

# Publication Summary



## GP Out of Hours Services in Scotland

1 April 2014 to 31 March 2015

Publication date – 4 August 2015

### About this Release

This is the first publication by the Information Services Division on patients seen by GP Out of Hours services in Scotland. NHS Boards and some GP Practices, provide Out of Hours services for patients when their registered GP Practice is closed. This information is an opportunity to consider and comment on the demand for, and the type of activity taking place at these services.

The summary information is available as [data tables](#).

### Key Points

From 1 April 2014 to 31 March 2015

- There were a total of 894,474 patients seen at GP Out of Hours services in Scotland.
- A patient may have more than one consultation during their contact with the GP Out of Hours Service. There were a total of 997,112 consultations in the year which gives a rate of just over 1.1 consultations for each patient contact. The types of consultation include attendances at Primary Care Emergency Centres/Primary Care Centres (56%), GP Out of Hours Nurse/Doctor advice (21%) and home visits (19%).
- On average, around 75,000 patients are seen each month. Numbers vary depending on the time of year. More patients are seen during winter months and when there are public holidays. The highest number of patients seen in any month was in January 2015 where 88,414 patients were seen.
- Patients aged over 75 years accounted for nearly 20% of the patients treated. Nearly half of the patients seen at GP Out of Hours were aged 18 to 65 years (the 18 to 65 age group accounts for 63% of the Scottish population).
- The percentage of home visits recorded is slightly higher in the more rural NHS Boards, there is however variation between NHS Boards in the type of consultations recorded. It

should be noted that how each NHS Board configure their services locally will impact on any comparisons made.

## Background

Scottish Government commissioned the Information Services Division to develop and introduce a dataset to collect information on GP Out of Hours patients across Scotland. National data collection began in April 2014 and this publication includes summary information at both Scotland and NHS Board level.

The data presented includes number of contacts by age groups and month at a Scotland level and numbers of patients and consultations for each NHS Board. It is important to note that any variation in how local services are organised and how data are recorded locally may impact on any potential comparisons.

Data are presented for patients where GP Out of Hours services have had contact with a patient. Patients with no consultation type recorded have been excluded. This will include patients who did not attend; where the patient has cancelled the call; or where the patient is directly referred to another service. Any calls passed from NHS 24 'for information only' i.e. patients who call NHS 24 and are advised to 'self care' are not included.

As the collection of this data is relatively new, the data are published as 'Data under Development'. ISD are working with Health Boards and the IT System supplier to ensure data consistency continues to improve.

### Frequency of future publications

We would be interested in receiving your feedback on how often this information should be released. The frequency may also be considered as part of the National Review of GP Out of Hours led by Sir Lewis Ritchie which is due to report Autumn 2015. Please get in touch with the team if you have any views on this.

## Contact

**Elaine Parry**  
Principal Information Analyst  
0131 275 6655

**Fiona MacKenzie**  
Service Manager  
0131 275 6515

E-mail: [nss.isdunscheduledcare@nhs.net](mailto:nss.isdunscheduledcare@nhs.net)

## Further Information

A [worksheet containing more detailed GP Out of Hours information](#) can be found on the GP Out of Hours pages of the Information Services Division website.

### You may also be interested in

We publish [a range of Emergency Care information](#), including a weekly update of Emergency Department Activity and Waiting Times in Scotland and information on [General Practice](#).