

Christmas and New Years Eve Evaluation

24.12.2013 & 31.12.2013

(16.00hrs -18.30)

Background

The LMC agreed with CNCS (Local OOH provider) to provide cover for opted in practices between the hours of 16.00 -18.30 on both Christmas and New Year 's Eve. This paper is an evaluation of the usage of that service, with the hope it will allow us to better understand the true demand for primary care at these times.

Analysis of CNCS Data

Christmas Eve

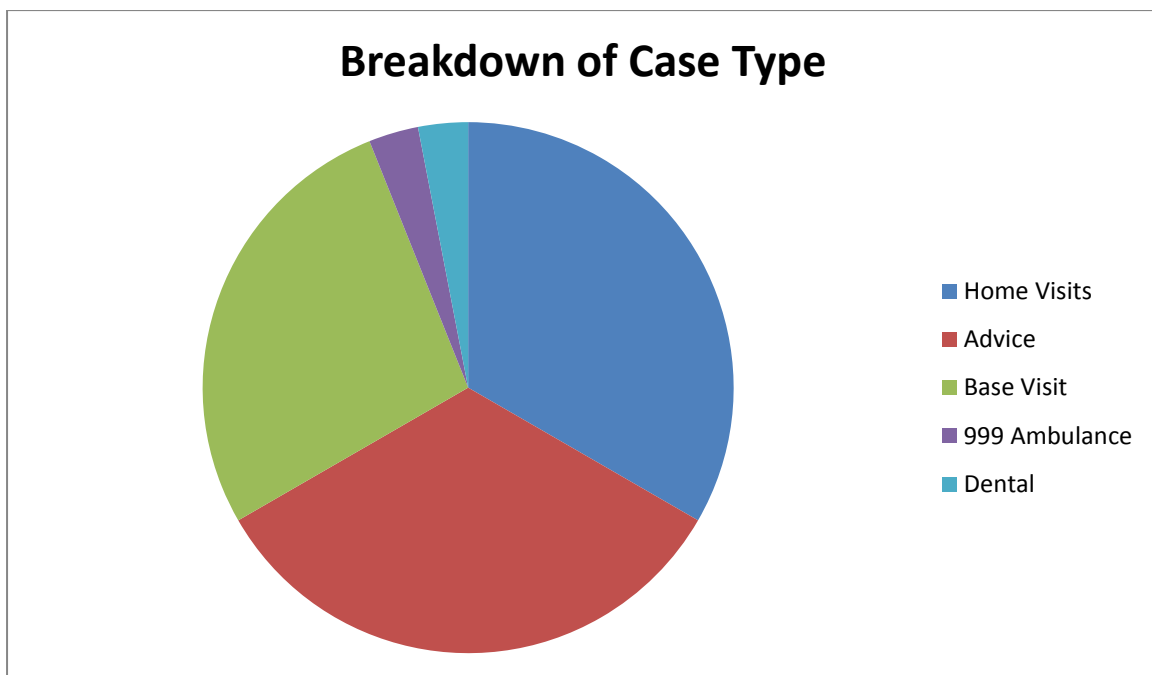
Total Number of Practices participating in cover: **46**

Total Practice population (approx.): **318 685**

Total Contacts: **33**

Percentage making contact with primary care medical services: **0.01% (0.01035)**

Home Visit	Advice	Base Visit	999 Ambulance	Dental
11	11	9	1	1



New Year's Eve

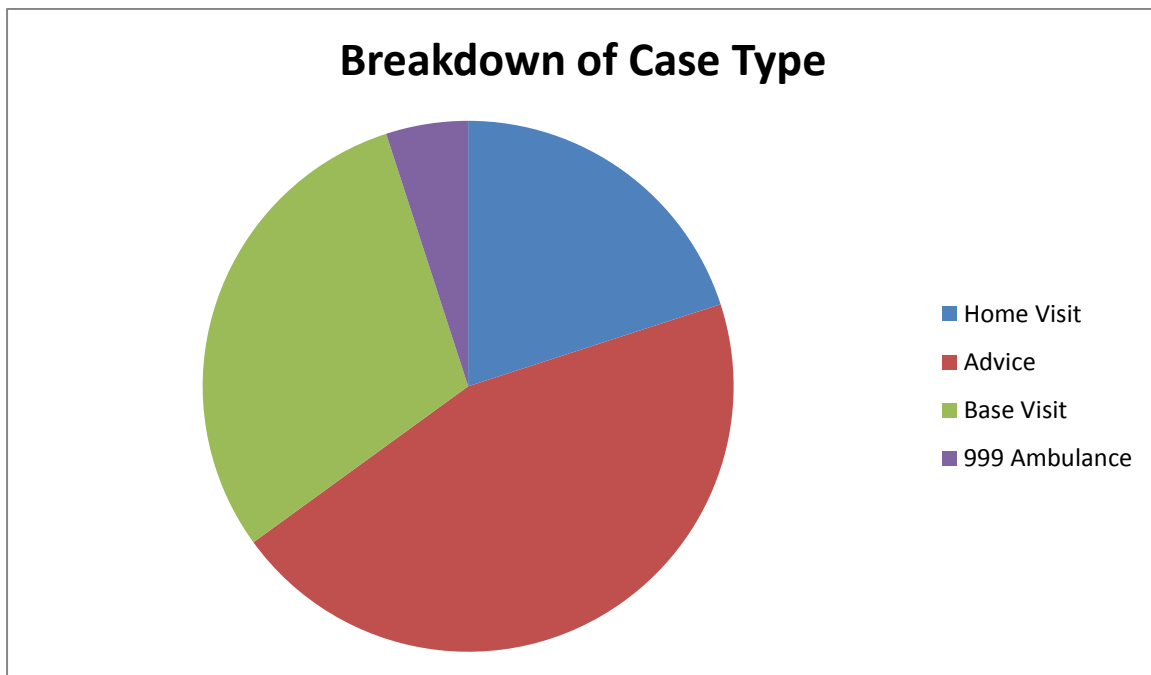
Total Number of Practices participating in cover: **43**

