

**SUBJECT: PRIMARY CARE OUT OF HOURS DECEMBER 2009,  
INCORPORATING FESTIVE REPORT 2009/10**

**1. PURPOSE**

This report provides the Board with information on the performance of the Out of Hours Service over December and the Festive Period 2009/2010.

**2. SUMMARY OF KEY ISSUES**

The OOH operation ran well throughout the holiday period with activity in line with predictions from previous years. The extensive planning proved effective as staff coped with demand and also with the unexpected challenges of severe weather conditions. Whilst overall contacts were as expected, the percentage of home visits was higher than usual due to the adverse weather. Staff demonstrated tremendous commitment in ensuring all shifts were filled and a home visiting service was available throughout the whole period. NHS 24 also reported a similar trend across Scotland where demand was generally in line with or slightly less than predicted. Activity Data is set out in Appendix 1.

The investment made as part of the Winter Plan to secure a range of resources proved effective:

- Additional Staff were roistered at peak times allowing demand to be met. The addition of Pharmacists and Mental Health Nurses proved extremely valuable in managing demand
- The IQUS, rota master, played a major role in all staff knowing when they were on to be duty and allowing real-time communication to staff where short term gaps needed to be filled
- The new system for restocking the doctor's bags ensured an ample supply of medication throughout the period
- An open evening and festive newsletter kept staff up to date with all developments and reminded staff of key responsibilities
- Additional cars were deployed throughout the period. This plan proved invaluable as home visit levels were high
- Feedback from staff has been very positive with some helpful suggestions for improvement that are currently being actioned

By a combination of increasing and widening the range of staff working in the service, tighter management, better communication and improving internal procedures, the OOH Service provided a successful service over the festive period.

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

A number of issues and suggestions have been made over the festive period and are currently being reviewed and auctioned. Valuable experience is also being gained in informing the optimum shape of the service for the future. See appendix 2

### **4. RECOMMENDATION**

The Board is asked to note the performance of the Primary Care Out of Hours Service over December and the festive period 2009/10.

### **5. FURTHER INFORMATION**

Attached additional information:

Appendix 1 Activity Data

Appendix 2 Actions

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

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## Appendix 1

### Activity & Performance Data Festive 09 compared with 08 & with NHS 24 predictive data

The number of calls received and associated outcomes are presented below with last year's data and NHS 24's predictions for comparison. NHS 24 total figures are slightly high as they included early H1N1 predictions; their home visit predictions are generally low as they did not allow for the weather. The number of hospital admissions is also included:

	Thurs 25/12/08	Friday 25/12/09	NHS 24 prediction 25/12/09		Friday 26/12/08	Saturday 26.12.09	NHS 24 prediction 26/12/09		Sat 27/12/08	Sun 27/12/09	NHS 24 prediction 27/12/09		Sun 28/12/08	Mon 28/12/09	NHS 24 prediction 28/12/09
PCEC	221	228	210		468	483	443		467	432	382		447	477	488
Home Visits	74	92	60		136	124	105		135	128	107		130	125	109
Transport	8	8	n/a		26	15	n/a		18	15	n/a		17	12	n/a
DN	14	14	n/a		19	37	n/a		23	15	n/a		14	29	n/a
<b>Total</b>	<b>317</b>	<b>342</b>			<b>649</b>	<b>659</b>			<b>643</b>	<b>590</b>			<b>608</b>	<b>643</b>	
Dr Advice	27	19	59		97	66	82		60	71	108		34	58	92
<b>Total</b>	<b>344</b>	<b>361</b>			<b>746</b>	<b>725</b>			<b>703</b>	<b>661</b>			<b>642</b>	<b>701</b>	
NHS 24	153	156	n/a		235	235	n/a		294	241	n/a		316	305	n/a
<b>Total</b>	<b>497</b>	<b>517</b>	<b>625</b>		<b>981</b>	<b>960</b>	<b>1146</b>		<b>997</b>	<b>902</b>	<b>1009</b>		<b>958</b>	<b>1006</b>	<b>1190</b>
Admissions to hospital	<b>29 (6%)</b>	<b>47 (9%)</b>			<b>63 (6%)</b>	<b>67(7%)</b>			<b>51 (5%)</b>	<b>62 (7%)</b>			<b>52(5%)</b>	<b>72 (7%)</b>	

