



**National Out of
Hours Event
Workshop: Data
What Do We Have
– What do We
Need**

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Primary Care Out of Hours Data – Developments since the last conference

- Understanding staff experiences – seeking to commission a scoping study
- A PC OOH workforce survey has just gone live, and will aim to publish early summer 2020
- Health and Care Experience survey 2019 currently in the field, seeking views of patients using Primary and Social Care Services (including OOH)
- Increased analysis of PC OOH data by ISD, including development of local data in systemwatch



Primary Care Out of Hours Information

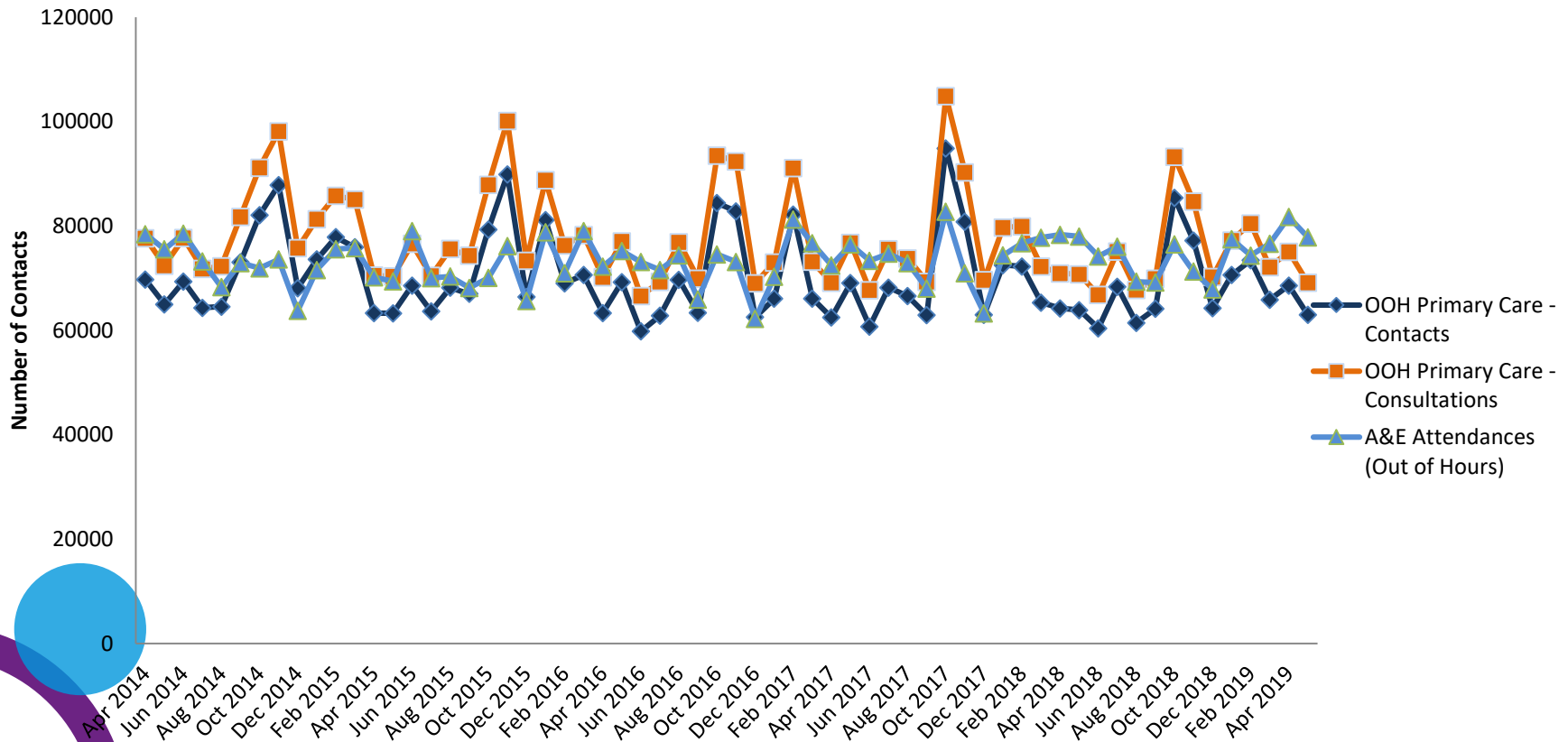
- Routine National Publications on Primary Care OOH data by NHS Board
- Management Information - System Watch (weekly data)
- Supporting National Strategies (e.g. Four Day Public Holiday review, Mental Health Strategy)
- Support Service Redesign e.g. working with IJBs/HBs/HSCPs
- Data for GPs and GP Clusters
- Syndromic surveillance



