

REGULAR REPORT FOR OUT OF HOURS PILOT

Report 2 - 9th June to 21st June 2007

Activity

All data is for the full 8 hour period

Date	Visits to patient's place of residence		Patient attendances at Riverside Health Centre		Phone advice given by GP	
	Bath	Paulton	Bath	Paulton	Bath	Paulton
9 June 07	3	2	5	5	4	4
10 June 07	0	0	2	0	3	4
11 June 07	0	0	0	0	2	2
12 June 07	1	0	0	1	2	1
13 June 07	1	0	0	0	2	3
14 June 07	1	0	1	1	1	0
15 June 07	0	0	1	4	5	3
16 June 07	2	0	0	0	0	4
17 June 07	0	0	0	0	0	0
18 June 07	0	1	0	0	2	0
19 June 07	0	0	0	0	1	3
20 June 07	3	0	0	0	2	1
21 June 07	0	1	0	0	3	0
Average	0.8	0.3	0.7	0.8	2.0	1.9

Bath patch covers the population of Bath City and Keynsham.

Paulton patch covers the population of Paulton/Midsomer Norton, Radstock and the Chew Valley.

To date the back up doctor has not been called out.

Paulton/Chew Valley patients not sure where Riverside is. Attached map and directions is being distributed to all GP practices, pharmacies and libraries in B&NES.

Comments received from patients:

Users of the service between midnight and 8am

'Very good all round.'

'As a chronic asthmatic this sort of thing (*driving to Riverside*) can lead to even more stress making the illness worse. The doctor I saw was very kind and helpful.'

All users of the OOH service.

'The GP had read my notes before he rang and told me to call an ambulance straight away which was good advice.'

'We found the service excellent.'

'I would just like to say how much I appreciated the staff that I spoke with that morning as I was on my own and felt frightened and their help and patience made me feel so much better. So thank you.'

'There was a reluctance to send out a doctor to examine the patient which could have pinpointed the problem and perhaps dealt with it more effectively. We did stress that the pain was excruciating and unbearable. The fact that someone in pain considers it urgent enough to call the Out of Hours service means that they are in pain and are frightened and need to see someone, not just speak on the phone.'

Feedback from patient survey:

All users of the OOH service. – 91% of users thought the service was excellent/good. 95% thought they had been treated with dignity and respect.

Users of the service between midnight and 8am.

89% were very satisfied/satisfied with the service.

Comments from GPs:

None

Comments from the public/parish councils/councillors

Parish council – very reassured by the briefing paper.

Councillor – thanked us for the briefing paper and supported the pilot.