

**LANARKSHIRE NHS BOARD
INTEGRATED CORPORATE PERFORMANCE REPORT – NARRATIVE REPORT**

Subject: Out of Hours	Executive Lead: Val de Souza
Governance Committee: South H&SCP Integrated Joint Board	Author: Craig Cunningham
Period covered: To October 2017	Date: November 2018

CONTEXT / BACKGROUND:

The local Out of Hours Service moved to a substantive 2 site model following feedback from the rapid external review. Since that time, the service has seen a continual improvement in performance and whilst there remain a number of unfilled clinical shifts, this is significantly less than was the case prior to the re-organisation of the service.

A full out of hours workforce review is currently being undertaken looking to enhance the current multi-disciplinary team setup and enhancing closer working relationships with the wider NHS out of hour providers.

A pilot has commenced with NHSL Emergency Departments to review all NHS24 referrals to OOH and ED (Mon, Fri, Sat and Sun). The pilot means that given the local knowledge of the clinicians involved, there is potential to re-direct a percentage of the patients to alternative services and are seen in the best place for any treatment necessary.

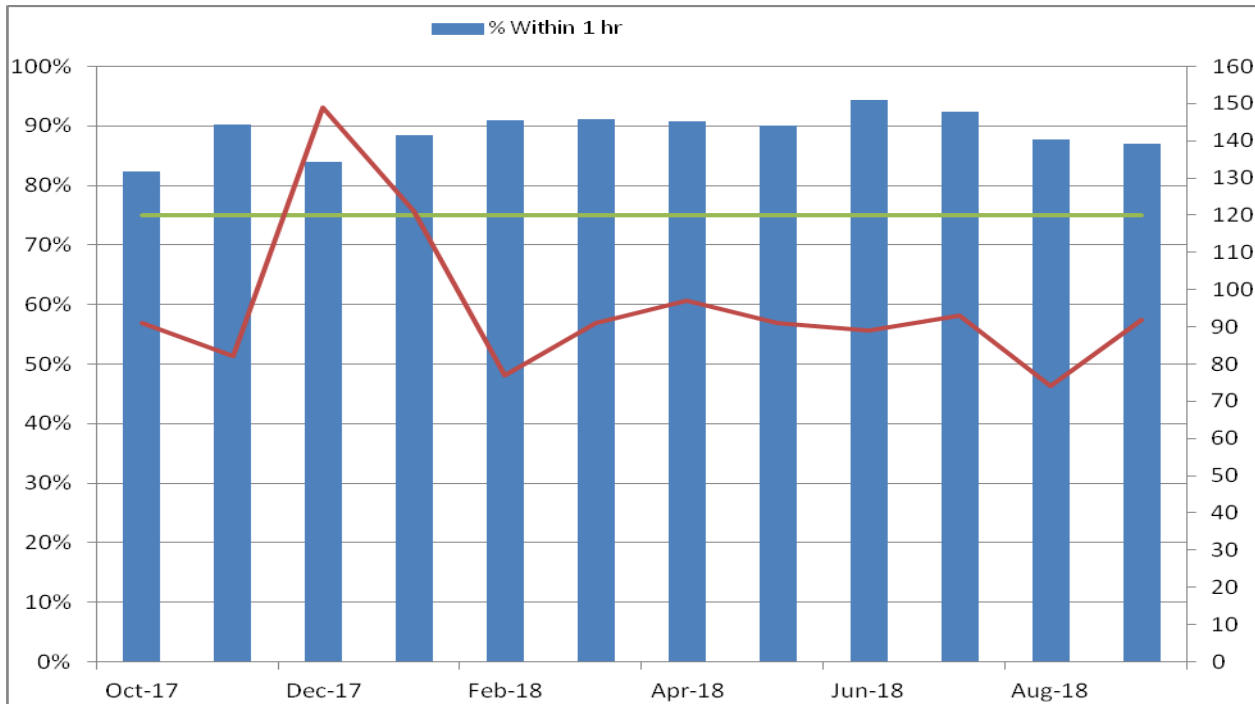
Undernoted is the information which shows respective performance against the targets for 1, 2 and 4 hour visiting times in both domiciliary visits and also for those patients who attend the local Primary Care Centres (PCCs).