	Thurs 01/01/2009	Friday 01.01.10	NHS 24 prediction 25/12/09	Friday 02/01/2009	Sat 02.02.10	NHS 24 prediction 02.02.10	Sat 03/01/2009	Sun 03.01.10	NHS 24 prediction 03.02.10	Sun 04/01/2009	Mon 04.01.10	NHS 24 prediction 04.02.10
PCEC	270	286	272	508	444	485	503	422	523	417	483	491
Home Visits	92	114	84	157	137	160	162	145	118	135	158	128
Transport	15	22	n/a	10	20	n/a	13	27	n/a	17	21	n/a
DN	13	15	n/a	23	29	n/a	22	18	n/a	17	23	n/a
<b>Total</b>	<b>390</b>	<b>437</b>		<b>698</b>	<b>630</b>		<b>700</b>	<b>612</b>		<b>586</b>	<b>685</b>	
Dr Advice	68	90	74	152	120	78	80	89	103	42	89	62
<b>Total</b>	<b>458</b>			<b>850</b>	<b>750</b>		<b>780</b>	<b>701</b>		<b>628</b>	<b>774</b>	
NHS 24	202	174	n/a	287	211	n/a	273	230	n/a	272	352	n/a
<b>Total</b>	<b>660</b>	<b>701</b>	<b>832</b>	<b>1137</b>	<b>961</b>	<b>1340</b>	<b>1053</b>	<b>931</b>	<b>1231</b>	<b>900</b>	<b>1126</b>	<b>1333</b>
Admissions to hospital	<b>51 (8%)</b>	<b>49 (7%)</b>		<b>67 (6%)</b>	<b>74(8%)</b>		<b>58 (6%)</b>	<b>68 (7%)</b>		<b>62 (7%)</b>	<b>63 (6%)</b>	

#### Transfers from A&E to OOH

- 143 transfers from A&E during the four day period at Christmas
- 157 transfers from A&E during the four day period at New Year

#### Referrals from Care Homes via the professional to professional line

- 46 referrals during the four day period at Christmas (compared with 41 last year)
- 73 referrals during the four day period at New Year (compared with 45 last year)

## Appendix 2 Issues

A number of issues and suggestions have arisen over the festive period and are currently being reviewed:

Issue	Remedial Actions
1. Patient transport overnight not available as taxis off due to adverse weather	<ul style="list-style-type: none"> <li>• Consider options for next year</li> </ul>
2. Hazardous driving conditions due to weather. Some home visits delayed due to car being stuck in snow jams.	<ul style="list-style-type: none"> <li>• Ensure all cars are serviced, daily check by drivers, snow shovels and torches in all cars. Regular contact with police re road conditions established.</li> </ul>
3. Partial PCEC nursing cover on Christmas day	<ul style="list-style-type: none"> <li>• Review alternative options for next year</li> </ul>
4. System for date checking medication identifying breaches	<ul style="list-style-type: none"> <li>• Audit breaches &amp; enhance procedure, if required</li> </ul>
5. System for signing PCEC bags in and out needs modification	<ul style="list-style-type: none"> <li>• New procedure implemented between Christmas and New Year</li> </ul>
6. Telephone missing in Hairmyres PCEC	<ul style="list-style-type: none"> <li>• Emergency telephone supplied but line has been cancelled. Investigate.</li> </ul>
7. Pharmacy opening times did not match advised times on one occasion	<ul style="list-style-type: none"> <li>• System reviewed and enhanced procedure agreed for future Public Holidays</li> </ul>
8. SAS – long waits for control centre to answer. Long waits for ambulances	<ul style="list-style-type: none"> <li>• Liaising with EMDC in Paisley &amp; feedback to account manager in SAS</li> <li>• Established communication link for info on changes in ambulance provision</li> </ul>
9. Ongoing intermittent misunderstanding by hospital junior staff on policy for admission from a PCEC when hospital diverting admissions	<ul style="list-style-type: none"> <li>• Escalated and discussed with bed manager real time and service manager for resolution</li> </ul>

