

Meeting of
Lanarkshire NHS Board
26 September 2007

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SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: AUGUST 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.

The content of the report is marginally reduced this month due to the non-availability of data from NHS 24. A new IT system was introduced by NHS 24 at the end of July and whilst fully in operation from a clinical perspective it is not currently generating local reports on performance data. NHS 24 are anticipating that these local reporting functions will be operational for October 2007.

2. SUMMARY OF KEY ISSUES

The levels of activity within the service were lower than predicted in overall terms. The lack of a detailed breakdown of information on call volumes which identifies the call volume handled by the satellite centre is not of concern for one month. The detailed information should be available from October when we can continue to track the level of locally triaged calls.

The Home Visiting service performance continues to show improvement and will be monitored weekly by the OOH Service Management Team over the next three months.

There has been 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 in the OOH period.

3. ACTIONS FOR THE SERVICE

The OoH service is continuing to submit evidence to QIS in support of 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 pilot exercise with Wishaw A&E Department to develop a reliable system for transferring appropriate patients from A&E to OOH Services is now complete. The evidence shows that this has been a success and as such the initiative will be rolled out across all three sites over the next two months. There have been lessons learned as part of the pilot and these issues will be addressed prior to roll out.

During the month, Audit Scotland produced a report on Out of Hours services across Scotland. The reactions of the media to some of the findings were reported widely. There is a requirement upon Boards to 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.

4. RECOMMENDATION

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

5. FURTHER INFORMATION

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

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NHS Lanarkshire

Primary Care Out of Hours Services

Summary Activity & Performance Report for August 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 on the performance of the Out of Hours (OOH) Service.

The content of the OOH Services report is reduced this month due to the non-availability of data from NHS 24. A new IT system was introduced by NHS 24 at the end of July which currently is not generating local reports or full performance data. NHS 24 are anticipating that the reporting functions will be operational by next month.

2. Analysis of Performance

Descriptor	July 2007	August 2007	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	9633	N/A		
Number of NHS L patients triaged in local centre	2755	N/A		
% NHS L triaged in local centre	29%	N/A		
Total calls triaged in local centre	3771	N/A		
Total number of patient contacts with OOH Services	10775	9097	The August figure has returned to slightly less than expected levels of monthly contacts. July levels were related to public holiday cover.	
b. OOH PERFORMANCE				
			Target	
Response 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 	96%	N/A	95%	
	95%	N/A	90%	
Response time for Home Visits				Performance for two hour and four hour home visits meeting KPI targets. Continuing to focus on improving performance for one hour home visits by improved dispatching and through dialogue with NHS 24 re appropriateness.
<ul style="list-style-type: none"> • 1 hour • 2 hours • 4 hours 	213 – 73.7%	208 – 74.5%	95%	
	459 – 84.5%	404 – 92.1%	90%	
	544 – 91.7%	467 – 96.6%	90%	
Total home visits	1216	1079		
% of rostered doctor sessions filled	97%	100%	100%	

Data returned to GP Practice by 0930 on next working day	100%	100%	99%	
Dental performance <ul style="list-style-type: none"> Total No of contacts Advice Face to Face Contacts Emergency Appt – Weekend Clinic Next Day Appt A&E 	341 129 (38%) 212 (62%) 50.97% 46.7% 2.4 %	605 220 (36.4%) 385 (39.5%) 57.7% 39.5% 2.9%	<3%	See Appendix 1 for more details
Community Nurse Performance <ul style="list-style-type: none"> No of new referrals Total no of home visits 	344 2735	294 2268		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 	1 nil	2 2	100%	The complaints were both related to time delays in attending two patients in a nursing home.

3. Conclusions

Activity: Due to lack of data, no commentary can be made on activity.

Performance: Home visiting performance is improving and is continuing to be monitored weekly by the OOH Service management Team.

Clinical Governance: A review meeting regarding complaints was held with Patient Services Manager who reported improved performance regarding both timeliness of response and thoroughness of investigation. An additional step to make the process more electronic was agreed to further minimise delays. The Quality & Standards Group have signed off an Asthma Protocol which is the first in a new series of protocols for use in OOH period. There is a work-plan in place to address NHS QIS OOH Standards.

Developments: 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 complete. Given its success, the initiative will be rolled out across all three sites over the next two months. To ensure lessons are learned prior to rollout, a debrief with staff will be held on September 19th.

4. Recommendation

The Board is asked to note the performance of the Primary Care Out of Hours Service during August 2007. It is anticipated that NHS 24 reporting should be in place within the next few weeks to allow the full OOH Services Report to be available again next month.

Appendix 1

REPORT DENTAL TRIAGE – MONTH AUGUST 2007

6 WEEK PERIOD – 23/7/07 to 2/9/07

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **605** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

On average 121 calls were handled on a weekly basis. This is a higher weekly call rate than last month where on average 99.6 calls were handled each week.

This period more phone calls were made at weekends than during the normal working week (Monday to Friday). **337 (56 %)** phone calls were made at weekend and **258 (44%)** phone calls were made during the normal working week (Monday-Friday).

The percentage of calls made during the normal working week fell by 6.4%. The majority of calls were made at weekends and this is a reversal of the situation observed over previous two months 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 **605** phone calls made **385 (63.6%)** were given an appointment and **220(36.4%)** were not given an appointment. The **220 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 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 **385** patients given an appointment **222 (57.7%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **152 (39.5%)** were given an appointment for next day 'Monday-Friday' care and **11 (2.9%)** attended A&E.

Compared with last month the percentage of patients given an appointment for next day 'Monday-Friday' care fell by 7.2 %. This mirrors the finding in section 1 above where a decrease in calls made during the week was noted.

3.1 A&E APPOINTMENTS

11 patients (**2.9 %**) were given an appointment with A&E.

Compared with last month a 0.5.% increase 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 **51** patients (**13.2%**) of those given an appointment failed to attend.

This is similar to previous months.

5. GENERAL UPDATE

Overall over the period LEDS operated mostly as anticipated. Acting on 1 complaint received