The respective graphs also highlight (the red line) the attendance numbers against each of the indicators.

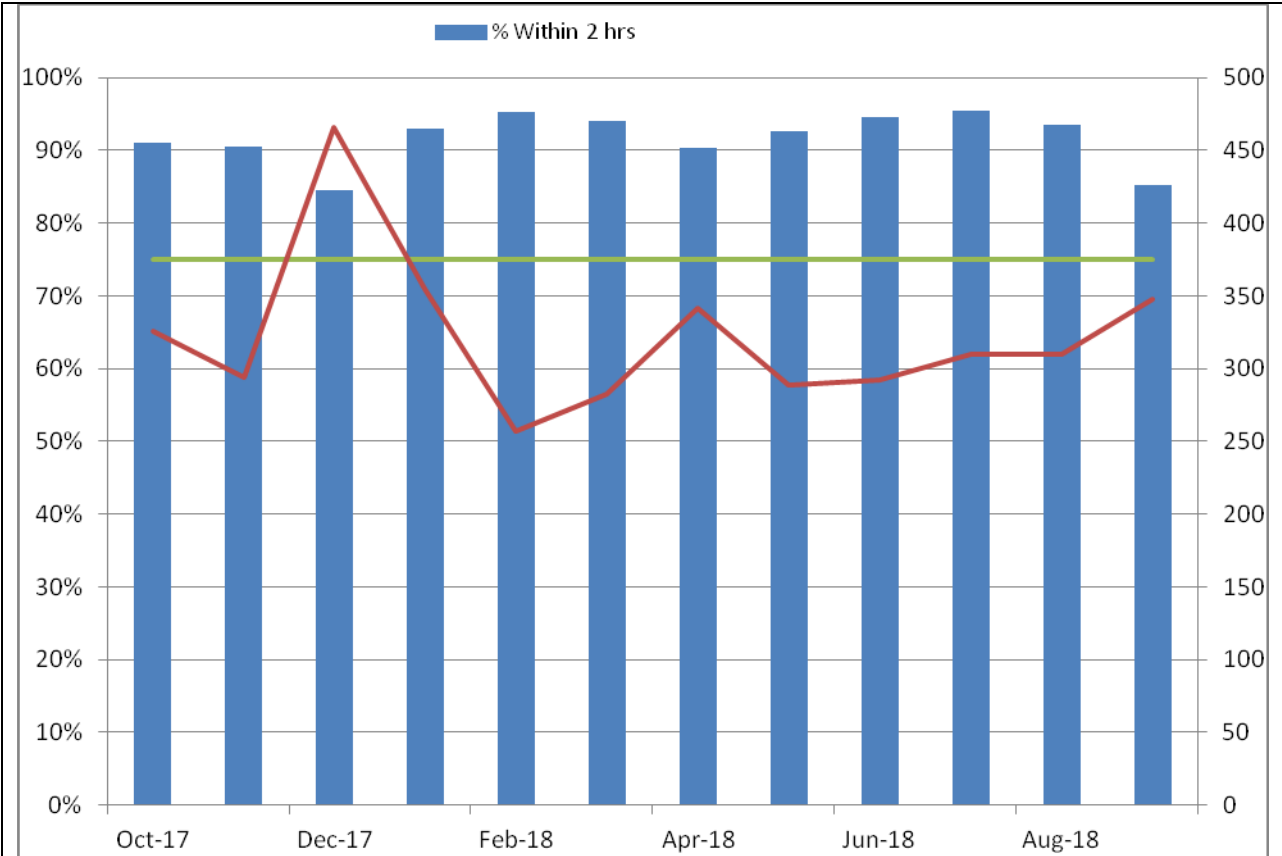
A further graph shows the rate of unfilled shifts over the same period.

