

**SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: JUNE 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 was in line with expected and there are no staff or other issues to report.

The OOH Service continued to support A&E by taking 627 transfers from A&E during June. This is viewed as a valuable contribution by A&E colleagues.

Other community services are establishing regular links, such as Community Pharmacy who continued contact via the professional to professional line with 36 referrals during June.

The Educational Programme for staff continued with an evening meeting for clinicians 'You are never too old to learn' where lessons learnt from complaints and Adverse Events were shared with colleagues; training days on Life Support were attended by doctors and nurses and a teambuilding day was held for nurses working in the Primary Care Centres.

A set of Patient Group Directions (PGDs) for patients requiring palliative care medications have been developed. In preparation for the launch, all OOH Community Nurses have undergone training in the use of these PGDs over the month of June.

**3. ACTIONS FOR THE SERVICE**

The Service will continue to monitor the levels of demand for the purpose of matching resources accordingly.

Work is still on-going with Acute colleagues in addressing the need for additional accommodation across the three main sites.

The detailed review of OOH home visiting is continuing with the aim of continually improving performance. A number of actions are currently underway following initial review, namely: installation of a tracker system for cars; enhanced hub procedures with associated training; regular feedback of data to all staff concerned and liaising with Aداstra (IT system) re anomalies in performance data

The work to overhaul 'The Doctor's Bag' is continuing, including renewing the bags, reviewing the content against current evidence and enhancing stocking procedures.

Development work continues on the pilot project of hosting a mini Primary Care Centre within a Community Pharmacy and also with Acute colleagues on redesigning Emergency Care.

**4. RECOMMENDATION**

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

Descriptor	May 2008	June 2008	Narrative	
<b>a. OOH ACTIVITY</b>				
Number of patients calling NHS 24 in OOH period	11283	9422	Level of activity at seasonal norm	
Number of NHS L patients triaged in local centre	3171	2695		
% NHS L triaged in local centre	28.1%	28.6%	Trend continuing upward.	
Total calls triaged in local centre	7234	6707		
Total number of patient contacts with OOH Services	12050	10341	This figure includes 627 (6.6% of OOH activity) transfers from A+E to OOH Service, and 36 referrals from community pharmacists.	
<b>b. OOH PERFORMANCE</b>				
			<b>Target</b>	
<b>Time for NHS 24 nurse to commence consultation</b>				
• % urgent commenced within 20 minutes	97%	99%	95%	KPI monitored by NHS 24
• % non urgent commenced within 60 minutes	96%	99%	90%	
<b>Response time for Home Visits</b>				The continuing review of home visiting is supporting improvements in performance. Achieving the target for 4 hour stratification
• 1 hour	81%	83%	95%	
• 2 hours	90%	88%	90%	
• 4 hours	95%	95%	90%	
Total home visits	1414	1151		
<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>				See Appendix 1 for more details  Target exceed - over two weekend experienced high referral to A&E
• Total No of contacts	558	570		
• Advice	43%	42%		
Face to Face Contacts	57%	58%		
Emergency Appt – Weekend Clinic	56%	57%		
Next Day Appt	40%	38%		
A&E	4%	5%	<3%	
<b>Community Nurse Performance</b>				Stable service. No new issues to report.
• No of new referrals	331	337		
• Total no of home visits	2406	2027		
<b>c. CLINICAL GOVERNANCE</b>				
<b>Clinical Incidents</b>	0	0		
<b>Complaints</b>				
• No. received	4	2	Complaints are around disputed clinical outcome and communication. 1 written compliment received	
• No. responses outwith the standard time	0	0		

## APPENDIX 1 - REPORT DENTAL TRIAGE – MONTH OF JUNE 2008 PERIOD – 4 WEEKS FROM 2/6/08 MTO 29/6/08

### **1. NUMBER OF CALLS HANDLED DURING THE MONTH**

A total of **570** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

*On average 142.5 calls were handled on a weekly basis. This is higher than last month's weekly average.*

This period more phone calls were made at weekends than during the normal working week (Monday to Friday). **329 (57.7%)** phone calls were made at weekend and **241 (42.3%)** phone calls were made during the normal working week (Monday-Friday).

*These percentages are similar to previous months*

### **2. EFFECTIVENESS OF TRIAGE**

Of the **570** phone calls made **329 (57.7%)** were given an appointment and **2421 (42.3 %)** were not given an appointment. The **(42.3%)** 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 over 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 **329** patients given an appointment **186 (56.5%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **125 (38%)** were given an appointment for next day 'Monday-Friday' care and **18(5.5%)** attended A&E.

*These percentages are similar to last month's*

#### **3.1 A&E APPOINTMENTS**

**18** patients **(5.5 %)** were given an appointment with A&E.

*The target is to keep referrals to A&E to fewer than 3%. The% referred to A&E rose by 1.7% and still remains above the 3% target. 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.*

### **4. FAILED TO ATTEND**

Over the period **53** patients **(16.1%)** of those given an appointment failed to attend.

*This is more than double the percentage FTA recorded last month*

### **5. GENERAL UPDATE**

Overall over the period 2/6/08 to 29/6/08 LEDS operated mostly as anticipated.