What does National PC OOH Data show

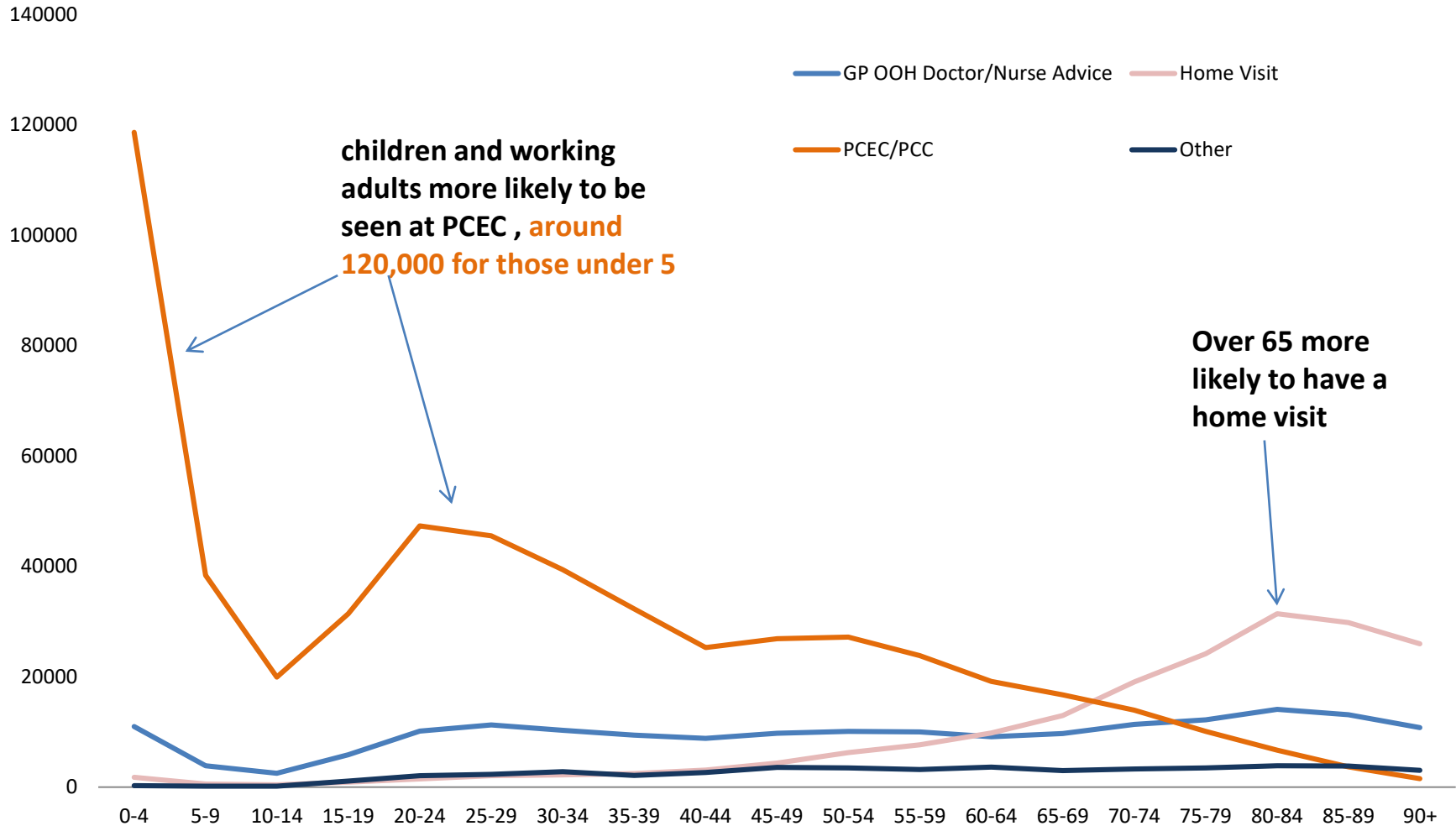
**Busiest month
December/January**

**around 1m
consultations
annually at OOH**