HIGHLIGHTS & EXCEPTIONS AGAINST KEY ACTIONS FOR THIS PERIOD:
(Summary of most recent report to Governance Committee)

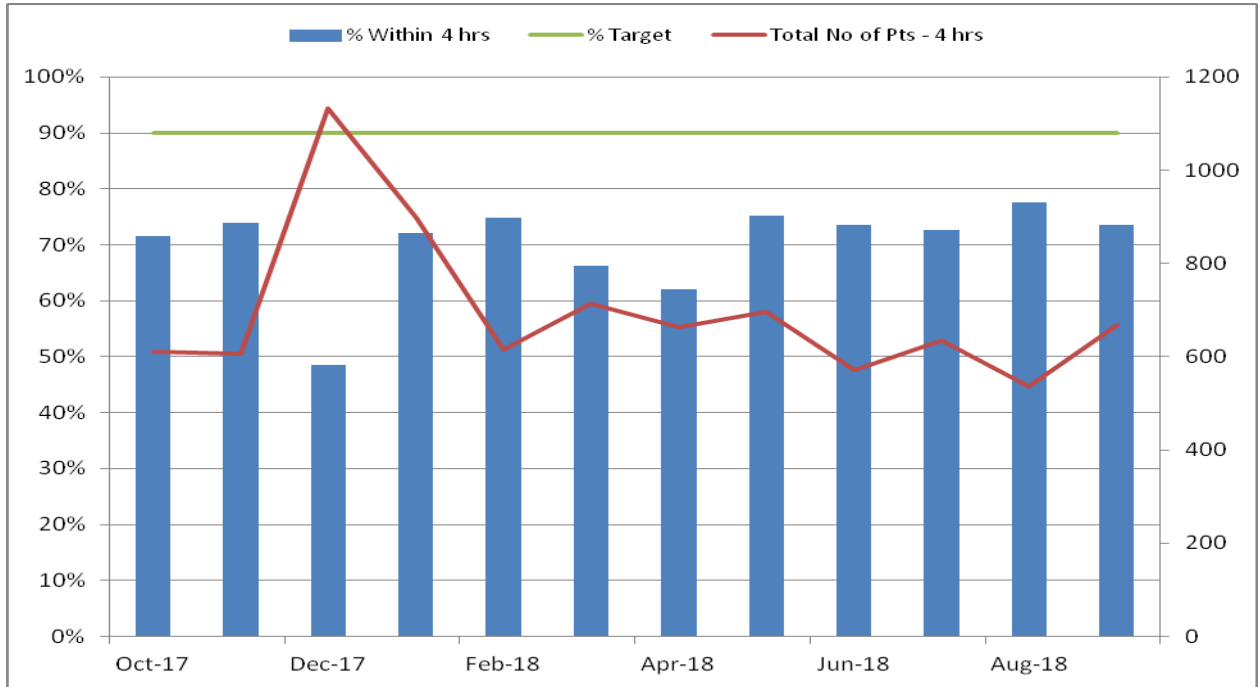
1 hour home visits:



