

Meeting of
Lanarkshire NHS Board

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SUBJECT: PRIMARY CARE OUT OF HOURS REPORT: AUGUST 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 with expected and there were no major issues to report.

The OOH Service continued to support A&E by taking 720 transfers from A&E's across Lanarkshire during August. The number of cases transferred to OOH continues to rise month on month albeit more slowly in the past month.

The pilot exercise commenced during August of an OOH doctor working in the A&E department at Wishaw General to see patients who present with 'illnesses' as opposed to injuries. A&E staff value the experience that OOH doctors bring to the department whilst the doctors involved report that they find the work very rewarding.

Further progress has been made towards reaching the KPI's for all home visits by supporting hub staff with a new procedures manual and by further developing the reporting tool with Adastra.

A new cohort of OOH doctors commenced work and received their induction during August; an induction session was also given to the new GP registrars who commenced training in OOH during August.

3. ACTIONS FOR THE SERVICE

The OOH annual report has been written, reviewed by Clydesdale PPF and is progressing towards launch with a final print date planned for the end of September.

Winter Planning has commenced with a detailed service action plan now in place and duty rotas are being circulated to staff.

Two projects are going through the final stages of planning and will be implemented in October, namely the new system for replenishing medication in the Doctor's Bag and the launch of a Primary Care Centre within The Alliance Community Pharmacy in Airdrie.

The annual National OOH meeting takes place on September 22nd at Airth Castle; where NHS L is giving two presentations: 'verification of death' summarises the work carried out locally with the PF office in streamlining this complicated procedure; 'Developing KPI's' will provide colleagues with feedback on a national piece of work

that is being developed between NHS L, NHS QIS and the Primary Healthcare Foundation .

4. RECOMMENDATION

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

Descriptor	July 2008	August 2008	Narrative	
a. OOH ACTIVITY				
Number of patients calling NHS 24 in OOH period	9056	9101		
Number of NHS L patients triaged in local centre	2033	1747	Staff shortages affect rostering staff at peak times	
% NHS L triaged in local centre	22.4	19.2	Ditto	
Total calls triaged in local centre	6197	6393		
Total number of patient contacts with OOH Services	9942	10173	This figure includes 720 transfers from A+E to OOH Service, and 31 referrals from community pharmacists.	
b. OOH PERFORMANCE				
			Target	
Time for NHS 24 nurse to commence consultation				
• % urgent commenced within 20 minutes	99%	99%	95%	KPI monitored by NHS 24
• % non urgent commenced within 60 minutes	99%	99%	90%	
Response time for Home Visits				Steady progress towards achieving all KPI's
• 1 hour	81%	85%	95%	
• 2 hours	93%	93%	90%	
• 4 hours	99%	97%	90%	
Total home visits	1147	1254		
Percentage of rostered doctor sessions filled	100%	100%	100%	
Data to GP Practice by 0930 on next working day	100%	100%	99%	
Dental performance				No data available this month in time for early Board date
• Total No of contacts	489			
• Advice	33%			
Face to Face Contacts	67%			
Emergency Appt – Weekend Clinic	Not available			
Next Day Appt	Not available			
A&E	3%		<3%	
Community Nurse Performance				
• No of new referrals	300	304	Stable service. No new issues to report.	
• Total no of home visits	2158	2219		
c. CLINICAL GOVERNANCE				
Significant Adverse Events	0	0		
Complaints				
• No. received	3	2	1 via WGH and 1 complaint re-opened at the request of the complainant	
• No. responses outwith the standard time	0	0		