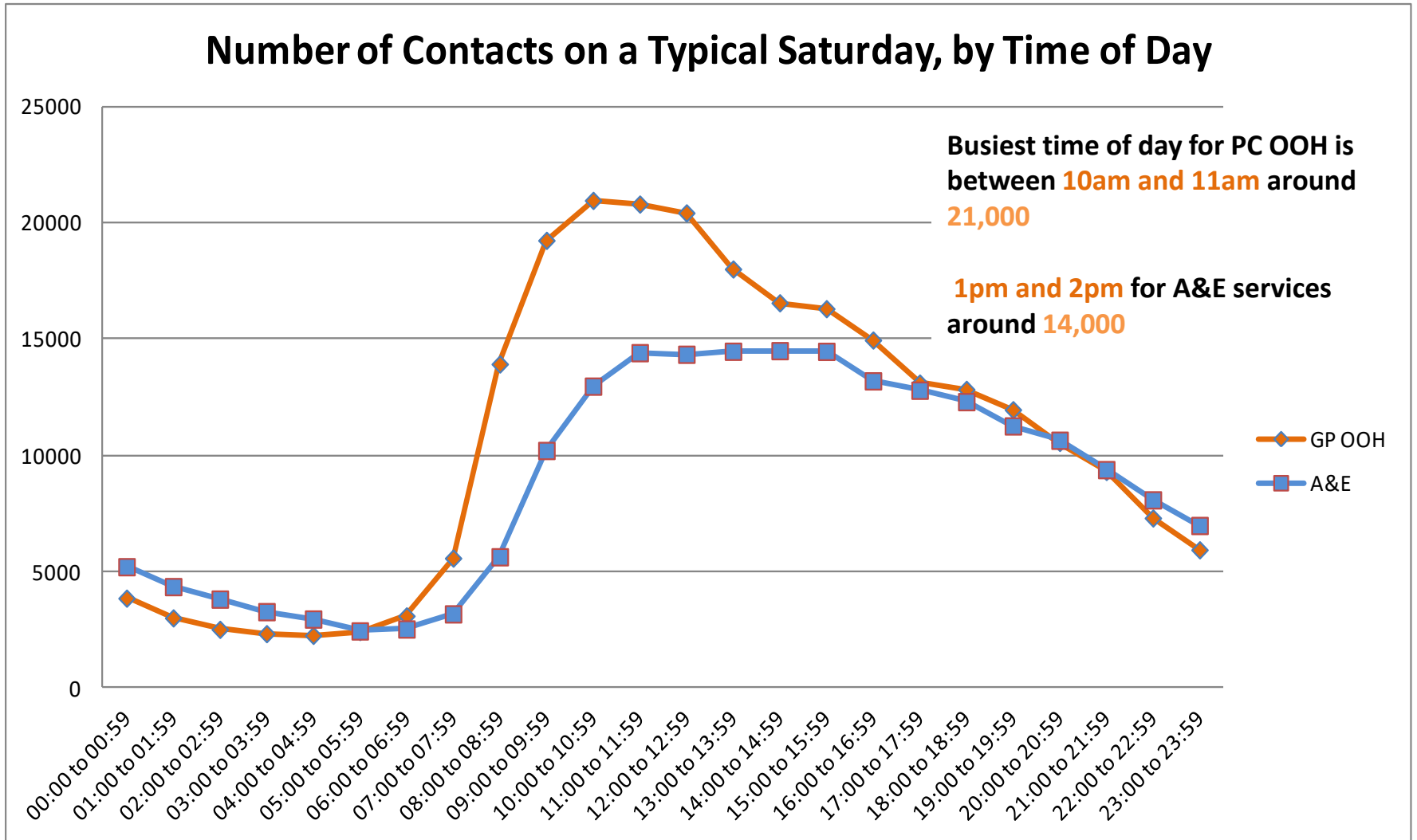


What does National PC OOH Data show

Age and Number of Patients, by Consultation Type, FYE 2019

