

# NHS LANARKSHIRE PRIMARY CARE OUT OF HOURS SERVICE

## REPORT ON KEY PERFORMANCE INDICATORS AND EASTER

It is recognised that the Board needs to be kept informed on the performance of the OoH service on a regular basis. It had been intended to undertake this via the Performance Management Group as well as through the CHP OMCs.

However given the timing of the meetings and the closeness of the Board meeting to the Easter Break a report covering both performance in January and February along with coverage for the Easter Break is provided below.

The report looks first at the performance over the past two months and then at the coverage for Easter

### 1. PERFORMANCE FOR JANUARY 2007

Category	Target	Achieved	Comments
Call Handled by Sat Centre*	100 %	77%	
Call triaged for Lanarkshire Patients**	100%	66%	
Calls answered for National Network	20%	34%	
Response times for PCEC <ul style="list-style-type: none"> <li>• 4 hr/Routine Home visits</li> <li>• 4hr/Routine</li> </ul>	95%	94%	The service came under intense pressure during the festive period due in part to a respiratory virus
	94%	91%	
Data returned to GP Practice by 0930 on next working day	95% target	98%	

  

Time in Mins	0-60	61-90	91-120	121-180	181-240	241 or Above	Totals
PCC	1388	1073	896	919	406	254	4936
H/V	851	265	185	181	85	153	1720

\*It needs to be recognised that the target cannot be achieved as the centre is not open currently during the whole of the Out of Hours period.

\*\* The centre is also required to help achieve the national target for NHS24 therefore on occasions nurses are required to answer priority calls from other areas which may exceed the response time.

The Out of Hours service was put under extreme pressure during January due to a respiratory virus. This had an effect on response times. Over 68% of the total cases of PCEC attendees were seen treated and discharged within 2 hours.

## 2. PERFORMANCE FOR FEBRUARY 2007

Category	Target	Achieved	Comments
<b>Calls Handled by Sat. Centre</b>	<b>100%</b>	<b>72%</b>	
<b>Calls triaged for Lanarkshire Patients</b>	<b>100%</b>	<b>49%</b>	Figures down on last month. This may well be due to the telephone system failure at the Hairmyres Hub for five days which prevented call transfer.
<b>Calls answered for National Network</b>	<b>20%</b>	<b>26%</b>	
<b>Response times for PCEC</b>			Figures improved from January
▪ <b>Routine/4 Hr</b>	<b>95%</b>	<b>97%</b>	
<b>Home visits</b>			
▪ <b>Routine/4 Hr</b>	<b>94%</b>	<b>94%</b>	
<b>Data returned to GP Practice by 0930 on next working day</b>	<b>95%</b>	<b>98%</b>	

Time in Mins	0-60	61-90	91-120	121-180	181-240	241 or Above	Totals
<b>PCC</b>	<b>1160</b>	<b>840</b>	<b>626</b>	<b>742</b>	<b>241</b>	<b>100</b>	<b>3709</b>
<b>H/V</b>	<b>685</b>	<b>215</b>	<b>126</b>	<b>156</b>	<b>80</b>	<b>83</b>	<b>1345</b>

### 3. EASTER GP COVERAGE

#### 1. Main Centres : Monklands, Wishaw and Hairmyres.

	Centre GP M/W/H/	Mobile GP M/W/H	TOTAL GP COVERAGE
<b>Friday 6<sup>th</sup> April</b>			
0800-1100	3	3	6
1100-1900	6	3	9
1900-2400	3	3	6
2400-0800	3		3
<b>Sat 7<sup>th</sup> April</b>			
0800-1200	3	3	6
1200-1700	6	3	9
1700-2400	3	3	6
2400-0800	3		3
<b>Sun 8<sup>th</sup> April</b>			
0800-1200	3	3	6
1200-1700	6	3	9
1700-2400	3	3	6
2400-0800	3		3
<b>Monday 9<sup>th</sup> April</b>			
0800-1100	3	3	6
1100-1900	6	3	9
1900-2400	3	3	6
2400-0800	3		3

#### 2. Cumbernauld and Lanark

Cumbernauld: **For each of the four days** centre open 1000-2200 staffed by 1 GP  
Mobile with 1 GP until 2400

Lanark: **For each of the four days** centre open 1000-2400 staffed by 1 GP  
Mobile with 1 GP until 0800

#### 3. Additional Cars and GPs

a. There will be an additional GP staffed car operating out of Wishaw in the afternoon of the 6<sup>th</sup>, 7<sup>th</sup> and 8<sup>th</sup>. Cover for this car is yet to be confirmed for Monday 9<sup>th</sup>

b. GP to assist NHS24 with Untriaged Calls – Friday 0800 to 1800, Saturday 1200 to 1800, Sunday 1300 to 1800 and Monday 1000 to 1400.

c. The mobile units are now operating on a defined geographic basis and patients will be channelled to Cumbernauld and Lanark to smooth capacity at the main centres whenever possible and safe to do so.

#### **4. Nursing Resource**

Alongside the GP workforce arrangements are also in place for experienced nursing services in each of the main centres as well as at Cumbernauld and Lanark.

These experienced Nurses are able to see, treat and discharge patients presenting with minor ailments and illnesses and were very effective over the festive period.

This resource is available in the centres from 0800 until 1800 for each of the four days.