

NHS Lanarkshire

Primary Care Out of Hours Services

Summary Activity & Performance Report for April 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	March 2007	April 2007	Narrative		
a. OOH ACTIVITY					
Number of patients calling NHS 24	10,744	11,494	Easter impact		
Number of patients triaged in local centre	3,328	3,911	Extended satellite centre opening hours over Easter		
% NHS L handled locally	31%	34%	Ongoing discussion with NHS 24 to increase %		
Total calls triaged in local centre	4,161	5,152	This figure includes calls from other areas of Scotland		
Total number of patient contacts with OOH Services	11,087	12,244	Includes additional calls received directly from District Nurses, Nursing Homes, A&E & SAS		
b. OOH PERFORMANCE					
		Target		Target	
Response time for NHS 24 nurse to commence consultation					KPI monitored by NHS 24
• % urgent commenced within 20 minutes	95%	95%	95%	95%	
• % non urgent commenced within 60 minutes	94%	90%	94%	90%	
Response times for Home Visits					Hub have reorganised dispatch of Home Visits to improve efficiency Audit of one hour home visits concluded that only 28% of requests were appropriate to 1 hour; met with NHS 24
• 1 hour	310	95%	175- 57%	95%	
• 2 hours	493	90%	360- 73%	90%	
• 4 hours	642	90%	587- 91%	90%	
• Total home visits	1445		1122		
% of rostered doctor sessions filled			100%	100%	No absences recorded

Data returned to GP Practice by 0930 on next working day	99%	99%	99%	Fax returned as unsent – refaxed within same day but after 09:30
Dental performance <ul style="list-style-type: none"> Total No of contacts Advice Face to Face Contacts Emergency Appt Next Day Appt A&E 		552 191 (35%) 361 (65%) <ul style="list-style-type: none"> 78% 20% 2% 	To be agreed	For further detail on dental performance see appendix 2
Community Nurse Performance <ul style="list-style-type: none"> No of new referrals Total no of home visits 	349 2645	393 1990		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.
c. CLINICAL GOVERNANCE			Target	
Clinical Incidents	nil	nil		
Complaints <ul style="list-style-type: none"> No. received No. responded within standard 	5 5	3 100% (2)	100%	Outstanding complaint is still within time standard
Audit Activity <ul style="list-style-type: none"> One hour home visit 				HV report disseminated to OOH Executive Group for action; summary findings Appendix 1

3. Conclusions

For April 2007 the Out of Hours service has performed well and in particular coped well over the Easter period which was reported in detail at the April 2007 Board meeting. There are two issues that the service is looking at in detail with NHS 24 to address. Firstly, there is a preference for a greater number of calls to be triaged from Lanarkshire residents to be triaged within the local NHS 24 satellite centre. This has been shown to result in the more appropriate direction of patients to the range of services available in the out of hours period and anecdotally is thought to result in higher levels of patient satisfaction. Secondly, the service has done considerable work on the number of “within one hour” visits that are requested by NHS 24 and their appropriateness within this time band. This is explored in more detail in Appendix 1 and shows that significant dialogue is required with NHS 24 in regard to improving the allocation of time bands.

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 April 2007 and to seek further updates on the outcome of the discussions with NHS 24

One Hour Home Visit Audit Results

Fifty three one hour home visit requests were received by NHS Lanarkshire from NHS 24 over the Easter week-end period. All case sheets have been reviewed, principally to assess whether the triage decision was appropriate. The call reason, nurse clinical summary and visiting clinician findings were all reviewed. It is recognised that retrospective review of calls may not exactly correlate with live decision making in all cases.

Recommended Triage Outcome	Number	Percentage
Home Visit 1 hour	15	28%
Home Visit 2 hours	6	11%
Home Visit 4 hours	17	32%
Dr advice	10	19%
999	4	8%
PCEC	1	2%
Total	53	

Results:

- A one hour home visit request was thought to be appropriate in only fifteen cases. Thirty eight out of fifty three calls were considered to have had an inappropriate outcome attached; i.e. 72% inappropriate to one hour time stratification
- Thirty eight, or 72%, calls were considered appropriate for home visit indicating that a home visit request was considered appropriate in many cases. The issue where there is less agreement is the urgency of the request.
- Ten calls would have benefited from doctor telephone advice and possibly negated the need for a home visit at all
- Most patients were elderly and a number were very infirm with long term conditions and resident in a nursing home. There appears to be a particular lack of understanding about care in the elderly who are nearing the end of their life.
- Seventeen cases, 32%, required admission following assessment. These were mainly in the elderly age group (table 2).

Recommendations:

- Findings are circulated to NHS 24 integration team and Lanarkshire Local Centre
- NHS 24 review results and agree remedial actions, any additional next steps & time lines
- Monitor one hour home visit figures in monthly reports & also to repeat audit following corrective actions

REPORT DENTAL TRIAGE - PERIOD APRIL 2007

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **552** 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 **331 (60%)** of the phone calls made at weekends and **221 (40%)** 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 **552** phone calls made **361 (65%)** were given an appointment and **191 (35%)** were not given an appointment. The **191** 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 **a third of phone calls** not requiring an appointment.

3. APPOINTMENTS MADE

Of the **361** patients given an appointment **283 (78.5%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **71 (19.7%)** were given an appointment for next day 'Monday-Friday' care and **7 (1.9 %)** attended A&E.

3.1 A&E APPOINTMENTS

7 patients (**1.9%**) were given an appointment with A&E mainly for drug (painkiller) overdose.

4. FAILED TO ATTEND

Over the period **35** patients (**9.7%** of those given an appointment) failed to attend.

5. GENERAL UPDATE

Overall over the period LEDS operated mostly as anticipated. In early October a Dentist failed to turn up for weekend duty but a reserve was found to cover out the session. The sessions do seem to be getting slightly busier but the numbers of patients attending can be handled within the current resources available.

One complaint has been received and taken forward. This was about a failure in communication between a GDP & the Practice Staff. Clarification was required on the Dentist's duty of care to their own registered patients & a lack of awareness of the Next Day Care requirements for LEDS.

The activity over the Easter period was significantly greater than on a normal weekend. The service was delivered but patients had a slightly longer wait than normal.