

Primary Care OOH

Calls to NHS 24



Triaged by call handler



Triaged by nurse practitioner



PCEC; Home Visit; GP advice; 999; A&E

Outcome Split

NHSL	NHS 24 Overall
40-42% PCEC	33% PCEC
10% Home Visits	12% Home Visits
9% GP Advice	11% GP Advice
6-7% 999	7% 999
7-8% A&E	6-7% A&E
24-26% NHS24	22-24% NHS 24

Response Time Split Home Visits

NHSL			NHS 24 Overall				
	April	May	June	April	May	June	
1hr	13%	14%	13%	1hr	13%	15%	14%
2hr	39%	39%	45%	2hr	40%	40%	42%
4 hr	48%	47%	42%	4hr	47%	45%	44%

KPI's

1hr= 75% actual = 66%

2hr= 75% actual = 85%

4hr= 90% actual= 90%

Response Time Split PCEC

	NHSL			NHS 24			
	April	May	June	April	May	June	
1hr	10%	11%	13%	1hr	9%	11%	12%
2hr	20%	22%	22%	2hr	19%	20%	21%
4hr	69%	67%	66%	4hr	71%	69%	67%

CRES 2011/12

15 Mins per appointment – home visits 1 hr – 1 1/2 hrs (Rural)

Centre	Home Visits	PCEC	Advice	Hrs Utilised	Hrs Contracted
Monklands	357	1638	383	898	2000
Wishaw	144	2216	310	776	2000
Hairmyres	353	880	417	677	2000
Lanark /Extra mobile	461 (181 Clydesdale area)		11	551	2000

Ongoing work

- Building more capacity by better utilisation of Dr from mobile unit to assist A&E
- Focus the advance nurse practitioner onto DGH sites to provide more see and treat capacity
- Remodelling OOH Nursing teams.