

# NHS Lanarkshire

## Primary Care Out of Hours Services

### Summary Activity & Performance Report for May 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 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.

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   | April 2007                                   | May 2007  | Narrative  |   |
|--|--|---|--|---|
| <b>a. OOH ACTIVITY</b>   |  |   |  |   |
| Number of patients calling NHS 24  | 11,494                                       | 11,132  | Fig include the May bank holiday   |   |
| Number of patients triaged in local centre   | 3,911  | 2,731   |  |   |
| % NHS L handled locally  | 34%  | 24%   | Ongoing discussion with NHS 24 to increase %   |   |
| Total calls triaged in local centre  | 5,152  | 4,003   | This figure includes calls from other areas of Scotland                                    |   |
| Total number of patient contacts with OOH Services   | 12,244                                       | 11,848  | 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   |
| <ul style="list-style-type: none"> <li>• % urgent commenced within 20 minutes</li> <li>• % non urgent commenced within 60 minutes</li> </ul> | 95%<br><br>94%                               | 94%<br><br>93%  | 95%<br><br>90%   |   |
| Response times for Home Visits   |  |   |  |   |
| <ul style="list-style-type: none"> <li>• 1 hour</li> <li>• 2 hours</li> <li>• 4 hours</li> <li>• Total home visits</li> </ul>                | 175- 57%<br>360- 73%<br>587- 91%<br><br>1122 | 308 – 71.8%<br>447 – 89.7%<br>632 – 98.9%<br><br>1387 | 95%<br>90%<br>90%  | It should be noted the response time are taken from the time the call is received by NHS Lanarkshire previous fig were time received by NHS 24. |
|  |  |   |  |   |

|  |   |   |              |   |
|--|---|---|--------------|---|
| % 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> | 552<br>191 (35%)<br>361 (65%)<br><br><ul style="list-style-type: none"> <li>78%</li> <li>20%</li> <li>2%</li> </ul> | 393<br>151 (38%)<br>242 (62%)<br><br><ul style="list-style-type: none"> <li>64.5%</li> <li>33%</li> <li>2.5%</li> </ul> | 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>  | 393<br>1990   | 345<br>1762   |              | This data covers the OOH period for district nurses - 18:00 until 08:00, seven days a week. Consequently it is less subject to Public Holiday fluctuations. 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>   | 3<br>100% (2)   | 2<br>50% (1)  | 100%         | The 1 outstanding complaint is late due to a problem with access to Voice Recording this should be resolve shortly.<br><br>The nature of these complaints are alleged misdiagnosis the other alleged improper treatment.  |
|  |   |   |              |   |

### **3. Conclusions**

For May 2007 the Out of Hours service has performed well and in particular coped well over the May Bank holiday. The service is looking in detail at how the Out of Hours can help to achieve the 4 hours A&E target at Wishaw. Several meeting have taken place with an agreed action plan to be implemented during June. An evaluation will take place once all component parts are in place.

An additional piece of work currently in progress is the development of the “emergency response service”. This is a pilot service looking to be developed in Lanarkshire in conjunction with the Acute service, Scottish Ambulance and NHS 24. Further reports on the progress of both these issues will be brought back to the Board as part of the quarterly reporting cycle.

#### **4. Recommendation**

The Board is asked to note the good performance of the Primary Care Out of Hours service for May 2007 and to seek further updates on the outcome of the discussions with NHS 24.

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REPORT DENTAL TRIAGE - PERIOD MAY 2007

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

A total of **393** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital

Weekends continue to be the busiest times for dental phone calls with **242 (62%)** of the phone calls made at weekends and **151 (38%)** of phone calls made during the normal working week (Monday-Friday). From early October 2006, reflecting the fact that 6 out of 10 dental phone calls are made at weekends, a second seat was made available for DTNs at the Hub in Hairmyres Hospital. Two DTNs are now on duty at peak times on Saturdays and Sundays.

**2. EFFECTIVENESS OF TRIAGE**

Of the **393** phone calls made **242 (62%)** were given an appointment and **151 (38%)** were not given an appointment. The **151 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.

**3. APPOINTMENTS MADE**

Of the **242** patients given an appointment **155 (64.5%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **80 (33%)** were given an appointment for next day 'Monday-Friday' care and **6 (2.5%)** attended A&E.

**3.1 A&E APPOINTMENTS**

**6 patients (2.5%)** were given an appointment with A&E mainly for drug (painkiller) overdose.

**4. FAILED TO ATTEND**

Over the period **17 patients (7%)** of those given an appointment) failed to attend.

**5. GENERAL UPDATE**

Overall over the period LEDS operated mostly as anticipated.