

Meeting of  
Lanarkshire NHS Board

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## **SUBJECT: PRIMARY CARE OUT OF HOURS MARCH 2010**

### **1. PURPOSE**

This report provides the Board with information on the performance of the Out of Hours Service over March 2010 and the Easter break

### **2. SUMMARY OF KEY ISSUES**

#### Overall Service Performance

The demand for the service during March stabilised and was more in line with that experienced in 2009. Given a return to a more level demand profile the home visiting performance improved and the KPI's were all met for the first time in this year..

The OOH service continues to support A&E where possible and throughout March took 656 transfers.

#### Easter

The Easter weekend was busier than last year with demand higher than predicted. There were in fact 3428 patients from Friday morning until Tuesday morning in comparison to 3177 in 2009 representing an overall increase of 8%.

NHS 24 had only estimated an increase of up to 5% on last year. The busiest day was Easter Sunday when demand was up 10% at 850 contacts. This is sizeably larger than an average Sunday when there are normally c650 contacts at this time of year.

Staffing levels were adequate but there were challenges in fully staffing the service as many sessional staff were on annual leave. In addition many patients were not aware that Good Friday was a holiday for general practice and indeed many care homes were also unaware of this fact. Lessons have been learned regarding improving patient and care home communication for next year.

Due to extremely high demand on the service, A&E slots had to be withdrawn at peak times, however there were still 140 transfers from A&E over the week end.

### Use of Patient Group Directions

A review was carried out of the Patient Group Directions (PGD's) used by the Community Nurses in palliative care. The PGD's were developed and introduced into the Out Of Hours Community Nursing Service in October 2008 in response to an identified need for urgent medication that could be authorised and administered by the attending nurse. Patients often experience symptoms at the end of life which can be controlled by the timely, effective use of selected drugs.

From introduction to end February 2010 the PGD's have been utilised on 119 occasions, as outlined in tables below

#### Drug used

Hyoscine Butylbromide	Haloperidol	Midazolam	Levomepromazine
49	2	57	11

#### Symptom

Respiratory secretions	Anxiety/terminal restlessness	Confusion/agit ation	Nausea
49	23	36	11

Data collected demonstrates that in 46% of cases there was no pre-emptive prescribing in place and in a further 30% the patients condition had suddenly deteriorated.

The development of the Palliative Care PGD's has been a great success to date with it's positive impact on the quality of care provided to terminally ill patients in their own home.

### Other Areas of Interest

The March educational event on Rheumatology and Acute Joint Conditions was well attended by clinical staff.

### **3. ACTIONS FOR THE SERVICE**

The implementation phase for CRES savings begins next month with a consultation exercise with staff and community groups.

Following an initial review of the rise in OOH activity over the past year, a more in depth study is now underway. It is evident that the increase in demand has come from a variety of sources which together have resulted in a circa 20-30% increase when compared with the same month of the previous year. A full report outlining the relative impact of each of the causes of this dramatic rise in activity will be presented to the Board in the summer.

The Pharmore pilot will recommence in April with the two Pharmacists who are independent prescribers and who have now completed their competency training in OOH.

**4. RECOMMENDATION**

The Board is asked to note the performance of the Primary Care Out of Hours Service over March 2010 / Easter.

**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 March 2010

Descriptor	Feb 2010	Mar 2010	Narrative	
<b>a. OOH ACTIVITY</b>				
Number of patients calling NHS 24 in OOH period	8739	9398		
Number of NHS L patients triaged in local centre	1106	1067		
% NHS L triaged in local centre	12.7%	11.4%		
Total calls triaged in local centre	6979	7470		
Total number of patient contacts with OOH Services	9061	10163	This figure includes 656 transfers from A&E to OOH Service	
<b>b. OOH PERFORMANCE</b>				
			<b>Target</b>	
<b>Time for NHS 24 nurse to commence consultation</b>				
• % urgent commenced within 20 minutes	100.0%	99.9%	95%	KPI monitored by NHS 24
• % non urgent commenced within 60 minutes	100.0%	99.9%	90%	
<b>Response time for Home Visits</b>				All KPI's met
• 1 hour	73%	80%	75%	
• 2 hours	88%	87%	75%	
• 4 hours	90%	95%	90%	
Total home visits	1207	1220		
<b>Percentage of rostered doctor sessions filled</b>	100%	100%	100%	
<b>Data to GP Practice by 0930 on next working day</b>	100%	100%	99%	
<b>Dental performance</b>				See Appendix 1 for more details.
• Total No of contacts (calls handled by DTNs in Lanarkshire)	672	548		
Outcome of Triage:				
• Emergency appointment (within 1 hr)	46 (6.8%)	29 (5.3%)		
• Urgent Appointments (with 24 hrs)	520 (77.4%)	411 (75%)		
• Self care & other	106 (15.8%)	108 (19.7%)		
<b>Community Nurse Performance</b>				Stable service.
• No of new referrals	333	327		
• Total no of home visits	1716	1877		
<b>c. CLINICAL GOVERNANCE</b>				
<b>Significant Adverse Events</b>				
<b>Complaints</b>				
• No. received	2	0	1 compliment received	
• No. responses out with the standard time	0	0		

**APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE  
MONTH OF MARCH 2010  
PERIOD –4 WEEKS FROM 01/03/10-28/03/10**

**1. APPOINTMENTS MADE AND FAILED TO ATTENDS**

195 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND THE CLINICS IN WISHAW GENERAL HOSPITAL AND 19 (10%) FAILED TO ATTEND.  
*JUST BELOW 1 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.*

62 PATIENTS WERE GIVEN AN APPOINTMENT TO ATTEND FOR 'NEXT DAY, MONDAY -FRIDAY ' CARE AND 17 (27%) FAILED TO ATTEND.  
*3 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.*

**2. SUMMARY OF TREATMENT PROVIDED**

**WISHAW GENERAL HOSPITAL**

176 PATIENTS ATTENDED THE CLINICS IN WISHAW GENERAL HOSPITAL. 41 EXTRACTIONS WERE CARRIED OUT, 13 DRESSINGS WERE PROVIDED AND 95 PRESCRIPTIONS WERE ISSUED, 2 X-RAYS TAKEN & 45 OTHER TREATMENTS PROVIDED FOR PATIENTS.

**NEXT DAY CARE**

45 PATIENTS ATTENDED NEXT DAY CARE. 24 EXTRACTIONS WERE CARRIED OUT, 8 DRESSINGS WERE PROVIDED AND 20 PRESCRIPTIONS WERE ISSUED, 15 X-RAYS TAKEN & 8 OTHER TREATMENTS PROVIDED FOR PATIENTS.

AS A RESULT OF ATTENDING NEXT DAY CARE 55 % OF PATIENTS REGISTERED WITH THE TREATING DENTIST AND 45% DID NOT.

*THE TREATMENT PROVIDED WAS CONSISTENT WITH THAT EXPECTED FOR THE RELIEF OF ACUTE PAIN AND SWELLING I.E. ' URGENT DENTAL CARE'.*

**3. GENERAL COMMENT**

The service operated as expected, with slightly lower numbers of referrals generally this month. When we have received the figures for Triage from NHS24 we will be able to see whether the total call volume is lower or the % of referrals has dropped slightly. We note a slight increase in the % of Next Day Care referrals now registered with a Dentist.

## APPENDIX 2 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE

Please find below December and January figures for NHS24. To date NHS24 have been unable to provide the triage figures for the dates required.