Total Practice Population (approx.): **291, 285**

Total Contacts: **20**

Percentage making contact with primary care medical services: **0.00686 %**

Home Visit	Advice	Base Visit	999 Ambulance
4	9	6	1



To further enhance the sample size and to strengthen the data set on this, the LMC asked for practices to submit their contact data for the same period.

Analysis of Self Submitted Practice Data

Christmas Eve

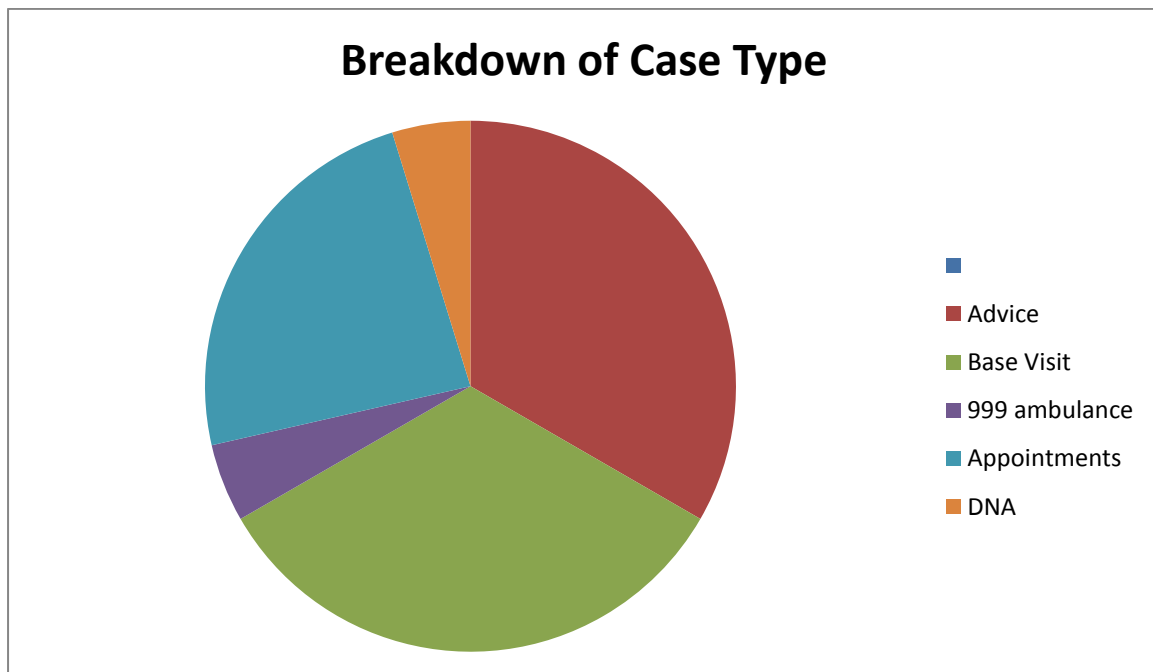
Total Number of Practices responded: **15**

Total Practice population (approx.): **105 956**

Total Contacts: **21**

Percentage making contact with primary care medical services: **0.01% (0.01981)**

