

Meeting of
Lanarkshire NHS Board

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SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: September 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.

This report includes NHS 24 August figures which were omitted from last month's report due to the non-availability of data from NHS 24.

2. SUMMARY OF KEY ISSUES

There has been a rise in levels of activity within the service, partly seasonal and partly related to winter vomiting virus.

Home Visiting performance is continuing to be monitored weekly by the OOH Service Management Team until the end of December 2007, and all efforts are being made to meet standards.

The Service is continuing to achieve improved performance in relation to handling complaints. This has been both in regard to the timeliness of response and thoroughness of investigation

The Quality & Standards Group have signed off an Asthma Protocol which is the first in a new series of protocols for use within the OOH service.

3. 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.

The data from the pilot exercise with Wishaw A&E Department to develop a reliable system for transferring appropriate patients from A&E to OOH Services is now being reviewed. Plans to roll out the initiative across all three sites over the next two months are underway.

The Out of Hours Service Management Team will undertake a self assessment of the key areas identified and this will occur in Lanarkshire over the next two months with a full report back to the Audit Committee and Board in December 2007.

A work plan for Clinical Governance is in place and is being progressed. The key action for this month has been to reach agreement on working practices for Child Protection in OOH services with an educational session for OOH staff planned for November.

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

4. RECOMMENDATION

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

5. FURTHER INFORMATION

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

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Summary Activity & Performance Report for September 2007

Descriptor	August 2007	Sept 2007	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	8152	10343	Demand in line with predicted figures	
Number of NHS L patients triaged in local centre	2208	2613		
% NHS L triaged in local centre	27.1%	25%	Despite longer opening hours at week-end, the percentage of NHS L calls handled locally is still below expected. In dialogue with NHS 24 re routing more NHS L calls locally.	
Total calls triaged in local centre	4237	5002	Longer opening hours are increasing the total number of calls handled by local centre.	
Total number of patient contacts with OOH Services	9097	11001	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% 91%	95% 90%	95% 90%	
Response time for Home Visits				Performance limited by demand. Number and % of home visit requests has risen in last month from 10% to 12%.
<ul style="list-style-type: none"> 1 hour 2 hours 4 hours Total home visits	208 – 74.5% 404 – 92.1% 467 – 96.6% 1079	252 – 74.2% 463 – 86.6% 620 – 95% 1335	95% 90% 90%	
Percentage of rostered doctor sessions filled	100%	98%	100%	Short notice absence due to illness; covered by rostered staff
Data to GP Practice by 0930 on next working day	100%	99%	99%	One practice not receiving mail until 11:00; problem identified at practice.
Dental performance				See Appendix 1 for more details
<ul style="list-style-type: none"> Total No of contacts Advice Face to Face Contacts 	605 220 (36.4) 385 (39.5%) 57.77% 39.5% 2.9 %	445 162 (36.4%) 283 (63.6%) 64.7% 33.2% 2.1%	<3%	
Community Nurse Performance				
<ul style="list-style-type: none"> No of new referrals Total no of home visits 	294 2268	302 2429	Stable service. No new issues to report.	
c. CLINICAL GOVERNANCE				
			Target	
Clinical Incidents	nil	nil		
Complaints				
<ul style="list-style-type: none"> No. received No. responded within standard 	2 2	1 1	100%	

1. Number of Calls handled during the month

A total of 445 phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital. This gives an average weekly rate of 111 calls. This is a lower weekly call rate than last month where on average 121 calls were handled each week. Overall the period LEDS operated mostly as anticipated.

This period more phone calls were made at weekends than during the normal working week (Monday-Friday). 263 (59%) phone calls were made at weekend and 182 (41%) phone calls were made during the normal working week (Monday to Friday). The percentage of calls made during the normal working week fell by 3%. For the last two 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 445 phone calls made 283 (63.6%) were given an appointment and 162 (36.4%) were not given an appointment. The 162 patients who were not given an appointment were given advice e.g. reassurances, pain relief, seek an appointment with on dentist own. The triage system continues to be effective with over a third of all callers not requiring an appointment to see a dentist. This is similar to previous months.

3. APPOINTMENTS MADE

Of the 283 patients given an appointment 183 (64.7%) were given an appointment for the weekend clinics in Wishaw General Hospital, 94 (33.2%) were given an appointment for next day 'Monday-Friday' care and 6 (2.1%) attended A&E.

Compared with last month the percentage of patients given an appointment for next day Monday-Friday' care fell by 6.3%. This mirrors the finding in section 1 above where a decrease in calls made during the week was noted

3.1 A&E APPOINTMENTS

6 patients (2.1%) were given an appointment with A&E. Compared with last month a 0.8% decrease in appointments for A&E has been reported. This is acceptable. The aim is to keep the percentage of patients who are referred to A&E to less than 3%.

4. FAILED TO ATTEND

Over the period 27 patients (9.5%) of those given an appointment failed to attend. This is similar to previous months.