

SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: SEPTEMBER 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 as expected, and activity over September weekend similar to that of last year.

The OOH Service continued to support A&E by taking 648 transfers from A&E during September. All three Primary Care Emergency Centres based in hospital sites allocate one of the six appointments available per hour to A&E (around 16% of OOH appointments). Where possible, OOH increase the number of appointments allocated to A&E. The OOH doctor working in WGH A&E every evening from 6pm – Midnight to assist with GMS-type patients coming into A&E, has been well received as a valuable contribution.

Other community services are establishing regular links, such as Community Pharmacy who continued contact via the professional to professional line with 19 referrals during September.

The Alliance Pharmacy pilot commenced on the 9 October 2008. An activity report will be produced monthly, and a stake holder's meeting will be set up to meet bi-monthly to review the service.

There was a major system upgrade to the dispatching module in the Adastral database. All dispatching staff has undergone training, and is now consolidating their learning. Dispatching times from the hub have increased slightly as staff learn the new system, and the peak demand of the public holiday has resulted in a dip in the response times. Next month should show steady progress towards achieving key performance indicators.

As the Dental Service is now part of the NHS24 'virtual' Emergency Dental Service (EDS), there is a change in how the figures are reported (these are now provided by NHS24). These figures are expected to fluctuate over the next few months until this service has bedded in.

NHS Lanarkshire EDS has seen a reduction in the triage of NHS L patients, and an increase in triage of other Board areas, however the benefit to NHS L patients is that there is now an overnight triage service.

3. ACTIONS FOR THE SERVICE

OOH doctors have been working in the A&E department at peak times dealing with the rising number of patients who present with Primary Care type problems. This will continue until January 2009 when it will be reviewed.

The detailed review of OOH home visiting is continuing with the aim of continually improving performance.

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 September 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 September 2008

Descriptor	August 2008	September 2008	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	9101	8871		
Number of NHS L patients triaged in local centre	1747	1201		
% NHS L triaged in local centre	19.2	13.5		
Total calls triaged in local centre	6393	5351		
Total number of patient contacts with OOH Services	10173	9745	This figure includes 648 transfers from A+E to OOH Service, and 19 referrals from community pharmacists.	
b. OOH PERFORMANCE				
			Target	
Time for NHS 24 nurse to commence consultation				KPI monitored by NHS 24
<ul style="list-style-type: none"> % urgent commenced within 20 minutes % non urgent commenced within 60 minutes 	99% 99%	99% 99%	95% 90%	
Response time for Home Visits				See Appendix 1 for more details
<ul style="list-style-type: none"> 1 hour 2 hours 4 hours 	85% 93% 97%	78% 83% 94%	95% 90% 90%	
Total home visits	1254	1195		
Percentage of rostered doctor sessions filled	100%	100%	100%	
Data to GP Practice by 0930 on next working day	100%	100%	99%	
Dental performance				
<ul style="list-style-type: none"> Total No of contacts (calls handled by DTNs in Lanarkshire) 	Figures for August not available due to move to national triage with NHS24	767		
Outcome of Triage: <ul style="list-style-type: none"> Emergency appointment (within 1 hr) Urgent Appointments (with 24 hrs) Self care & other 		13 2% 566 74% 188 25%	<3%	
Community Nurse Performance				
<ul style="list-style-type: none"> No of new referrals Total no of home visits 	304 2219	308 1983	Stable service. No new issues to report.	
c. CLINICAL GOVERNANCE				
Significant Adverse Events	0			
Complaints				
<ul style="list-style-type: none"> No. received No. responses outwith the standard time 	2 0	0 0	1 on-going re-opened complaint from last month	

APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE - MONTH OF SEPTEMBER 2008 PERIOD – 4 WEEKS FROM 1/9/2008 TO 28/9/2008

1. CALLS HANDLED DURING THE MONTH BY LANARKSHIRE DTNs

A total of 767 calls were handled by Dental Triage Nurses (DTNs) at the Hub in Hairmyres Hospital. Of the 767 calls handled 386 (50%) were for other Health Board Areas and 381 (50%) were for Lanarkshire.

Over the 4 week period 767 calls were handled. On average 192 calls were handled each week. This is higher than last month.

2. OUTCOME OF TRIAGE CARRIED OUT BY LANARKSHIRE DTNs

Of the 767 phone calls made 13 (2%) were given an Emergency Appointment with A&E, 566 (74%) were given an Urgent Appointment and 188 (24%) were not given an appointment. The 188 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 2% referred to A&E is lower 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.

3. APPOINTMENTS MADE AND FAILED TO ATTENDS

209 patients were given an appointment to attend the clinics in Wishaw General Hospital and 25 (12%) Failed To Attend. 49 patients were given an appointment to attend for 'Next Day, Monday -Friday ' care and 15 (31%) Failed To Attend.

More than 3 in 10 patients failed to attend their appointment

4. SUMMARY OF TREATMENT PROVIDED

241 patients attended the clinics in Wishaw General Hospital and 58 extractions were carried out, 30 dressings were provided and 135 prescriptions were issued. Next Day Care- Unable to provide this information will be gathered from 1/10/08

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 by the integration of Grampian HB this month.

Over the month the service operated as anticipated.