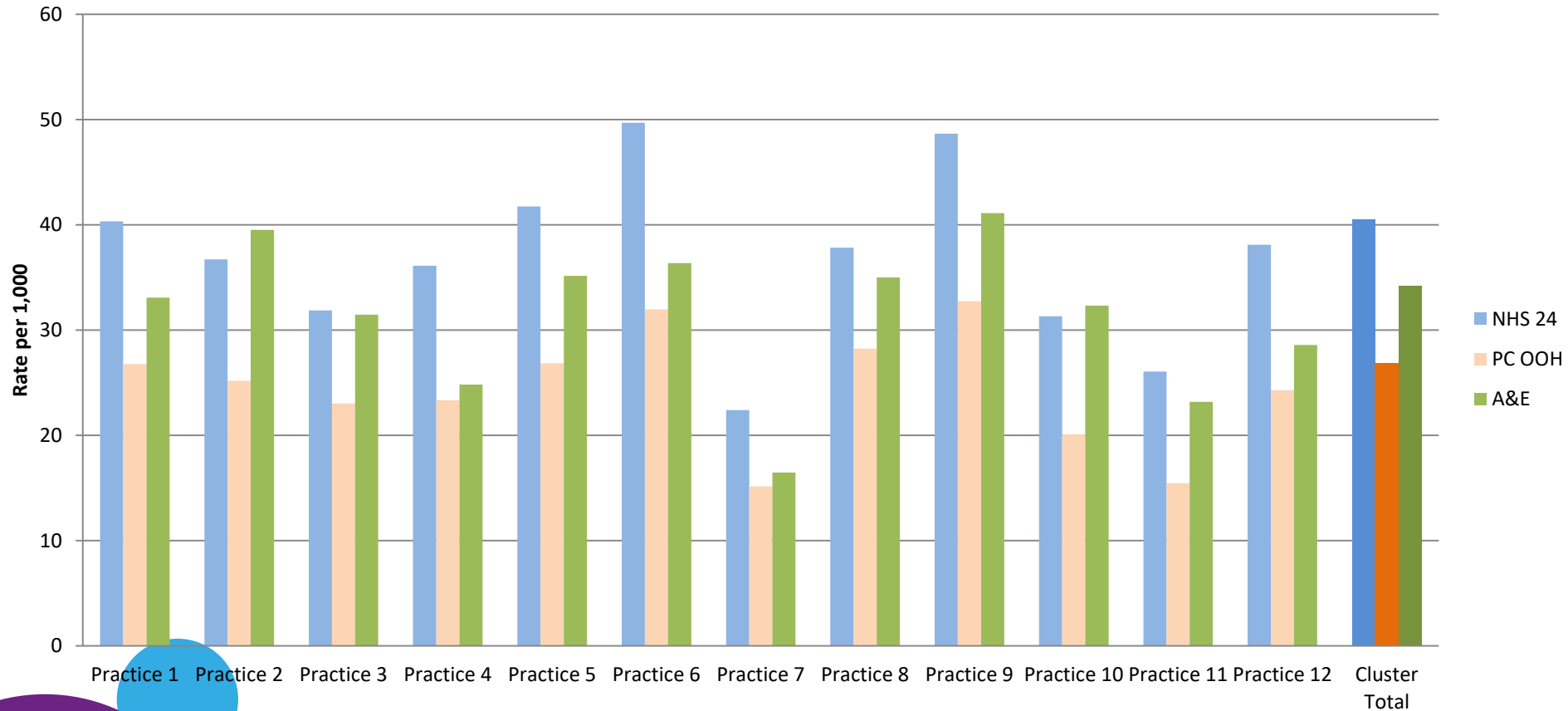


What does National PC OOH Data show

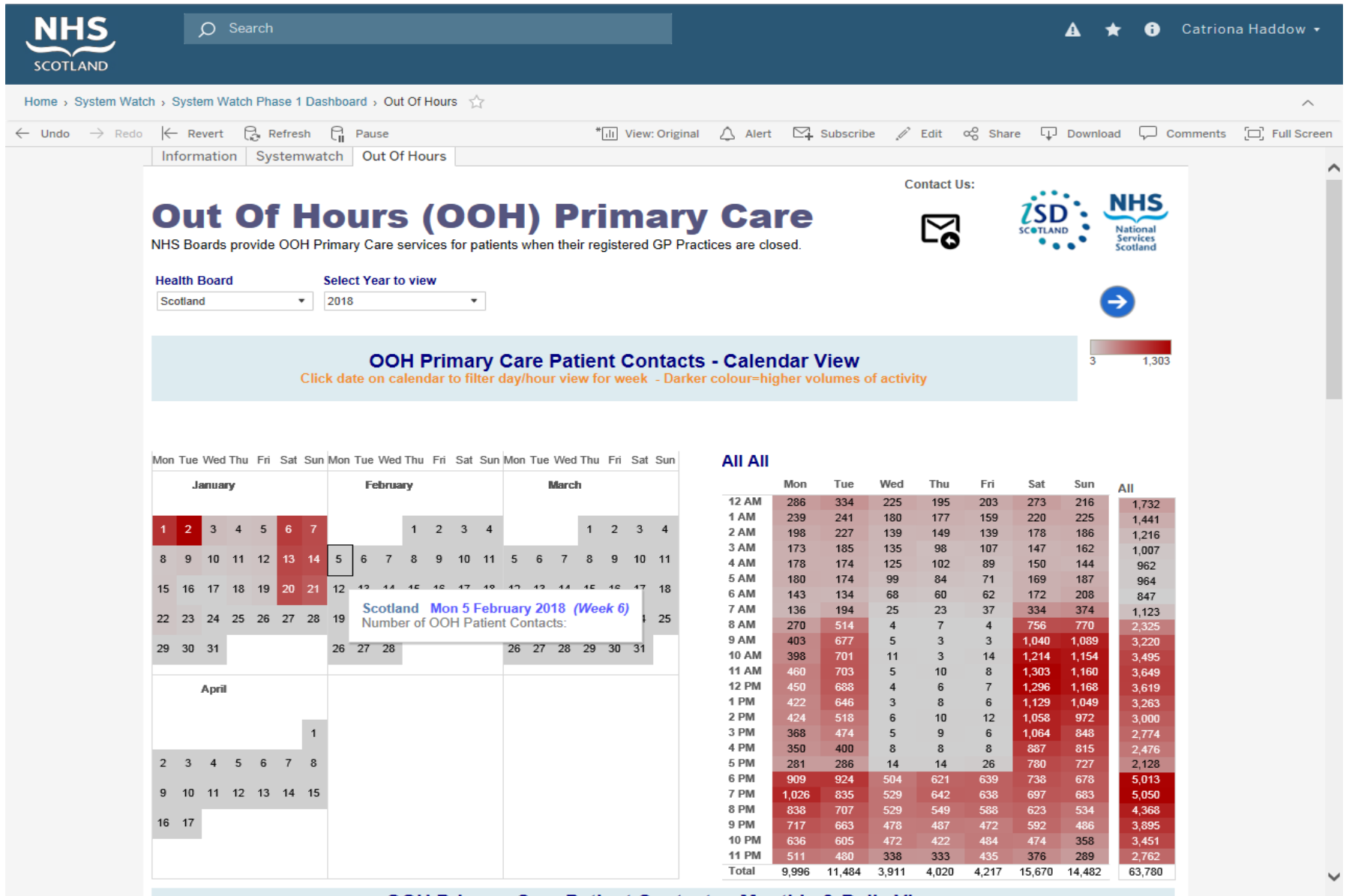


Unscheduled Care Datamart: Contacts at GP