

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **750** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

On average 150 calls were handled on a weekly basis. This is much higher weekly average than normal. This was expected and reflects the increased activity over the holiday period.

This period more phone calls were made at weekends than during the normal working week (Monday to Friday). **419 (56%)** phone calls were made at weekend and **331 (44%)** phone calls were made during the normal working week (Monday-Friday).

The percentage of calls made during the normal working week increased by 5%. This was expected and reflects the fact that the public holidays on 25/12/07, 26/12/07, 1/1/08 and 2/1/08 all fell during the week

2. EFFECTIVENESS OF TRIAGE

Of the **750** phone calls made **441 (58.8%)** were given an appointment and **309 (41.2%)** were not given an appointment. The **309** 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 more than 4 out of 10 callers not requiring an appointment to see a dentist. This is similar to previous months and demonstrates that even when under pressure over busy public holiday periods the triage system performance is consistently effective.

3. APPOINTMENTS MADE

Of the **441** patients given an appointment **246 (55.8%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **186 (42.2%)** were given an appointment for next day 'Monday-Friday' care and **9 (2%)** attended A&E.

Compared with last month the percentage of patients given an appointment for next day 'Monday-Friday' care increased by 6.6%.. This was expected as the public holidays fell on weekdays

3.1 A&E APPOINTMENTS

9 patients (**2 %**) were given an appointment with A&E.

The target is to keep referrals to A&E to fewer than 3%.

4. FAILED TO ATTEND

Over the period **42** patients (**9.5%**) of those given an appointment failed to attend.

This is similar to last month. It was expected that the failed to attend rate may have increase over the holiday period.. This was not the case.

5. GENERAL UPDATE

Overall over the period, 3/12/07 – 6/1/08 LEDS operated mostly as anticipated. A separate report focussing on activity over the main holiday period 22/12/07 – 6/1/08 has been produced.