

## Appendix 1 Summary Activity & Performance Report for December 2007

Descriptor	Nov 2007	Dec 2007	Narrative	
<b>a. OOH ACTIVITY</b>				
Number of patients calling NHS 24 in OOH period	9374	12485	Demand in line with predicted figures	
Number of NHS L patients triaged in local centre	2430	3309		
% NHS L triaged in local centre	26%	24%	% handled locally falls when demand increases	
Total calls triaged in local centre	4977	6428	Figure includes 522 calls triaged by doctors	
Total number of patient contacts with OOH Services	9970	13194	This figure includes transfers from A&E	
<b>b. OOH PERFORMANCE</b>			Target	
<b>Time for NHS 24 nurse to commence consultation</b>				KPI monitored by NHS 24
• % urgent commenced within 20 minutes	95%	96%	95%	
• % non urgent commenced within 60 minutes	91%	94%	90%	
<b>Response time for Home Visits</b>				
• 1 hour		68%	95%	51% 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 time or close to it.
• 2 hours	Not available	78%	90%	
• 4 hours		88%	90%	
Total home visits		1483		
<b>Percentage of rostered doctor sessions filled</b>	100%	100%	100%	
<b>Data to GP Practice by 0930 on next working day</b>	100%	100%	99%	
<b>Dental performance</b>				<b>See Appendix 1 for more details for period 3/12/07 to 6/1/08</b>
• Total No of contacts	346	750		
• Advice	158 (45.7%)	309 (41.2%)		
Face to Face Contacts	188 (54.3)	441 (58.8%)		
Emergency Appt – Weekend Clinic	62.8%	55.8%		
Next Day Appt	35.6%	42.2%		
A&E	1.6%	2%		
<b>Community Nurse Performance</b>				
• No of new referrals	314	322	Stable service. No new issues to report.	
• Total no of home visits	2388	2836		
<b>c. CLINICAL GOVERNANCE</b>				

<b>Clinical Incidents</b>			
<b>Complaints</b>			
• No. received	4	0	
• No. responded within standard	3		