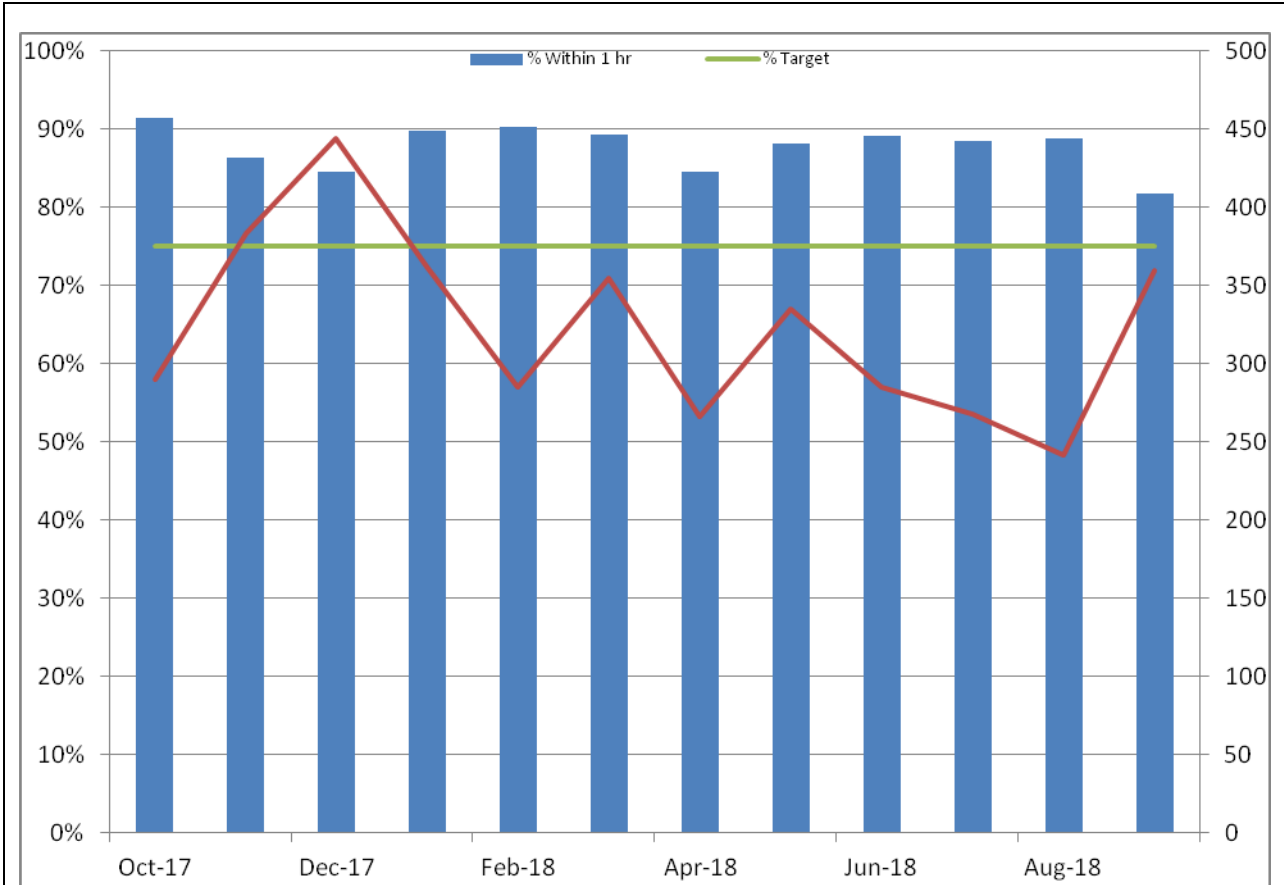
2 hour home visits:



