

Meeting of
Lanarkshire NHS Board

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SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: JANUARY 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

Activity levels remain slightly elevated, largely related to the festive period, but are still in line with predicted figures. The increased levels of manpower both from front-line staff and senior management cover remained in place throughout January. The service status remained green on all but one day when the status was amber.

The OOH service continued to support A&E, as required, by accepting patient transfers using an agreed procedure.

3. ACTIONS FOR THE SERVICE

An audit of hospital referrals during the OOH period is underway; the data will be used to inform planning of the Emergency Response Centre.

4. RECOMMENDATION

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

| Descriptor | Dec 2007 | Jan 2008 | Narrative | |
|--|-------------|-------------|---|---|
| a. OOH ACTIVITY | | | | |
| Number of patients calling NHS 24 in OOH period | 12485 | 11256 | Demand in line with predicted figures | |
| Number of NHS L patients triaged in local centre | 3309 | 2930 | Includes Untriated Calls taken by GPs, pharmacists and CPNs over the festive period | |
| % NHS L triaged in local centre | 24% | 26% | Another way of viewing the 2930 calls is as a percentage of those calls taken when the local centre was open, the result is 40.8% | |
| Total calls triaged in local centre | 6428 | 7173 | Figure includes 743 calls triaged by doctors | |
| Total number of patient contacts with OOH Services | 13194 | 12238 | This figure includes transfers from A&E | |
| b. OOH PERFORMANCE | | | | |
| | | | Target | |
| Time for NHS 24 nurse to commence consultation | | | | |
| • % urgent commenced within 20 minutes | 96% | 97% | 95% | KPI monitored by NHS 24 |
| • % non urgent commenced within 60 minutes | 94% | 96% | 90% | |
| Response time for Home Visits | | | | |
| • 1 hour | 68% | 73% | 95% | <i>54% of all home visits were requested to be visited within 2 hours placing considerable demand on the service. Nevertheless the service managed to visit most calls within the requested timeframe or close to it.</i> |
| • 2 hours | 78% | 85% | 90% | |
| • 4 hours | 88% | 89% | 90% | |
| Total home visits | 1483 | 1516 | | |
| | | | | |
| Percentage of rostered doctor sessions filled | 100% | 100% | 100% | |
| Data to GP Practice by 0930 on next working day | 100% | 100% | 99% | |
| Dental performance | | | | See Appendix 1 for more details |
| • Total No of contacts | 750 | 491 | | |
| • Advice | 309 (41.2%) | 186 (37.9%) | | |
| Face to Face Contacts | 441 (58.8%) | 305 (62.1%) | | |
| Emergency Appt – Weekend Clinic | 55.8% | 55.7% | | |
| Next Day Appt | 42.2% | 40.7% | | |
| A&E | 2% | 3.6% | <3% | |
| Community Nurse Performance | | | | |
| • No of new referrals | 322 | 282 | Stable service. No new issues to report. | |
| • Total no of home visits | 2836 | 2506 | | |
| c. CLINICAL GOVERNANCE | | | | |
| Clinical Incidents | 0 | 0 | | |
| Complaints | | | | |
| • No. received | 0 | 2 | | |
| • No. responded within standard | | 2 | | |

APPENDIX 1 - REPORT DENTAL TRIAGE – MONTH OF JANUARY 2008 PERIOD – 31/12/07 TO 27/1/08

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **491** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

On average 123 calls were handled on a weekly basis. This is similar to previous months (excluding December when festive period activity was recorded).

This period more phone calls were made at weekends than during the normal working week (Monday to Friday). **270 (55%)** phone calls were made at weekend and **221 (45%)** phone calls were made during the normal working week (Monday-Friday).

This is similar to last month and reflects the pattern that is normally recorded

2. EFFECTIVENESS OF TRIAGE

Of the **491** phone calls made **305 (62.1%)** were given an appointment and **186 (37.9%)** were not given an appointment. The **186** 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 just under 4 out of 10 callers not requiring an appointment to see a dentist. This is similar to previous months and demonstrates that the triage service has performance that is consistent and effective.

3. APPOINTMENTS MADE

Of the **305** patients given an appointment **170 (55.7%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **124 (40.7%)** were given an appointment for next day 'Monday-Friday' care and **11 (3.6%)** attended A&E.

This was similar to last month.

3.1 A&E APPOINTMENTS

11 patients (**3.6 %**) were given an appointment with A&E.

The target is to keep referrals to A&E to fewer than 3%. We will keep this under review

4. FAILED TO ATTEND

Over the period **31** patients (**10.2%**) of those given an appointment failed to attend.

This is similar to last month.

5. GENERAL UPDATE

Overall over the period 31/12/07 to 21/1/08 LEDS operated mostly as anticipated.