Practice Level and GP Cluster

Rate of Contacts with Selected Services, FYE March 2019

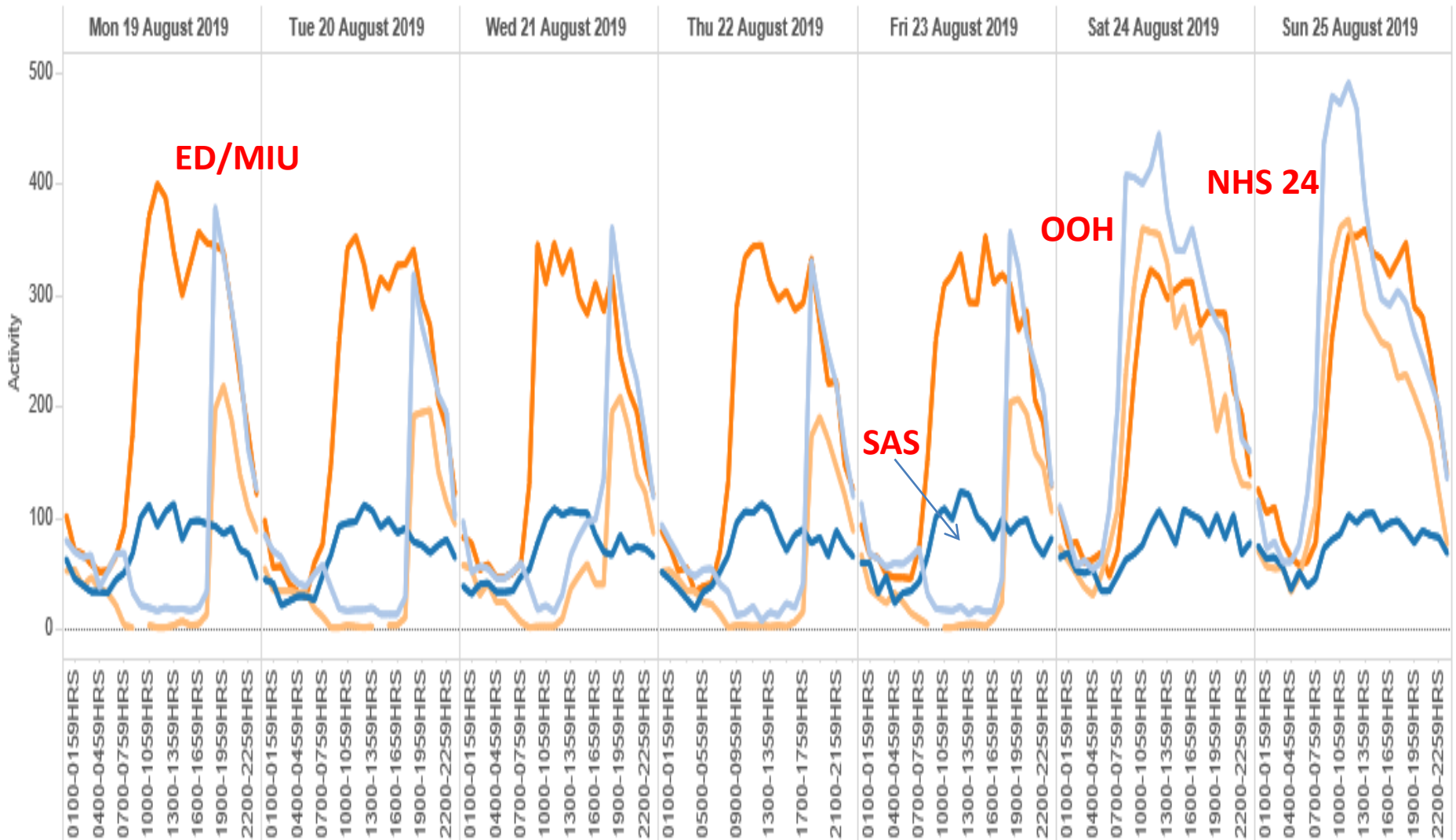


PC OOH System Watch Tableau



