

SBAR on Test & Protect Programme

The purpose of this SBAR is to update the Board of the progress being made to augment the Test & Protect programme in line with the requirements set out by Scottish Government.

Situation

NHS Lanarkshire has a clear Scottish Government requirement to ensure a minimum of 50 wte contact tracers on duty, 8am to 8pm, 7 days a week. This number does not include other supporting roles such as team leaders and investigative officers.

Background

NHSL has undertaken a substantial recruitment programme in order to meet its workforce requirements. The following table describes the current staffing position.

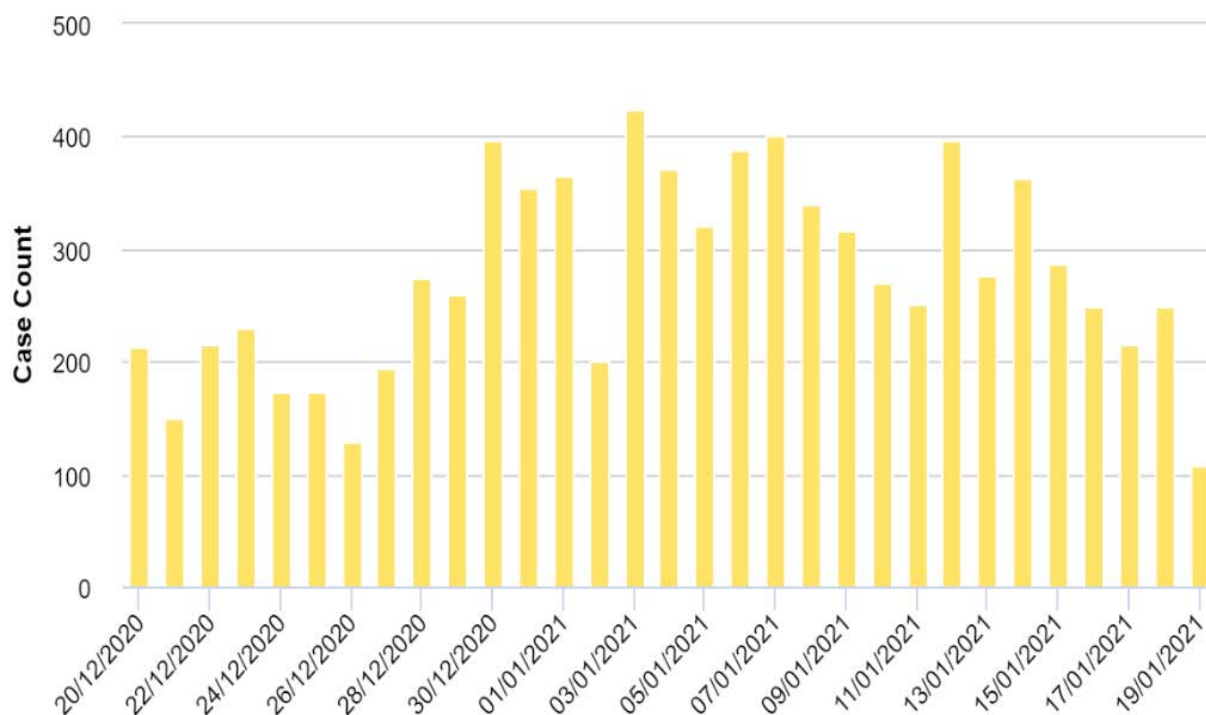
Post	(Number) & WTE in post	Comment
B3 Contact Tracer	(120) 87.2	Additional recruitment currently moving to recruit 15wte to bolster numbers
B3 Contact Tracer (Council)	(19) 15.2	31st March end of contract local authority staff involvement will cease at the end of March unless there is a decision to extend their contracts.
Contact Tracer (borrowed from other NHSL services)	(14) 10.2	Return to service health improvement and audiology are asking for their staff back. This will reduce borrowed staff capacity to 7(5.64) at the end of January.
B5 Team Leader	(15) 13.5	Additional recruitment currently moving to recruit an additional 1wte team leader
B5 Data Analyst	(1) 1	
B6 Investigating Officers	(16) 12.65	This includes 2.5wte staff borrowed from Health Improvement who will return to their posts in mid-Feb.
B7 Service Manager	(2) 2	Maternity cover one service manager will begin maternity leave in April. Cover has been arranged.
B3 Admin Assistant	(1) 1	

Assessment

The following data provides an overview of activity and epidemiology over the last couple of months.

Positive Cases (last 30 days)

The chart below shows the distribution of new NHS Lanarkshire positive cases in the last 30 days to the 19-01-21 (NB 19/01 is an incomplete day).



Case Interview and Case Completion Rates

The average case interview completion rate inside 24 hours of notification on CMS is a measure of how quickly a contact tracer manages to interview the case, identify contacts and any events/settings of interest. Monthly average rates are listed in Table 2.

