Out of Hours Primary Care Services in Scotland

1 April 2014 – 30 June 2017

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About this release

Across Scotland, NHS Boards provide Out of Hours (OOH) Primary Care services for patients when their registered GP Practices are closed. This is the fourth publication of data from Information Services Division on patients attending these OOH Primary Care Services and presents data from each Financial Year from 2014/15 to 2017/18 (up to June 2017).

Main Points

- In the most recent financial year 2016/17 there were around 850,000 patients who contacted OOH Primary Care services, resulting in around 950,000 patient consultations (attendance at Primary Care Emergency Centres, Home Visits &/or GP Advice).

- Children under 5, women in their twenties and people aged 75 and over were the most common age groups of patients contacting OOH Primary Care services.

- Home visits accounted for 1 in 5 (183,000) of contacts with OOH Primary Care services. Among those aged 75 and over, over half (59%) of the patients receive a home visit.

- For just over half of patients their treatment was completed following contact with OOH Primary Care services. Just over 3% of contacts resulted in a referral to A&E or Minor Injuries Unit.

Number of contacts in OOH Primary Care and OOH attendances at A&E Services, Out of Hours period only, Scotland, July 2016 – June 2017
During the summer A&E services have more attendances than OOH Primary Care services probably as a result of longer days and greater risk of injuries. During the winter months and months with public holidays there are more OOH Primary care contacts.

OOH Primary Care services see a larger increase in contacts during four day public holiday weekends than A&E Services.

**Background**

From April 2014, data on patient contacts at OOH Primary Care Services across Scotland are collected and maintained by ISD in the national data warehouse known as the GP OOH datamart. Data are collected on a local IT system (Adastra), then extracted and submitted to the datamart on a weekly basis.

In the chart above, it should be noted that in the areas where only aggregate A&E data is returned to ISD (typically NHS Grampian and NHS Highland), there will be an undercount of patients seen. This will not make a significant difference to the overall results. The time period being compared relates to when both services are open i.e. the out of hours time period. This includes evenings, weekends and Easter, Christmas and New Year public holidays.

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**Further Information**

Data tables for this publication are available along with relevant background information, glossary and metadata documents. This publication should be viewed as a complimentary analysis to other publications on emergency and urgent care. You may also be interested to read the publication on the National Review of Primary Care Out of Hours Services.

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**ISD and Official Statistics**

Information Services Division (ISD) is the principal and authoritative source of statistics on health and care services in Scotland. ISD is designated by legislation as a producer of ‘Official Statistics’. Our official statistics publications are produced to a high professional standard and comply with the Code of Practice for Official Statistics. Further information about our statistics.