Collated overview of NHS

SCOTLAND - Activity during Selected Dates

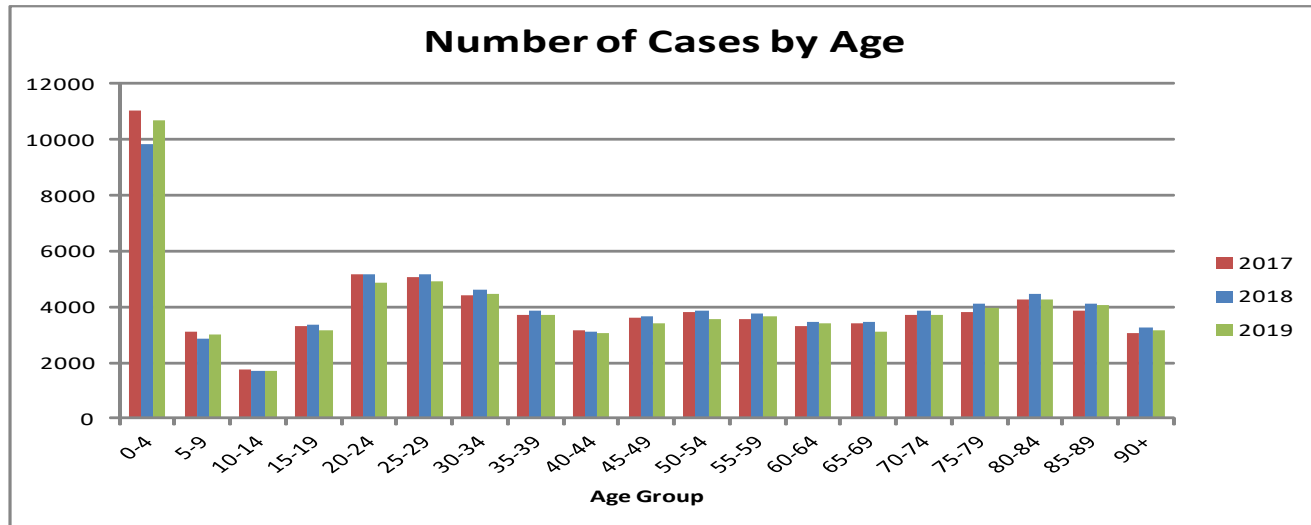
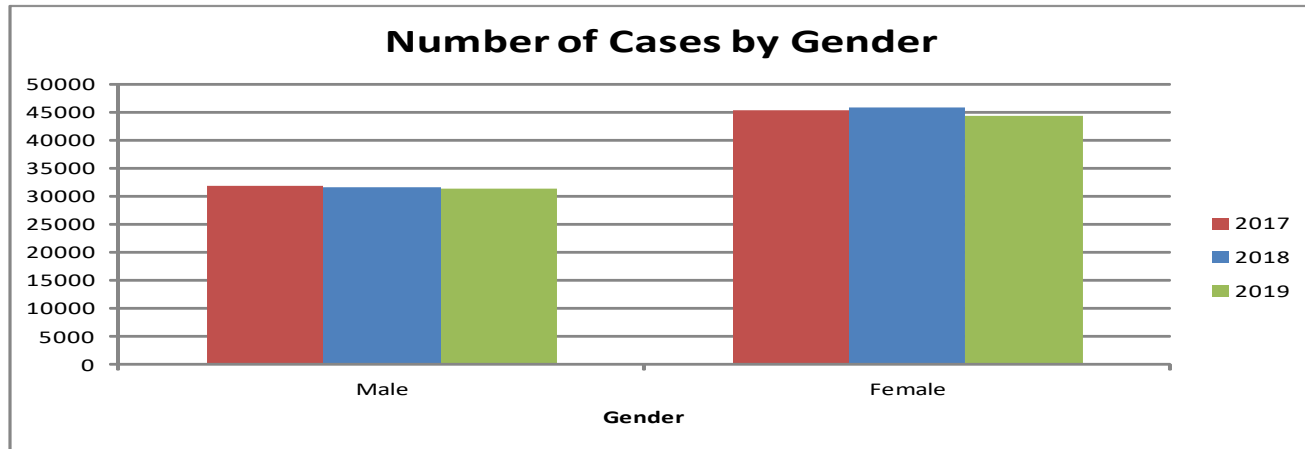


