

# NHS Lanarkshire

## Primary Care Out of Hours Service

### Summary Activity & Performance Report for June 2007

#### 1. Introduction and Background

In line with discussions at previous Board meetings, the following report has been compiled to provide the Board with an up to date position in regard to the performance of the Out of Hours service.

This report is of a summary nature focusing upon the type of key performance indicators that the Out of Hours service is 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.

On a quarterly basis this report will be augmented with more detailed information in regard to matters such as service developments, winter planning preparations and more detailed quality of care matters.

#### 2. Analysis of Performance

Descriptor	May 2007	June 2007	Narrative	
<b>a. OOH ACTIVITY</b>				
Number of patients calling NHS 24 in OOH period	11,132	9,894	Call volumes in May were inflated due to public holidays	
Number of NHS L patients triaged in local centre	2,731	2,128		
% NHS L triaged in local centre	24%	22%	Staff shortage due to illness affecting %; recruitment underway with interviews in July	
Total calls triaged in local centre	4,003	3,432	This figure includes calls from other areas of Scotland	
Total number of patient contacts with OOH Service	11,848	10,609	Includes additional calls received directly from District Nurses, Nursing Homes, A&E & SAS	
<b>b. OOH PERFORMANCE</b>				
Response time for NHS 24 nurse to commence consultation			Target	KPI monitored by NHS 24
• % urgent commenced within 20 minutes	94%	95%	95%	
• % non urgent commenced within 60 minutes	93%	94%	90%	
Response times for Home Visits				
• 1 hour	308 – 71.8%	252 - 81.3%	95%	
• 2 hours	447 – 89.7%	458 – 90.4%	90%	
• 4 hours	632 – 98.9%	576 – 95.8%	90%	
• Total home visits	1387	1286		

% of rostered doctor sessions filled	100%	100%	100%	No absences recorded
Data returned to GP Practice by 0930 on next working day	99%	100%	99%	
<b>Dental performance</b> <ul style="list-style-type: none"> <li>Total No of contacts</li> <li>Advice</li> <li>Face to Face Contacts</li> <li>Emergency Appt – Weekend Clinic</li> <li>Next Day Appt</li> <li>A&amp;E</li> </ul>	393 151 (38%) 242 (62%)  <ul style="list-style-type: none"> <li>64.5%</li> <li>33%</li> <li>2.5%</li> </ul>	498 205 (41%) 293 (59%)  55% 44% 1 %	To be agreed	For further detail on dental performance, see Appendix 1.
<b>Community Nurse Performance</b> <ul style="list-style-type: none"> <li>No of new referrals</li> <li>Total no of home visits</li> </ul>	345 1762	424 1514		This data covers the OOH period for district nurses - 18:00 until 08:00, seven days a week. The data is collected manually; the process, including setting targets, is under review at present.
<b>c. CLINICAL GOVERNANCE</b>			Target	
Clinical Incidents	nil	nil		
Complaints <ul style="list-style-type: none"> <li>No. received</li> <li>No. responded within standard</li> </ul>	2 50% (1)	1 100% (1)	100%	The 1 outstanding complaint from May has been closed.  Complaint: disagreement with location of care (family wanted home visit for child) & attitude of doctor providing advice.

### **3. Conclusions**

Activity figures for June 2007 continue to demonstrate a strong performance with a slight improvement across most of the indicators. The exception to this is the slight decrease – 24% to 22% - of calls triaged locally. It is anticipated that this percentage will rise next month since, commencing July 1<sup>st</sup>, the local centre will no longer close in the middle of the day Saturday & Sunday. Additionally, whilst a few vacancies remain, there has been an excellent response to the recent recruitment exercise with interviews taking place during July. All doctor sessions are filled at present from local practitioners.

The complaints standard has been met this month and complaints continue to be a source of valuable learning. A twelve month resubmission was made to NHS QIS regarding 'The Provision of Safe & effective Primary Medical Services OOH'. NHS Lanarkshire OOH services continues to be registered at Level 3 where 'the provider is largely compliant with the standards'. There are four levels ranging from Level 1 where 'the provider has only limited compliance' to Level 4 where 'the provider is fully compliant with the standards'. Work is continuing towards the goal of Level 4 registration.

The OOH service has continued to take an integral role in the future of unscheduled care in NHS Lanarkshire and also in the winter planning process. Planning is currently underway on a pilot exercise to integrate appropriate A&E activity with Primary Care during the OOH period thereby maximising the use of available staff resource in the short term and in the longer term using the information generated to inform future planning.

#### **4. Recommendation**

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

**REPORT DENTAL TRIAGE – MONTH JUNE 2007**

**1. NUMBER OF CALLS HANDLED DURING THE MONTH**

A total of **498** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

*On average 99.6 calls were handled on a weekly basis. This is similar to last month where on average 98.25 calls were handled each week.*

Weekends continue to be the busiest times for dental phone calls with **275 (55%)** of the phone calls made at weekends and **223 (45%)** of phone calls made during the normal working week (Monday-Friday).

*Compared with last month the percentage of calls made at weekends decreased by 7% while the proportion made during the week increased by 7%.*

**2. EFFECTIVENESS OF TRIAGE**

Of the **498** phone calls made **293 (59%)** were given an appointment and **205 (41%)** were not given an appointment. The **205 patients** who were not given an appointment were given advice e.g. reassurance, pain relief, seek an appointment with 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 **293** patients given an appointment **167 (57%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **123 (42%)** were given an appointment for next day 'Monday-Friday' care and **3 (1%)** attended A&E.

*Compared with last month the percentage of patients given an appointment for next day 'Monday-Friday' care rose by 9%. This mirrors the finding in section 1 above where an increase in calls made during the week was noted. This is worth watching.*

**3.1 A&E APPOINTMENTS**

**3** patients (**1%**) were given an appointment with A&E.

*Compared with last month a 1.5% reduction in appointments for A&E has been reported. This may reflect discussions on the way triage staff respond to dental patients who report a small 'overdose' (1-2 tablets in a 24 hr period) of painkillers.*

**4. FAILED TO ATTEND**

Over the period **37** patients (**12.5%**) of those given an appointment failed to attend.

*Compared with last month there has been a 5.5% increase in the number of patients who failed to attend.*

**5. GENERAL UPDATE**

Overall over the period LEDS operated mostly as anticipated.