Home Visit	Advice	Base Visit	999 Ambulance	Appointment Booking	DNA
0	7	7	1	5	1



New Years Eve

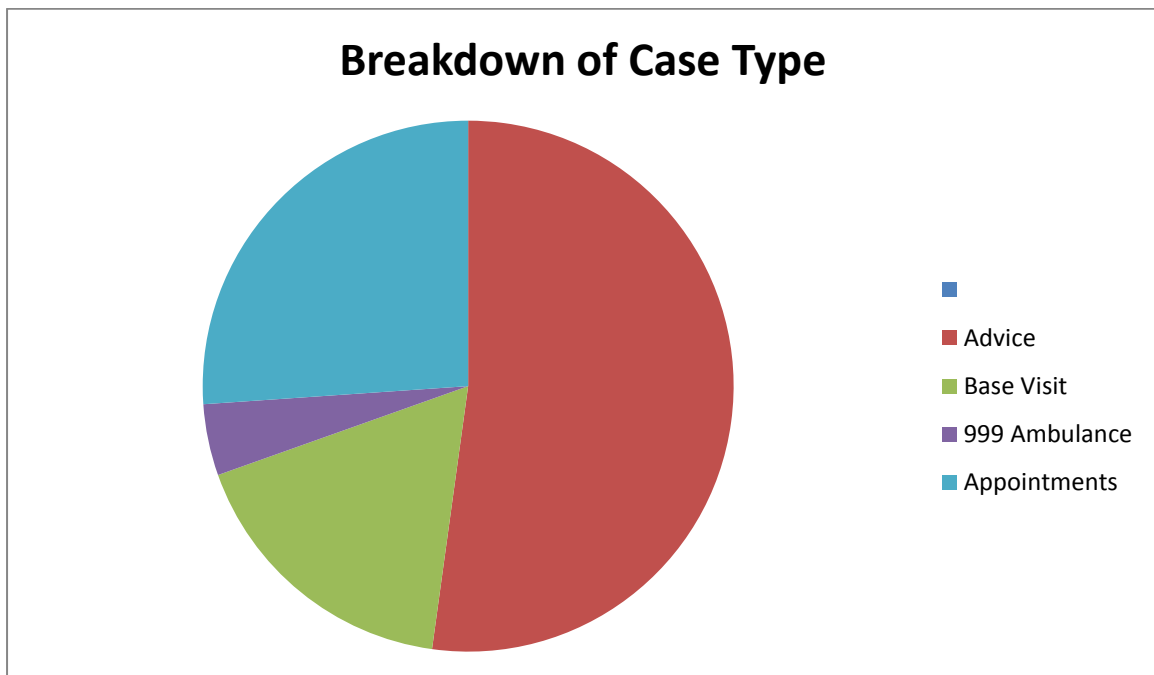
Total Number of Practices responded: **15**

