

Meeting of
Lanarkshire NHS Board

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SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: NOVEMBER 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

Demand on the service is steady for the time of year with A&E demand slightly increased at 657 transfers during November. Additionally, an OOH doctor works in Wishaw A&E most evenings; these patients are not included in the OOH figures.

Response times for home visiting is improving again this month. Home visiting time stratification of 1 and 2 hours which is 60% of all home visiting calls, is very challenging for the service.

Winter Planning has been the key focus this month. Accommodation issues are just about resolved and the rest of the plan is on schedule.

Two internal audits covering IT and management systems have been completed over the past month but no reports have been produced as yet.

Following a restructure of OOH meetings and reporting framework, the first OOH Management and Governance Meeting was held on 13 November 2008.

3. ACTIONS FOR THE SERVICE

The main focus will be to continue to implement The Winter Plan.

The new accommodation is now operationalised in Monklands and Wishaw, and work is ongoing to complete Hairmyres.

The Educational Evening Events have continued, and the next one is planned for Tuesday 16 December 2008 to inform staff of winter/festive arrangements within the service.

Due to peak demand pressures over the festive period the pilot project of hosting a mini Primary Care Centre within a Community Pharmacy, will be suspended from Monday 8 December 2008 and will recommence on 26 January 2009.

4. RECOMMENDATION

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

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 November 2008

Descriptor	October 2008	November 2008	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	8323	9830		
Number of NHS L patients triaged in local centre	1026	987		
% NHS L triaged in local centre	12.3%	10.0%		
Total calls triaged in local centre	5826	6930		
Total number of patient contacts with OOH Services	9098	10816	This figure includes 657 transfers from A+E to OOH Service, and 25 referrals from community pharmacists.	
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 	99% 99%		95% 90%	
Response time for Home Visits				
<ul style="list-style-type: none"> 1 hour 2 hours 4 hours 	81% 84% 96%	82% 84% 96%	95% 90% 90%	
Total home visits	1122	1192		
Percentage of rostered doctor sessions filled	100%	100%	100%	
Data to GP Practice by 0930 on next working day	99%	100%	99%	
Dental performance				Operated within target. Increase in calls from other health board areas largely due to inbound calling being introduced from mid November. See Appendix 1 for more details
<ul style="list-style-type: none"> Total No of contacts (calls handled by DTNs in Lanarkshire) 	1209	866		
Outcome of Triage: <ul style="list-style-type: none"> Emergency appointment (within 1 hr) Urgent Appointments (with 24 hrs) Self care & other 	46 4% 924 76% 250 20%	26 3% 605 70% 238 27%	<3%	
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 	331 1983	353 2152		
c. CLINICAL GOVERNANCE				
Significant Adverse Events				
Complaints				3 complaints were responded to within time, but there are ongoing issues concerning the complaints.
<ul style="list-style-type: none"> No. received No. responses outwith the standard time 	4 1	2 0		

**APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE
- MONTH OF NOVEMBER 2008
PERIOD – 4 WEEKS FROM 03/11/2008 TO 30/11/2008**

1. CALLS HANDLED DURING THE MONTH BY LANARKSHIRE DTNs

A total of 866 calls were handled by Dental Triage Nurses (DTNs) at the Hub in Hairmyres Hospital. Of the 866 calls handled 239 (28%) were for other Health Board Areas and 627 (72%) were for Lanarkshire.

Over the 4 week period 866 calls were handled. On average 217 calls were handled each week. This is lower than last month.

2. OUTCOME OF TRIAGE CARRIED OUT BY LANARKSHIRE DTNs

Of the 866 phone calls made 26 (3%) were given an Emergency Appointment with A&E, 605 (70%) were given an Urgent Appointment and 238 (27%) were not given an appointment. The 238 patients not given an appointment were given advice, reassurance and pain relief.

The triage system continues to be effective with just below 3 out of 10 of callers not requiring an appointment to see a dentist. This demonstrates consistency in the way triage is delivered. The target for DTNs is to keep referrals to A&E to fewer than 3%. The 3% referred to A&E is on target for the month. However, it is worth noting that a rate is made up of medical emergencies e.g. dental pain relief analgesic overdose and the true dental emergencies.

3. APPOINTMENTS MADE AND FAILED TO ATTENDS

160 patients were given an appointment to attend the clinics in Wishaw General Hospital and 15(9%) Failed To Attend. *1 in 10 patients failed to attend their appointment*
66 patients were given an appointment to attend for 'Next Day, Monday -Friday ' care and 27 (41%) Failed To Attend. *Just over 4 in 10 patients failed to attend their appointment*

More than 2 in 10 patients failed to attend their appointment

4. SUMMARY OF TREATMENT PROVIDED

Wishaw General Hospital

160 patients attended the clinics in Wishaw General Hospital. 44 extractions were carried out, 22 dressings were provided and 92 prescriptions were issued.

Next Day Care

40 patients attended Next Day Care. 17 extractions were carried out, 2 dressings were provided and 13 prescriptions were issued

The treatment provide was consistent with that expected for the relief of acute pain and swelling i.e. 'emergency Dental Care'.

5. GENERAL COMMENT

7% increase in calls from other health board areas is a result of inbound calling starting from mid November.