

# Out of Hours

## Year to date performance and Risk Assessment

			Qtr 1			Qtr 2			Qtr 3
			Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
Ref	Quality Standards	Target	% Achieved within NQR	% Achieved within NQR	% Achieved within NQR	% Achieved within NQR	% Achieved within NQR	% Achieved within NQR	% Achieved within NQR
QR1	Submission of Monthly Report	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
QR2	Supply of clinical details to practices by 8AM	95%	98.92%	91.94%	98.85%	98.15%	99.06%	95.00%	88.90%
QR4 (a)	Audit of Clinical Staff	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
QR4 (b)	Audit of Non-clinical Staff	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
QR6	Reporting on Complaints	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
QR7	Matching capacity to demand	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>QR9</b>	<b>Telephone Assessments</b>								
QR9 (a)	Telephone Clinical Assessment within 20 mins (Urgent)	95%	87.31%	85.25%	90.58%	71.54%	95.86%	94.70%	96.10%
QR9 (b)	Telephone Clinical Assessment within 60 mins (Other)	95%	96.17%	96.71%	95.11%	90.06%	93.91%	97.89%	96.49%
<b>QR12 (B)</b>	<b>Base - Walk-in Assessments</b>								
QR12B (a)	Base time to Consultation (Emergency)	95%							
QR12B (b)	Base time to Consultation within 2 Hours (Urgent)	95%	86.60%	84.11%	93.01%	85.71%	93.85%	96.70%	98.47%
QR12B (c)	Base time to Consultation within 6 Hours (Less Urgent)	95%	99.68%	99.48%	99.17%	100.00%	100.00%	100.00%	99.54%
<b>QR12 (V)</b>	<b>Home Visits</b>								
QR 12V (b)	Visit time to Consultation within 2 hours (Urgent)	95%	91.43%	87.23%	93.02%	90.00%	93.75%	96.15%	91.18%
QR 12V (c)	Visit time to Consultation within 6 hours (Less Urgent)	95%	95.82%	94.35%	93.75%	95.53%	97.68%	99.07%	95.43%

## Risks

NQR2: No risk - all consultations were with Own GP by next day but failed to meet 8am target.

NQR 9a: Urgent Triage, low risk as all patients have been assessed via NHS Pathways

NQR 12B(b): Urgent Centre Consultations, low risk. All patients have been assessed by NHS 111 and identified as non life threatening or emergencies.

NQR 12(V): Urgent Home Visits, low risk. All patients have been telephone triaged by a GP protocol ensures communication to ensure no worsening or new symptoms, further assessment is undertaken if condition has changed.