Total Practice population (approx.): **105 956**

Total Contacts: **23**

Percentage making contact with primary care medical services: **0.02% (0.0217)**

Home Visit	Advice	Base Visit	999 Ambulance	Appointment Booking
0	12	4	1	6



Cumulative Analysis

Christmas Eve

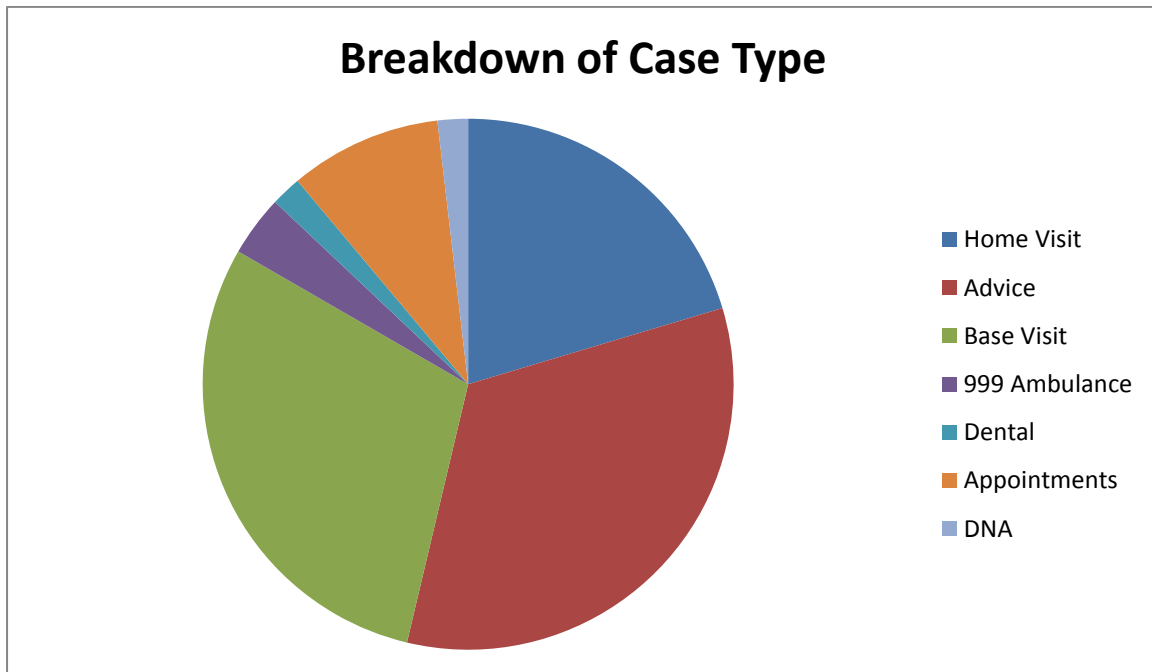
Total Number of Practices: **61**

Total Practice population (approx.): **424 641**

Total Contacts: **54**

Percentage making contact with primary care medical services: **0.01% (0.01271)**

Home Visit	Advice	Base Visit	999 Ambulance	Dental	Appointment Booking	DNA
11	18	16	2	1	5	1



New Years Eve

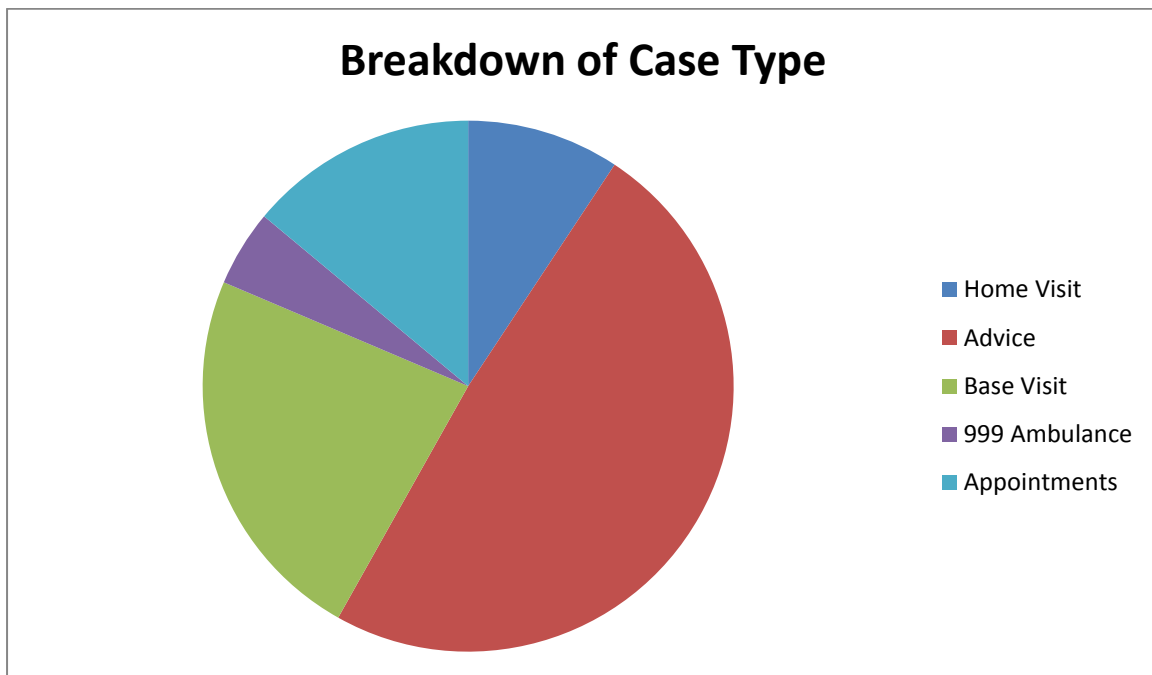
Total Number of Practices: **58**

Total Practice population (approx.): **397 241**

Total Contacts: **43**

Percentage making contact with primary care medical services: **0.01% (0.01082)**

Home Visit	Advice	Base Visit	999 Ambulance	Appointment Booking
4	21	10	2	6



Conclusion and Discussion

It is clear from the available data that the utilisation and demand for primary care medical services, at these two well documented troughs in general practice workload, is truly negligible. This patently highlights the extremely low demand that exists and it important that this fact is recognised and accepted by the various organisations including NHS England. It is imperative that we move away from gut feelings and move more towards data driven decision and policy making, and this provides clear evidence for how out of touch organisations like NHS England have become on this issue. With dwindling financial resource, it is wholly inappropriate for anyone to suggest that each and every practice must remain open at these times of negligible need. In the rapidly emerging era of integration and collaborative working it is imperative that practices can come together, in similar arrangements to this, to pool resources and work more effectively together at times such as these to prevent needless waste, which is not in anyone's interest. I sincerely hope that we can move away from a culture of scaremongering and contractual threatening to one of facilitation, support and collaboration with the hope of ensuring we continue to provide the highest quality care for all our patients.