System Watch and Management Information Developments

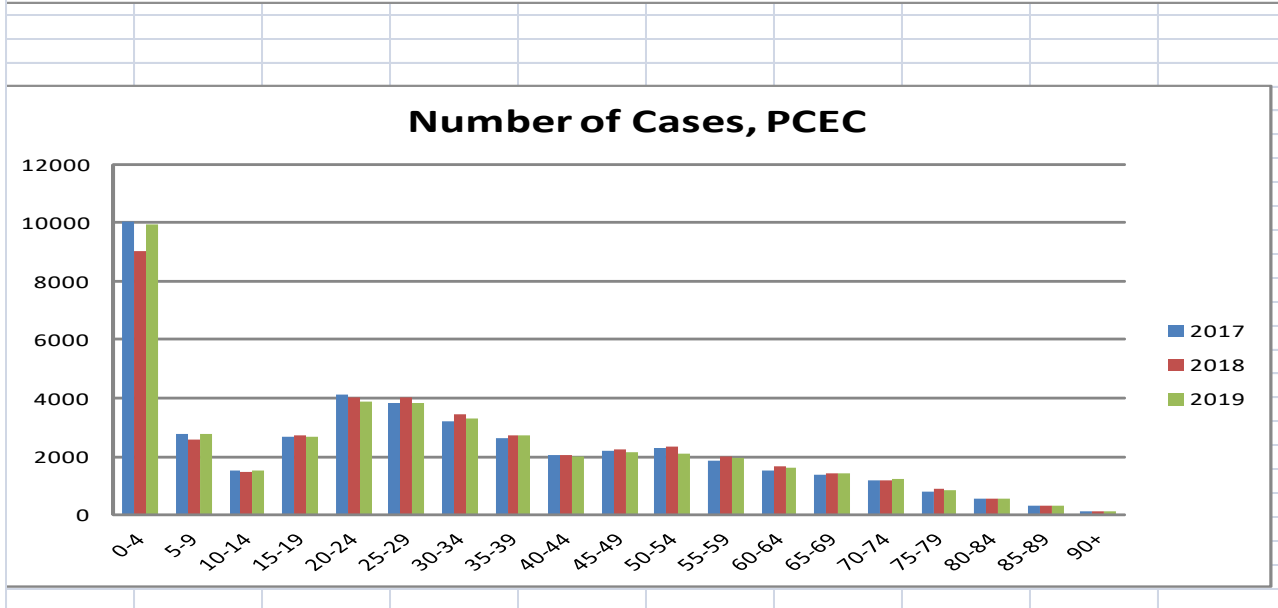
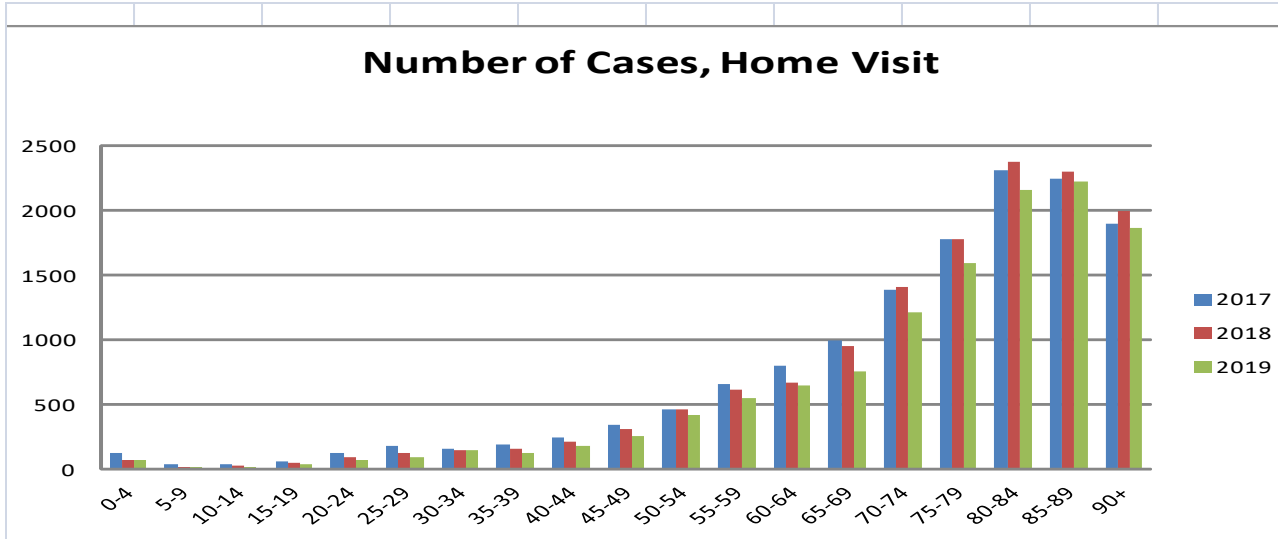
	latest week (16th July - 22nd July 2019)	previous week last year			previous week		
	number of consultations	number of consultations	% difference		number of consultations	% differenc e	
SCOTLAND	16,479	17,434	-5.5%	↓	18,023	-8.6%	1 ↓
NHS Ayrshire & Arran	1,252	944	32.6%	↑	1,399	-10.5%	1 ↓
NHS Borders	481	615	-21.8%	↓	633	-24.0%	1 ↓
NHS Dumfries & Galloway	416	443	-6.1%	↓	444	-6.3%	1 ↓
NHS Fife	1,224	1,070	14.4%	↑	1,256	-2.5%	2 →
NHS Forth Valley	885	864	2.4%	→	821	7.8%	3 ↑
NHS Grampian	2,187	1,979	10.5%	↑	2,152	1.6%	2 →
NHS Greater Glasgow & Clyde	3,715	4,921	-24.5%	↓	4,694	-20.9%	1 ↓
NHS Highland	1,000	949	5.4%	↑	1,117	-10.5%	1 ↓
NHS Lanarkshire	1,351	1,763	-23.4%	↓	1,742	-22.4%	1 ↓
NHS Lothian	2,342	2,192	6.8%	↑	2,185	7.2%	3 ↑
NHS Orkney	44	34	29.4%	↑	44	0.0%	2 →
NHS Shetland	28	22	27.3%	↑	33	-15.2%	1 ↓
NHS Tayside	1,500	1,582	-5.2%	↓	1,440	4.2%	2 →
NHS Western Isles	54	56	-3.6%	→	63	-14.3%	1 ↓

