5 patients (2.4%) were given an appointment with A&E.

Compared with last month a 1.4% increase in appointments for A&E has been reported. This is acceptable. The aim is to keep the percentage of patients who are referred to A&E to less than 3%.

4. FAILED TO ATTEND

Over the period **25 patients (11.8%)** of those given an appointment failed to attend.

This is similar to last month.

5. GENERAL UPDATE

Overall over the period LEDS operated mostly as anticipated.