

Meeting of
Lanarkshire NHS Board

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SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: MAY 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

The service overall has continued to perform well in the month of May. During this period there were two public holidays and on both occasions the service was both well prepared and functioned to standard.

The OoH service has continued to support the A&E departments over the month of May. The service took 663 transfers from A&E during May which is significant when compared to the very small numbers of transfers that were actioned a year ago. This is viewed across the whole system as a positive move and upon which we would be looking to build as part of the redesign of emergency care in NHSL.

The service also took 39 community pharmacy referrals this month via the professional to professional line. We are seeing a gradual increase in pharmacy calls, month on month (May 07 had 15 referrals).

Work is ongoing to look at the Home Visiting processes with a view to improving one hour response times. It will be noted from the attached tables that whilst the standard for one hour response has not been achieved it is significantly better than performance over the preceding six months.

3. ACTIONS FOR THE SERVICE

The Service will continue to monitor the levels of demand in the system and look to match resources accordingly.

The detailed audit of OOH home visiting is continuing with the aim of developing the solutions that will best improve the performance of this part of the service. It is worthy of note that performance in this area has improved over the past month. It is envisaged that a series of proposed actions will be available for inclusion in the next Board Report.

4. RECOMMENDATION

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

| Descriptor | April 2008 | May 2008 | Narrative | |
|--|------------|----------|---|--|
| a. OOH ACTIVITY | | | | |
| Number of patients calling NHS 24 in OOH period | 9479 | 11283 | Increased activity due to two public holidays in May. Figures up slightly from May 07 figure (11132) | |
| Number of NHS L patients triaged in local centre | 2406 | 3171 | Significant increase from May 07 figure (2731) | |
| % NHS L triaged in local centre | 25.4% | 28.1% | Marked improvement on previous 2 months performance trend needs to continue upward. 4% increase from May 07 figures. | |
| Total calls triaged in local centre | 6822 | 7234 | Significant increase from May 07 figure of 4003. | |
| Total number of patient contacts with OOH Services | 10115 | 12050 | This figure includes 663 transfers from A+E to OOH Service, and 39 referrals from community pharmacists. Slight increase from May 07 Figure of 11848. | |
| b. OOH PERFORMANCE | | | | |
| Time for NHS 24 nurse to commence consultation | | | Target | |
| • % urgent commenced within 20 minutes | 97% | 97% | 95% | KPI monitored by NHS 24 |
| • % non urgent commenced within 60 minutes | 94% | 96% | 90% | |
| Response time for Home Visits | | | | Achieving target for 2 and 4 hour stratifications. Outcome of audit will support further progress in achieving 1 hour target. |
| • 1 hour | 83% | 81% | 95% | |
| • 2 hours | 90% | 90% | 90% | |
| • 4 hours | 92% | 95% | 90% | |
| Total home visits | 1168 | 1414 | | |
| Percentage of rostered doctor sessions filled | 100% | 100% | 100% | |
| Data to GP Practice by 0930 on next working day | 100% | 100% | 99% | |
| Dental performance | | | | <p>See Appendix 1 for more details</p> <p>Target exceed – over two weekend experienced high referral to A&E.</p> |
| • Total No of contacts | 441 | 558 | | |
| • Advice | 44% | 43% | | |
| Face to Face Contacts | 56% | 57% | | |
| Emergency Appt – Weekend Clinic | 61.9% | 56% | | |
| Next Day Appt | 33.6% | 40% | | |
| A&E | 4.5% | 4% | <3% | |
| Community Nurse Performance | | | | Stable service. No new issues to report. |
| • No of new referrals | 351 | 331 | | |
| • Total no of home visits | 2424 | 2406 | | |
| c. CLINICAL GOVERNANCE | | | | |
| Clinical Incidents | 0 | 0 | | |
| Complaints | | | | All of the complaints are around disputed clinical outcomes and communication. 1 compliment received |
| • No. received | 4 | 4 | | |
| • No. responses outwith the standard time | 0 | 0 | | |

APPENDIX 1 - REPORT DENTAL TRIAGE – MONTH OF MAY 2008 PERIOD – 5 WEEKS FROM 28/4/08 TO 31/5/08

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **558** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

On average 111.6 calls were handled on a weekly basis. This is fairly consistent with previous months.

This period more phone calls were made at weekends than during the normal working week (Monday to Friday). **306 (55%)** phone calls were made at weekend and **252 (45%)** phone calls were made during the normal working week (Monday-Friday).

These percentages are similar to previous months

2. EFFECTIVENESS OF TRIAGE

Of the **558** phone calls made **316 (56.6%)** were given an appointment and **242 (43.4 %)** were not given an appointment. The **(43.4%)** 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 **316** patients given an appointment **178 (56.3%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **126 (39.9%)** were given an appointment for next day 'Monday-Friday' care and **12(3.8%)** attended A&E.

The percentage of patients seen on weekdays increased from last month reflecting the activity recorded for the Monday Public Holiday in May

3.1 A&E APPOINTMENTS

112 patients **(3.8 %)** 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 fell by 0.7% but still remains above the 3% target. It is worth noting that. 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 **23** patients **(7.3%)** of those given an appointment failed to attend.

This is better than in previous months

5. GENERAL UPDATE Overall over the period 28/4/08 to 31/5/08 LEDS operated mostly as anticipated.