System Watch and Management Information Developments

Week/Month:

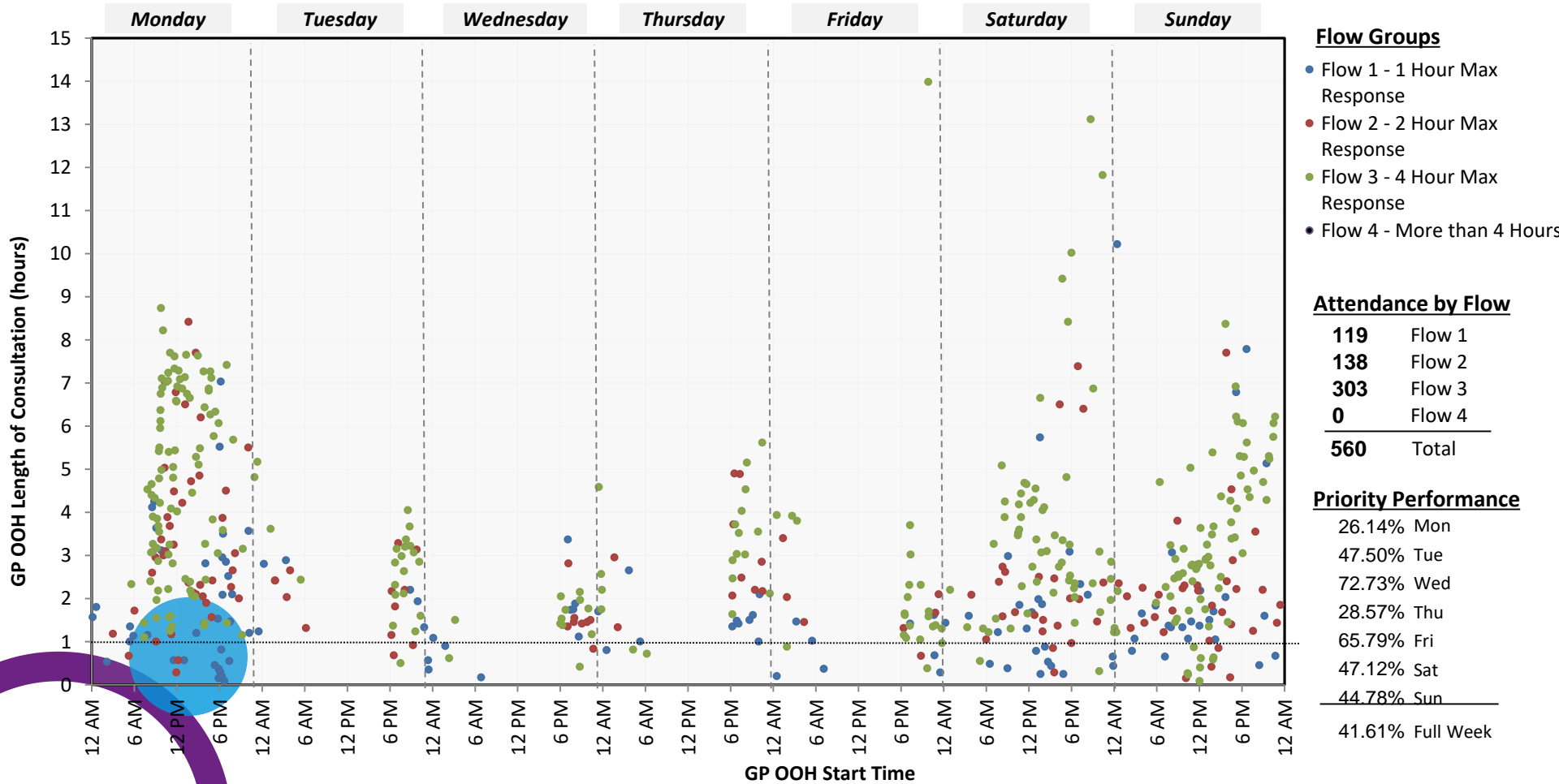


System Watch and Management Information Developments



System Watch and Management Information Developments

Pointillist Flow Visualization: Site A, week ending 15 Sep 2019



Group Discussion

Did this overview of national data answer your burning question?

If not, what can we do to help ? Did it pose more questions ? If so, what questions ?

Can you list what data/intelligence is missing ?

If you use this data give some examples of what you use it for ?

What Barriers are there which might prevent you from using the data ? How can ISD/SG colleagues help you overcome these barriers ?

Do you access Primary Care OOH Data through System Watch ?

Would you like to be added to the SW weekly email update ?

Feedback and Next Steps