

SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: APRIL 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 continued to support A&E, until the middle of April by employing additional doctors to take case transfers. The OOH service took 636 transfers from A&E during April.

A shift in the pattern of demand is continuing to be seen. The service is experiencing higher demand later in the day at weekends and as a consequence the Primary Care Emergency Centres are also busier later. This has been noted particularly since the spell of warm weather.

May 26th Public Holiday, all rotas are currently filled.

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 April 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 April 2008

Descriptor	March 2008	April 2008	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	12383	9479	Contacts expected to reduce in line with seasonal influence.	
Number of NHS L patients triaged in local centre	2707	2406		
% NHS L triaged in local centre	21.9%	25.4%	Marked improvement on previous 2 months performance trend needs to continue upward.	
Total calls triaged in local centre	7768	6822		
Total number of patient contacts with OOH Services	13304	10115	This figure includes 636 transfers from A+E to OOH Service	
b. OOH PERFORMANCE				
			Target	
Time for NHS 24 nurse to commence consultation				
• % urgent commenced within 20 minutes	95%	97%	95%	KPI monitored by NHS 24
• % non urgent commenced within 60 minutes	91%	94%	90%	
Response time for Home Visits				
• 1 hour	70%	83%	95%	Improved response times. Outcome of audit will support further progress in achieving 1 hour target
• 2 hours	79%	90%	90%	
• 4 hours	87%	92%	90%	
Total home visits	1521	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				
• Total No of contacts	564	441		See Appendix 1 for more details
• Advice	39.7%	44%		
Face to Face Contacts	60.3%	56%		
Emergency Appt – Weekend Clinic	52.1%	61.9%		
Next Day Appt	43.2%	33.6%		
A&E	4.7%	4.5%	<3%	1.6% of this figure represents medical emergencies i.e. analgesic overdose, the remaining 2.9% were the true dental emergencies.
Community Nurse Performance				
• No of new referrals	344	351	Stable service. No new issues to report.	
• Total no of home visits	2043	2424		
c. CLINICAL GOVERNANCE				
Clinical Incidents	0	0		
Complaints				
• No. received	3	4		
• No. responses outwith the standard time	0	0		

APPENDIX 1 - REPORT DENTAL TRIAGE – MONTH OF APRIL 2008 PERIOD – 4 WEEKS FROM 01/04/08 TO 27/4/08

1. NUMBER OF CALLS HANDLED DURING THE MONTH

A total of **441** phone calls were handled by Dental Triage Nurses (DTN) at the Hub in Hairmyres Hospital.

On average 110 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). **288 (65%)** phone calls were made at weekend and **153 (36%)** phone calls were made during the normal working week (Monday-Friday).

These percentages are consistent with previous months and almost identical to those from February

2. EFFECTIVENESS OF TRIAGE

Of the **441** phone calls made **247 (56%)** were given an appointment and **194 (44 %)** were not given an appointment. The **(44%)** 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 nearly 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 **247** patients given an appointment **153 (61.9%)** were given an appointment for the weekend clinics in Wishaw General Hospital, **83 (33.6%)** were given an appointment for next day 'Monday-Friday' care and **11 (4.5%)** attended A&E.

The percentage of patients seen on weekdays has reduced from last month reflecting an average week

3.1 A&E APPOINTMENTS

11 patients (**4.5 %**) were given an appointment with A&E.

The target is to keep referrals to A&E to fewer than 3%. 1.6% of this figure represents medical emergencies i.e. analgesic overdose, the remaining 2.9% were the true dental emergencies.

4. FAILED TO ATTEND

Over the period **41** patients (**16.6%**) of those given an appointment failed to attend.

This is similar to previous months

5. GENERAL UPDATE

Overall over the period **01/04/08 to 27/04/08** LEDS operated mostly as anticipated.