## Summary Activity & Performance Report for December 2009

Descriptor	Nov 2009	Dec 2009	Narrative	
<b>a. OOH ACTIVITY</b>				
Number of patients calling NHS 24 in OOH period	11377	11645		
Number of NHS L patients triaged in local centre	1047	1275		
% NHS L triaged in local centre	9.2%	10.9%		
Total calls triaged in local centre	9106	8570		
Total number of patient contacts with OOH Services	12129	12405	This figure is up to 31 <sup>st</sup> December 2009, and does not include 1-4 January 2010 activity. Figure includes 654 transfers from A+E to OOH Service.	
<b>b. OOH PERFORMANCE</b>				
<b>Time for NHS 24 nurse to commence consultation</b>			<b>Target</b>	
<ul style="list-style-type: none"> <li>% urgent commenced within 20 minutes</li> <li>% non urgent commenced within 60 minutes</li> </ul>	99.8% 99.9%	99.9% 99.98%	95% 90%	KPI monitored by NHS 24
<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> Total home visits	73% 80% 87%	71% 81% 92%	75% 75% 90%	The dip in the 1 hour response is due to the difficult weather conditions in December
<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> <ul style="list-style-type: none"> <li>Total No of contacts (calls handled by DTNs in Lanarkshire)</li> </ul> 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>	UNABLE TO PROVIDE FIGURES THIS MONTH	UNABLE TO PROVIDE FIGURES THIS MONTH	<3%	Unfortunately at the moment there are no figures available for the dental triage service as this service has been managed by NHS 24 since October.  Currently linking with NHS 24 to provide details necessary to complete the monthly report for future months. NHS 24 has not been able to produce reports for individual health boards but are currently working on this.  See Appendix 1 for more details.
<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>	274 1519	380 2109	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 out with the standard time</li> </ul>	4 0	3 0	1 Compliment received	

**APPENDIX 1 – OUT OF HOURS LANARKSHIRE EMERGENCY DENTAL SERVICE  
MONTH OF DECEMBER 2009  
PERIOD – 4 WEEKS FROM 30/11/09 - 27/12/09**

**1. CALLS HANDLED DURING THE MONTH BY LANARKSHIRE DENTAL TRIAGE NURSES**

We are unable to provide figures on triage performance this month; we are currently in talks with nhs24 to establish our needs and timescales.

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

267 patients were given an appointment to attend the clinics in Wishaw General Hospital and 28 (10%) failed to attend.  
*JUST OVER 1 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.*

49 patients were given an appointment to attend for 'next day, Monday -Friday ' care and 17 (35%) failed to attend.  
*JUST OVER 3 IN 10 PATIENTS FAILED TO ATTEND THEIR APPOINTMENT.*

**3. SUMMARY OF TREATMENT PROVIDED**

**WISHAW GENERAL HOSPITAL**

239 patients attended the clinics in Wishaw General Hospital. 69 extractions were carried out, 37 dressings were provided and 145 prescriptions were issued, 17 x-rays taken & 67 other treatments provided for patients.

**NEXT DAY CARE**

32 patients attended next day care. 14 extractions were carried out, 7 dressings were provided and 16 prescriptions were issued, 5 x-rays taken & 16 other treatments provided for patients. As a result of attending next day care 40 % of patients registered with the treating dentist and 60% did not.

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

**4. GENERAL COMMENT**

Appointments made at the weekend clinic increased by 14% this month, this reflects the 4 day Christmas holiday period. This figure also represents a 25% increase in attendances on the same period last year. A full and more detailed report incorporating the entire festive period will be available next month.

We also note the marked decrease in the failed to attend rate for next day care, this shows a drop of 17% from last month, this was also evident for the same period last year although the drop was less significant at 7%