

Meeting of
Lanarkshire NHS Board

Lanarkshire NHS Board
14 Beckford Street
Hamilton ML3 0TA
Telephone 01698 281313
Fax 01698 423134
www.nhslanarkshire.co.uk



SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: October 2007

1. PURPOSE

The following report has been compiled to provide the Board with an up to date position on the performance of the Out of Hours Service.

2. SUMMARY OF KEY ISSUES

The activity levels have reduced from last month's high which were higher than normal due to a winter vomiting virus. They have now returned to predicted levels.

The overall Home Visiting performance has improved and is continuing to be monitored weekly by the OOH Service Management with all efforts being made to meet standards.

The total number of calls being triaged within the local centre remains high, however, the percentage of calls relating to patients from NHS L has dropped a further two points to 23%. Ongoing dialogue is underway with NHS 24 along with an audit by staff in the local centre is in place for the purpose of understanding the root cause of this issue.

ACTIONS FOR THE SERVICE

The OOH service is continuing to work towards achieving attainment of Level 4 of the NHS QIS OOH Standards for Out of Hours services. This is an important strand of work to provide assurance to the Board on the quality and safety of the service being provided.

Learning from the initial pilot exercise with Wishaw A&E Department has been incorporated into a modified protocol which is now being tested prior to rolling out the initiative across all three sites. The numbers and clinical appropriateness of referrals from A&E is being monitored weekly.

Winter Planning is the major focus for the service at present with recruitment and associated activities on schedule.

Discussion is underway on the potential role and function of OOH as an Emergency Response Centre.

The Quality & Standards Group have agreed an educational programme for OOH staff covering Child Protection which will be delivered in November. The Group have also met with the depute Procurator Fiscal to agree guidelines for the role of OOH staff and Police Surgeons when verifying and certifying death; this will also be discussed with staff at the November educational meeting.

4. RECOMMENDATION

The Board is asked to note the performance of the Primary Care Out of Hours Service during October 2007.

5. FURTHER INFORMATION

For further information or clarification of any issues in this paper please contact.

Alan Lawrie	Director South Lanarkshire CHP	01698 245194:
Dr. Liz Duncan	Clinical Director OoH Service	01698 377606
Marilyn Aitken	Locality General Manager	01698 377828

Summary Activity & Performance Report for October 2007

Descriptor	Sept 2007	Oct 2007	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	10343	9081		
Number of NHS L patients triaged in local centre	2613	2118		
% NHS L triaged in local centre	25%	23%	% is lower than desired; review in place	
Total calls triaged in local centre	5002	4479		
Total number of patient contacts with OOH Services	11001	9661	Demand in line with predicted figures.	
b. OOH PERFORMANCE			Target	
Time for NHS 24 nurse to commence consultation				KPI monitored by NHS 24
<ul style="list-style-type: none"> % urgent commenced within 20 minutes % non urgent commenced within 60 minutes 	95% 90%	94% 91%	95% 90%	
Response time for Home Visits				Performance improving overall
<ul style="list-style-type: none"> 1 hour 2 hours 4 hours Total home visits	252 – 74.2% 463 – 86.6% 620 – 95% 1335	175 – 74% 379 – 89% 451 – 95% 1140	95% 90% 90%	
Percentage of rostered doctor sessions filled	98%	96%	100%	Short notice absence due to illness; covered by rostered staff
Data to GP Practice by 0930 on next working day	99%	99%	99%	
Dental performance				See Appendix 1 for more details
<ul style="list-style-type: none"> Total No of contacts Advice Face to Face Contacts 	445 162 (36.4%) 283 (63.6%) 64.7% 33.2%	465 179 (38.5%) 286 (61.5%) 66.1% 30.1%	<3%	
<ul style="list-style-type: none"> 2.1% 		3.8%		
Community Nurse Performance				Stable service. No new issues to report.
<ul style="list-style-type: none"> No of new referrals Total no of home visits 	302 2429			
c. CLINICAL GOVERNANCE				
Clinical Incidents	nil			
Complaints				
<ul style="list-style-type: none"> No. received No. responded within standard 	1 1	3 1		One complaint was passed to NHS 24 as did not apply to NHS L (out of time by NHS 24); One complaint delayed by one day awaiting response from MDDUS. Complaints related to appropriateness of accommodation & time delays

Appendix 1 REPORT DENTAL TRIAGE – MONTH OCTOBER 2007 PERIOD – 1/10/07 TO 4/11/07

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **465** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

On average 93 calls were handled on a weekly basis. This is a lower weekly call rate than last month where on average 111 calls were handled each week.

This period more phone calls were made at weekends than during the normal working week (Monday to Friday). **292 (63%)** phone calls were made at weekend and **173 (37%)** phone calls were made during the normal working week (Monday-Friday).

The percentage of calls made during the normal working week fell by 4%. For the last three months the majority of calls were made at weekends and this trend is worth keeping under review. It is important that we monitor these shifts in call patterns and have the flexibility to ensure that we have the resources in place to cope with the need.

2. EFFECTIVENESS OF TRIAGE

Of the **465** phone calls made **286 (61.5%)** were given an appointment and **179 (38.5%)** were not given an appointment. The **179** 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 about 4 out of 10 callers not requiring an appointment to see a dentist. This is similar to previous months.

3. APPOINTMENTS MADE

Of the **286** patients given an appointment **189 (66.1%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **86 (30.1%)** were given an appointment for next day 'Monday-Friday' care and **11 (3.8%)** attended A&E.

Compared with last month the percentage of patients given an appointment for next day 'Monday-Friday' care fell by 2.13%. This mirrors the finding in section 1 above where a decrease in calls made during the week was noted for the last three months

3.1 A&E APPOINTMENTS

11 patients (**3.8 %**) were given an appointment with A&E.

Compared with last month a 1.7% increase in appointments for A&E has been reported. This is a slight concern. The aim is to keep the percentage of patients who are referred to A&E to less than 3%. Will keep this under review.

4. FAILED TO ATTEND

Over the period **40** patients (**14%**) of those given an appointment failed to attend.

This is higher than previous months. Although FTAs take pressure off the clinics it is disappointing that so many patients who have been triage fail to keep the appointment. Further work could be carried out to find out why these patients FTA. It is perhaps an area we could look at with an audit.

5. GENERAL UPDATE

Overall over the period LEDS operated mostly as anticipated.