

SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: MARCH 2008

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 demand for service increased during March principally due to the Easter break. The OOH service provided care to the population of Lanarkshire from 18:00 on Thursday March 20th until 08:00 on Tuesday March 25th. During that period the service responded to 3832 callers which is approximately 2000 calls more than the service would routinely deal with during this period.

The service has also continued to support the A&E service during March. The employment of additional doctors to take case transfers has proved to be particularly beneficial. The OOH service took 921 transfers from A&E during March.

A slight shift in the pattern of demand has been noted over the past month with more calls being transferred from NHS 24 later in the day at week-ends. It is thought that this may be related to the increasing call-back queues at NHS 24 and this will be monitored over the next month.

3. ACTIONS FOR THE SERVICE

The activity and functioning of the service over the Easter Break will be thoroughly reviewed. There is already some initial learning about the information message to the public and strategies for coping with four day breaks.

A detailed audit of OOH home visiting is underway with the aim of developing the solutions that will best improve the performance of this part of the service.

The pattern of call demand will also continue to be monitored.

The short term fix of supporting A&E where possible will continue along with audit work to inform longer term solutions; e.g. an audit reviewing reasons for OOH doctors referring patients to Acute services has revealed two distinct underlying aims, namely patients requiring in patient procedure in c70% of

cases but in c30% of cases the patients required an assessment, following which a decision could be made which may or may not be to admit.

4. RECOMMENDATION

The Board is asked to note the performance of the Primary Care Out of Hours Service during March 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 March 2008

Descriptor	Feb 2008	Mar 2008	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	9342	12383	Increase in demand partly accounted by OOH service providing cover for four days over the Easter Public Holiday	
Number of NHS L patients triaged in local centre	2041	2707	This figure remains lower than desired. Request has been made to NHS 24 to discuss options	
% NHS L triaged in local centre	21.8%	21.9%		
Total calls triaged in local centre	6646	7768	c5000 of the calls triaged locally are for Health Boards outwith NHS L	
Total number of patient contacts with OOH Services	9876	13304	This figure is increased mainly due to 921 transfers from A&E to OOH Services	
b. OOH PERFORMANCE			Target	
Time for NHS 24 nurse to commence consultation • % urgent commenced within 20 minutes • % non urgent commenced within 60 minutes	95% 93%	95% 91%	95% 90%	KPI monitored by NHS 24
Response time for Home Visits • 1 hour • 2 hours • 4 hours Total home visits	73% 86% 96% 1168	70% 79% 87% 1521	95% 90% 90%	Demand for home visits increased at peak times, especially over the Easter period. In addition there has been a shift in the pattern of demand with more home visit requests occurring later in the day, especially at week-ends; this is partly accounted by NHS 24 experiencing longer call back queues.
Percentage of rostered doctor sessions filled	100%	100%	100%	
Data to GP Practice by 0930 on next working day	100%	100%	99%	
Dental performance • Total No of contacts • Advice Face to Face Contacts <i>Emergency Appt – Weekend Clinic</i> <i>Next Day Appt</i> <i>A&E</i>	457 47% 53% 62.4% 35.5% 2.1%	564 39.7% 60.3% 52.1% 43.2% 4.7%	<3%	See Appendix 1 for more details Target exceed – over two weekends experienced high referral to A&E
Community Nurse Performance • No of new referrals • Total no of home visits	322 2524	344 2043	Stable service. No new issues to report. Daytime community nurses pick up the additional demand resulting from Public Holidays	
c. CLINICAL GOVERNANCE				
Clinical Incidents	0	0		
Complaints • No. received • No. responses outwith the standard time	4 0	3 0		

APPENDIX 1 - REPORT DENTAL TRIAGE – MONTH OF MARCH 2008 PERIOD – 4 WEEKS FROM 3/3/08 TO 30/3/08 INCLUDING EASTER WEEKEND

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **564** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

On average 141 calls were handled on a weekly basis. This represents a 54% increase in the average weekly call rate from the previous month. This increase is largely due to the increased number of calls round the Easter weekend

This period more phone calls were made at weekends than during the normal working week (Monday to Friday). **302 (54%)** phone calls were made at weekend and **262 (46%)** phone calls were made during the normal working week (Monday-Friday).

The percentage of calls made during the week rose by 7% and this reflects the public holiday days at Easter.

2. EFFECTIVENESS OF TRIAGE

Of the **564** phone calls made **340 (60.3%)** were given an appointment and **224 (39.7 %)** were not given an appointment. The **215 (47%)** 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 nearly 4 out of 10 of callers not requiring an appointment to see a dentist. This demonstrates consistency in the way triage is delivered.

3. APPOINTMENTS MADE

Of the **340** patients given an appointment **177 (52.1%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **147 (43.2%)** were given an appointment for next day 'Monday-Friday' care and **16 (4.7%)** attended A&E.

The percentage of patients seen on weekdays increased this month by 7.7% and reflects the activity on the Public Holiday days at Easter

3.1 A&E APPOINTMENTS

16 patients (**4.7 %**) were given an appointment with A&E.

The target is to keep referrals to A&E to fewer than 3%. The weekends before and after Easter recorded high numbers of patients referred to A&E. This is being monitored.

4. FAILED TO ATTEND

Over the period **39** patients (**11.5%**) of those given an appointment failed to attend.

This is similar to previous months

5. GENERAL UPDATE

Overall over the period **3/3/08 to 30/3/08**LEDS operated mostly as anticipated.