Table 2	
September	74.0%
October	71.8%
November	91.2%
December	91.4%
January (up to 14/1)	93.9%

The average case completion rate inside 24 hours of notification CMS is a measure of how quickly the wider team manage to complete all other investigative activity associated with a case before it can be closed off (Table 3).

Table 3	
September	53.4%
October	56.3%
November	84.4%
December	86.0%
January (up to 14/1)	90.3%

From mid-November to mid-December positive case numbers dropped well below the peak seen in October and remained consistent throughout this period. This allowed us to further develop our service to ensure it is well prepared for more challenging periods. We used this time to introduce record audits, review operating procedures and carry out one-to-ones. Our primary focus has been improving the skills and knowledge of our contact tracers to improve the service.

Efficiency

Our Team Leaders track case completion throughout the day and provide daily operational reports, including a measure of how many case interviews a contact tracer completes in a shift.

Cases interviews per contact tracer per shift:

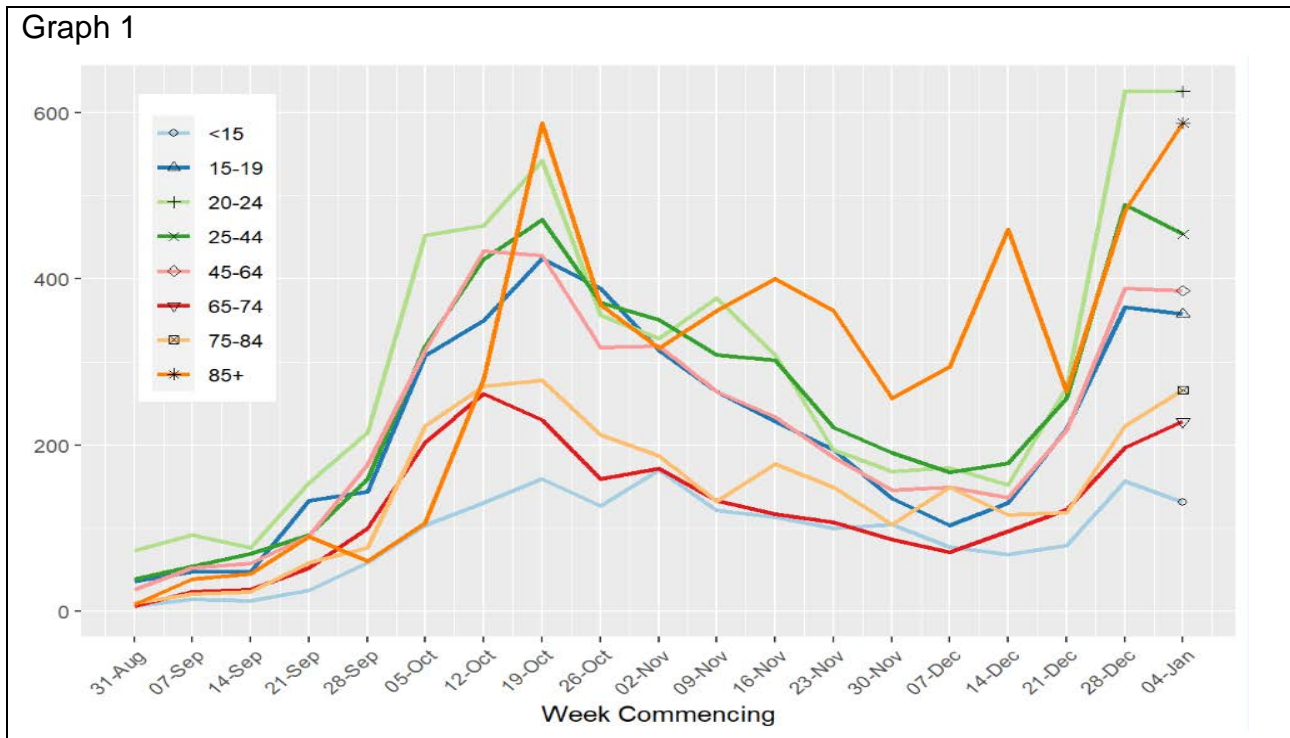
October	3.5
January (New Year surge)	4.8

This is an indication of the increased efficiency and capacity we now have from a trained and experienced workforce.

Age and Rate of Infection

The current age related epidemiology since August 2020 can be seen in Graph 1 below.

The surge in cases over the Christmas and New Year period largely mirrors the pattern seen in the October wave, with the highest rate of infection in the 20 – 24 age group, followed by the 85+ age group.



Recommendation

The Board is asked to:

- note the development in service capacity since September 2020
- note the information provided which provides an overview of service delivery during the period in question

Peter King
 Test & Protect Manager
 15th January 2021