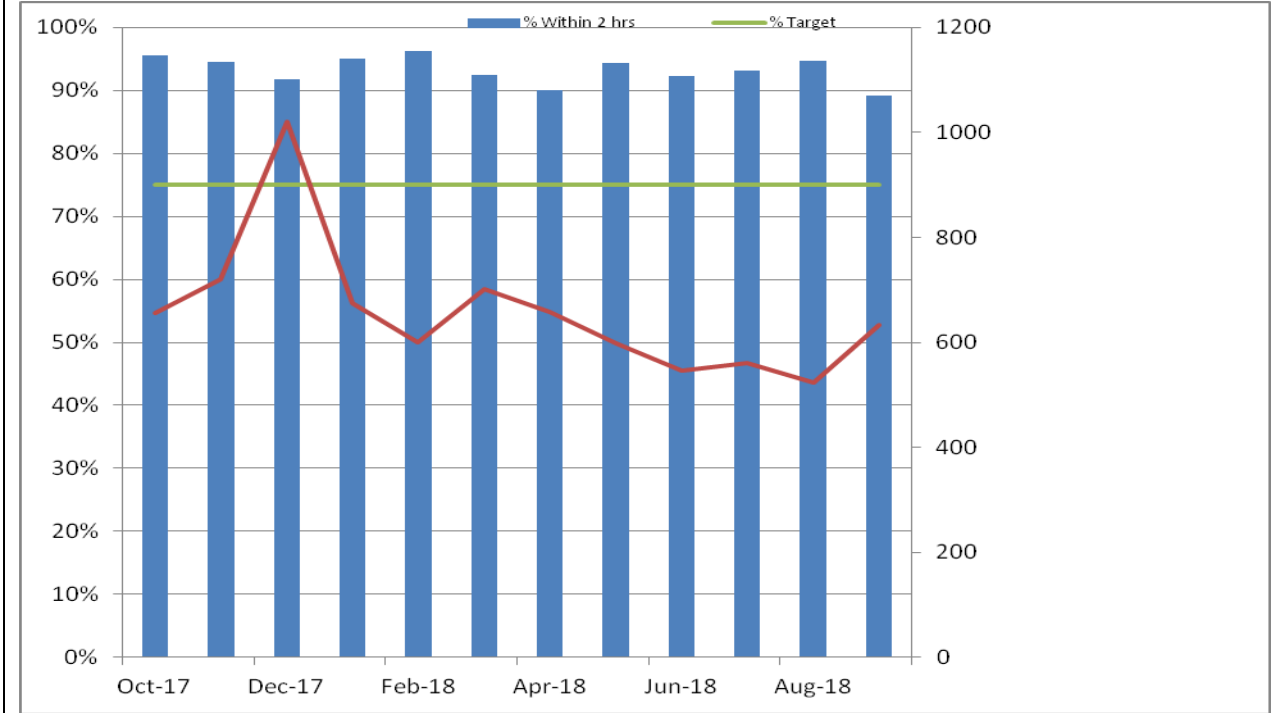
4 hour home visits



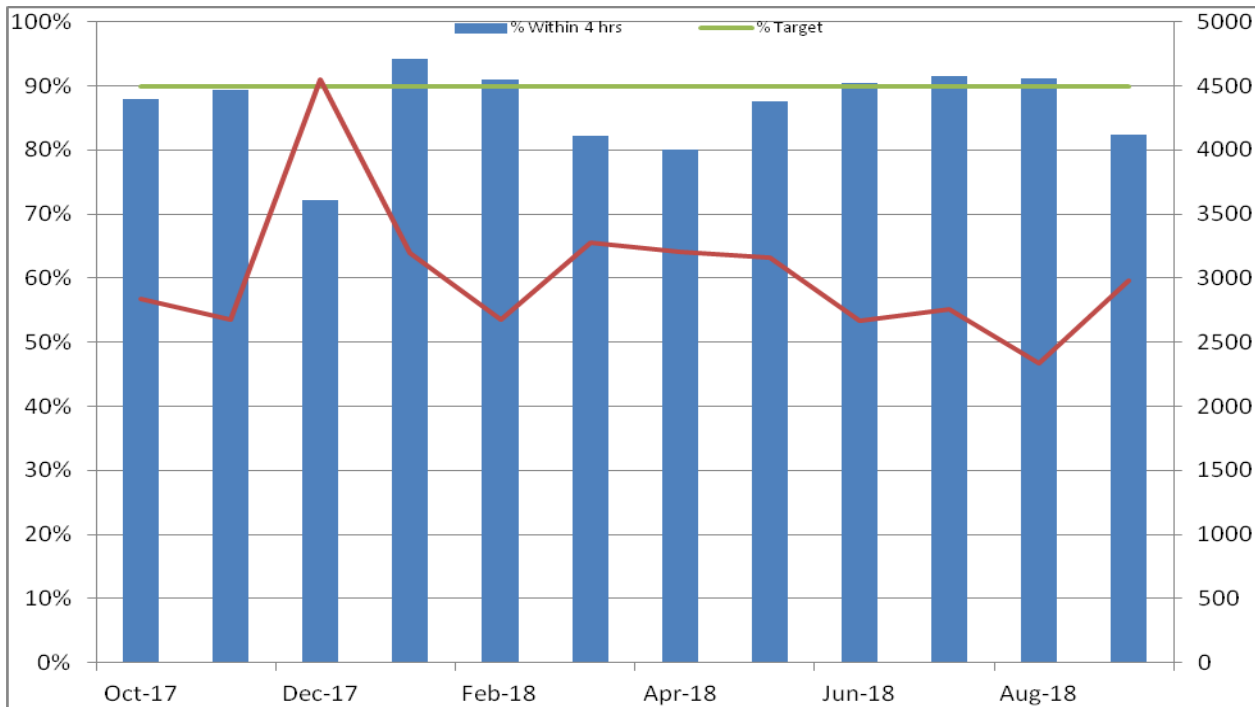
1 hour PCC:



