

Meeting of
Lanarkshire NHS Board

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SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: FEBRUARY 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 for February 2008.

2. SUMMARY OF KEY ISSUES

Over all activity has dropped since January, however, activity levels remain slightly elevated, at weekends. The increased level of manpower at weekends in the 3 hospital sites has been maintained since early January and will remain so until the end of March.

The service status remained green, and the service continued to work to full capacity at weekends.

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

3. ACTIONS FOR THE SERVICE

The service is in the process of obtaining a people carrier for patient transport to replace the current one which is being withdrawn from service.

An audit of hospital referrals during the OOH period has been undertaken and will continue for sometime. This is expected to assist in the planning of the Emergency Response Centre.

EASTER

Arrangements have been put in place for the Easter weekend when the OOH service will be fully operational.

The following actions have been taken:

- Doctor's and nurses' rotas are filled including extra cover
- Non-clinical staff rotas are filled including extra shifts
- At NHS24's request, providing doctors for untriaged calls over the weekend
- 1 Extra car for Home Visiting over the weekend
- Pharmacy orders and delivery arrangements put in place
- On-call management rota in place.

4. RECOMMENDATION

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

Descriptor	Jan 2008	Feb 2008	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	11256	9342	Slight drop in activity from January, however weekends remain very busy.	
Number of NHS L patients triaged in local centre	2930	2041	NHS24 have withdrawn funding of doctors taking untriaged calls from mid February. NHS24 are continuing to support untriaged calls in some of the larger boards throughout Scotland (e.g. GG&C) and have assured partners that there will be no adverse impact on call back times. This will be monitored.	
% NHS L triaged in local centre	26%	21.8%		
Total calls triaged in local centre	7173	6646	Figure includes 198 calls triaged by doctors	
Total number of patient contacts with OOH Services	12238	9876	This figure includes 491 transfers from A&E	
b. OOH PERFORMANCE			Target	
Time for NHS 24 nurse to commence consultation				
• % urgent commenced within 20 minutes	97%	95%	95%	KPI monitored by NHS 24
• % non urgent commenced within 60 minutes	96%	93%	90%	
Response time for Home Visits				
• 1 hour	73%	73%	95%	Home visits remain static at 10%. There has been a 1% increase in the home visiting 2 hour disposition and a 7% increase in the home visiting 4 hour disposition.
• 2 hours	85%	86%	90%	
• 4 hours	89%	96%	90%	
Total home visits	1516	1168		
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	491	457		
• Advice	37.9%	47%		
Face to Face Contacts	62.1%	53%		
<i>Emergency Appt – Weekend Clinic</i>	55.7%	62.4%		
<i>Next Day Appt</i>	40.7%	35.5%		
<i>A&E</i>	3.6%	2.1%	<3%	
Community Nurse Performance				
• No of new referrals	282	322	Stable service. No new issues to report. Jean Donaldson Lead Nurse has re-organised boundaries to fit with daytime services, thus facilitating better continuity of care for the patient.	
• Total no of home visits	2506	2524		
c. CLINICAL GOVERNANCE				
Clinical Incidents	0	0		
Complaints			3 Complaints regarding Doctors Treatment/Diagnosis – Nil actions or recommendation 1 Complaint regarding Out of Hours Nurse giving conflicting information from OOH Doctors Nurses spoken to and apologies sent.	
• No. received	2	4		
• No. responded within standard	2	4		

APPENDIX 1 - REPORT DENTAL TRIAGE – MONTH OF FEBRUARY 2008 PERIOD – 5 WEEKS FROM 28/1/08 TO 2/3/08

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **457** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

On average 91.4 calls were handled on a weekly basis. This represents a 25% reduction in average weekly call rate from the previous month

This period more phone calls were made at weekends than during the normal working week (Monday to Friday). **278 (61%)** phone calls were made at weekend and **179 (39%)** 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 **457** phone calls made **242 (53%)** were given an appointment and **215 (47 %)** were not given an appointment. The **215 (47%)** 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 out of 47% of callers not requiring an appointment to see a dentist. This is higher than in previous months to previous months

3. APPOINTMENTS MADE

Of the **242** patients given an appointment **151 (62.4%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **86 (35.5%)** were given an appointment for next day 'Monday-Friday' care and **5 (2.1%)** attended A&E.

This was similar to last month. Over the 5 week period 10 weekend clinics were held. On average 15.1 patients attended each clinic. Each weekend clinic has two surgeries in operation and up to 30 patients can be seen. Over the five week period the clinics on average operated to 50% of their capacity. In addition 25 weekdays were covered and on average 3.4 patients were seen on each weekday. On weekdays 7 dentists are available each day and are prepared to see up to three patients each. This means that the total number of potential appointments available over the 5 week period was 525 (7 dentists x 3 appointments x 5 days x 5 weeks = 525). Only 86 appointments were made so the weekday service is only being utilised to 16.55 capacity.

Overall this indicates that the while the weekend clinics are busy the weekday commitment required from participating dentists is not too onerous.

3.1 A&E APPOINTMENTS

5 patients (**2.1 %**) were given an appointment with A&E.

The target is to keep referrals to A&E to fewer than 3%. This was achieved this month.

4. FAILED TO ATTEND

Over the period **32** patients (**13.2%**) of those given an appointment failed to attend.

This is slightly higher than last month.

5. GENERAL UPDATE Overall over the period **28/1/08 to 2/3/08**_LEDS operated mostly as anticipated.