

Meeting of  
Lanarkshire NHS Board

Lanarkshire NHS Board  
14 Beckford Street  
Hamilton ML3 0TA  
Telephone 01698 281313  
Fax 01698 423134  
[www.nhslanarkshire.co.uk](http://www.nhslanarkshire.co.uk)



**SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: OCTOBER 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 demand on the service is normal for the time of year with A&E demand slightly reduced at just under 600 transfers during October. Additionally as has been previously reported, an OOH doctor is working in Wishaw A&E most evenings, however, these patients are not included in the overall OOH figures.

The response times for home visiting have improved this month. There are some underlying IT system recording issues that mask the true level of improvement in performance. Work is underway to address these issues which revolve around the timing of when a doctor decided that a one hour home visit is required.

Winter Planning has been the key focus this month. Accommodation issues are now being addressed in conjunction with acute colleagues and the rest of the plan is on schedule. A bid to The Scottish Government for additional funding to support a GP revisiting service over the winter period was successful in the sum of £25,000.

There have been two internal audits covering IT and management systems completed over the past month. The conclusions and recommendations associated with these audits will be reported upon in future board reports.

An exploratory meeting has been held with the NHS QIS and the Primary Care Division to look at the feasibility of developing a more comprehensive set of KPI's for OOH services that would ultimately be adopted across Scotland. A scoping exercise is now underway with NHS Lanarkshire, NHS Lothian and NHS QIS.

**3. ACTIONS FOR THE SERVICE**

The main focus will be to continue to implement The Winter Plan.

The new accommodation will be operationalised in each of the three main centres.

Enhanced clinical and operational processes have been developed and will be implemented over the next month.

Agreement has been reached that the OOH doctors working in Wishaw A&E department at peak times will continue until March 2009.

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.

The service continues to work to complete rotas for the festive period. For clinical staff all public holidays and the New Year weekend are covered, with some remaining slots on the Christmas weekend. For non clinical staff there are a few scattered gaps. However, it is not anticipated that there will be any rota shortfalls.

#### **4. RECOMMENDATION**

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

#### **5. FURTHER INFORMATION**

For further information or clarification of any issues in this paper please contact.

Alan Lawrie	Director South Lanarkshire CHP	01698 245194
Dr. Liz Duncan	Clinical Director OOH Service	01698 377606
Marilyn Aitken	Locality General Manager	01698 377828

## Summary Activity & Performance Report for October 2008

Descriptor	September 2008	October 2008	Narrative	
<b>a. OOH ACTIVITY</b>				
Number of patients calling NHS 24 in OOH period	8871	8323		
Number of NHS L patients triaged in local centre	1201	1026		
% NHS L triaged in local centre	13.5	12.3%		
Total calls triaged in local centre	5951	5826		
Total number of patient contacts with OOH Services	9745	9098	This figure includes 598 transfers from A+E to OOH Service, and 14 referrals from community pharmacists.	
<b>b. OOH PERFORMANCE</b>				
			<b>Target</b>	
<b>Time for NHS 24 nurse to commence consultation</b>				KPI monitored by NHS 24
<ul style="list-style-type: none"> <li>% urgent commenced within 20 minutes</li> <li>% non urgent commenced within 60 minutes</li> </ul>	99% 99%	99% 99%	95% 90%	
<b>Response time for Home Visits</b>				
<ul style="list-style-type: none"> <li>1 hour</li> <li>2 hours</li> <li>4 hours</li> </ul>	78% 83% 94%	81% 84% 96%	95% 90% 90%	
Total home visits	1195	1122		
<b>Percentage of rostered doctor sessions filled</b>	100%	100%	100%	
<b>Data to GP Practice by 0930 on next working day</b>	100%	99%	99%	
<b>Dental performance</b>				Increase in call volume due to 5 week month and release of Grampian Health Board calls fully into the virtual service.  See Appendix 1 for more details
<ul style="list-style-type: none"> <li>Total No of contacts (calls handled by DTNs in Lanarkshire)</li> </ul>	767	1209		
Outcome of Triage:				
<ul style="list-style-type: none"> <li>Emergency appointment (within 1 hr)</li> <li>Urgent Appointments (with 24 hrs)</li> <li>Self care &amp; other</li> </ul>	13 2% 566 74% 188 25%	46 4% 924 76% 250 20%	<3%	
<b>Community Nurse Performance</b>				
<ul style="list-style-type: none"> <li>No of new referrals</li> <li>Total no of home visits</li> </ul>	308 1983	331 1983	Stable service. No new issues to report.	
<b>c. CLINICAL GOVERNANCE</b>				
<b>Significant Adverse Events</b>				
<b>Complaints</b>				
<ul style="list-style-type: none"> <li>No. received</li> <li>No. responses outwith the standard time</li> </ul>	0 0	4 1	4 new complaints and 1 on-going. 2 compliments.	

## APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE - MONTH OF OCTOBER 2008 PERIOD – 5 WEEKS FROM 29/9/2008 TO 02/11/2008

### 1. CALLS HANDLED DURING THE MONTH BY LANARKSHIRE DTNs

A total of 1209 calls were handled by Dental Triage Nurses (DTNs) at the Hub in Hairmyres Hospital. Of the 1209 calls handled 426 (35%) were for other Health Board Areas and 783 (65%) were for Lanarkshire.

*Over the 5 week period 1209 calls were handled. On average 242 calls were handled each week. This is higher than last month.*

### 2. OUTCOME OF TRIAGE CARRIED OUT BY LANARKSHIRE DTNs

Of the 1209 phone calls made 46 (4%) were given an Emergency Appointment with A&E, 924 (76%) were given an Urgent Appointment and 250 (20%) were not given an appointment. The 250 patients not given an appointment were given advice, reassurance and pain relief.

*The triage system continues to be effective with just over 2.5 out of 10 of callers not requiring an appointment to see a dentist. This demonstrates consistency in the way triage is delivered. The target for DTNs is to keep referrals to A&E to fewer than 3%. The 4% referred to A&E is higher than 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. Increase is due to higher call volume.*

### 3. APPOINTMENTS MADE AND FAILED TO ATTENDS

277 patients were given an appointment to attend the clinics in Wishaw General Hospital and 27 (10%) Failed To Attend. 93 patients were given an appointment to attend for 'Next Day, Monday -Friday ' care and 23 (25%) Failed To Attend.

*More than 2 in 10 patients failed to attend their appointment*

### 4. SUMMARY OF TREATMENT PROVIDED

#### Wishaw General Hospital

277 patients attended the clinics in Wishaw General Hospital and 52 extractions were carried out, 15 dressings were provided and 12 prescriptions were issued.

#### Next Day Care

70 patients attended Next Day Care and 31 extractions were carried out, 2 dressings were provided and 27 prescriptions were issued.

*The treatment provided was consistent with that expected for the relief of acute pain and swelling i.e. 'emergency Dental Care'.*

### 5. GENERAL COMMENT

The difference between number of patients given an appointment at the clinic and attendances is created triage nurses in other HB areas triaging within the virtual service. The overall increase of calls taken has been generated full virtualisation of the Grampian Health Board calls this month.

*Over the month the service operated as anticipated*