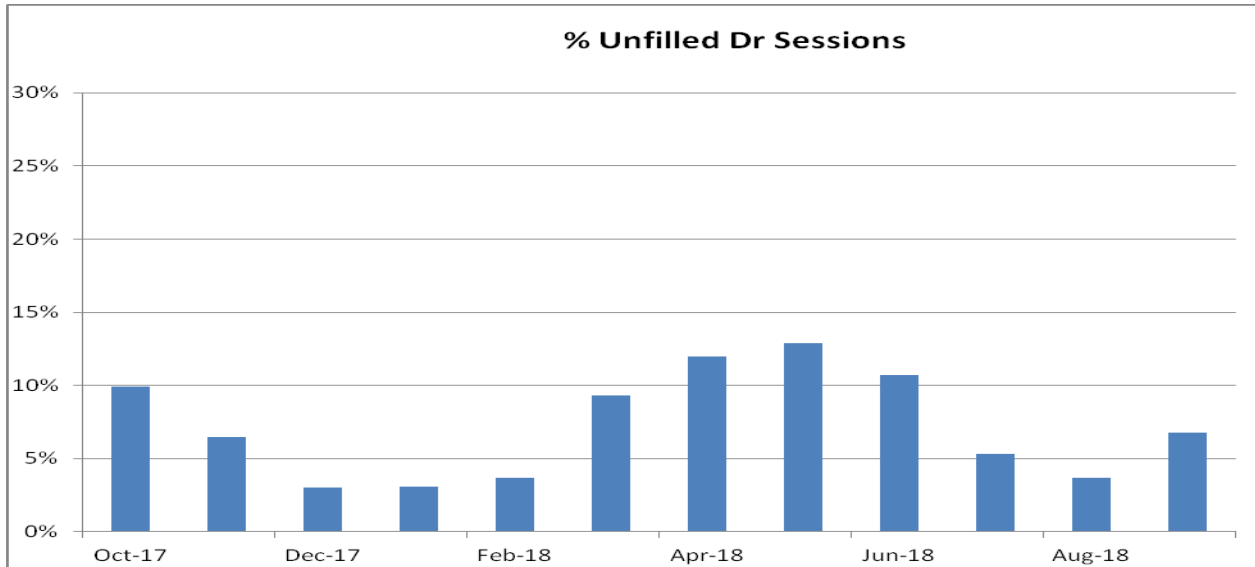
2hour PCC:



4 hour PCC



Unfilled shifts:



FURTHER ACTION PLANNED IN LIGHT OF ABOVE:
Actions will be taken to reflect recommendations of external review process.
RISK MANAGEMENT:
Currently on a Risk Register Yes <input checked="" type="checkbox"/> If Yes, Risk Register ID: 1389
Level 1 Corporate <input checked="" type="checkbox"/> Level 2 Operating Division <input type="checkbox"/> Level 3 Operating Division <input type="checkbox"/>
Require Escalation to higher level Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
GOVERNANCE AND MANAGEMENT ASSURANCE:
South IJB
STATEMENT OF ASSURANCE on PERFORMANCE MANAGEMENT:
It is hereby confirmed that all performance shortfalls arising in this period have been reported to the South IJB, and that each has an appropriate remedial action plan in place that is reported to, and will be open to further scrutiny by the IJB.
V de Souza, Chief Officer, South H&SCP
FURTHER DETAILS:
Craig Cunningham, Head of Commissioning & Performance, South H&SCP 01698 453704