

# Lanarkshire COVID-19 Community Assessment Pathway (CAP) Dashboard

In response to the outbreak of COVID-19 each health board was instructed by Scottish Government on Friday 13 March to establish a pathway that would remove the COVID-19 workload away from GP Practices; aligned to the launch of NHS24 (on-line and 111) becoming the first point of contact for patients whose symptoms have become worse, including shortness of breath, or whose symptoms have lasted more than seven days on Monday 23 March, the local establishment of a Telephone Clinical Triage HUB and two face to face Community Assessment Centres was implemented. The CAC in Airdrie closed on Monday 29<sup>th</sup> June.

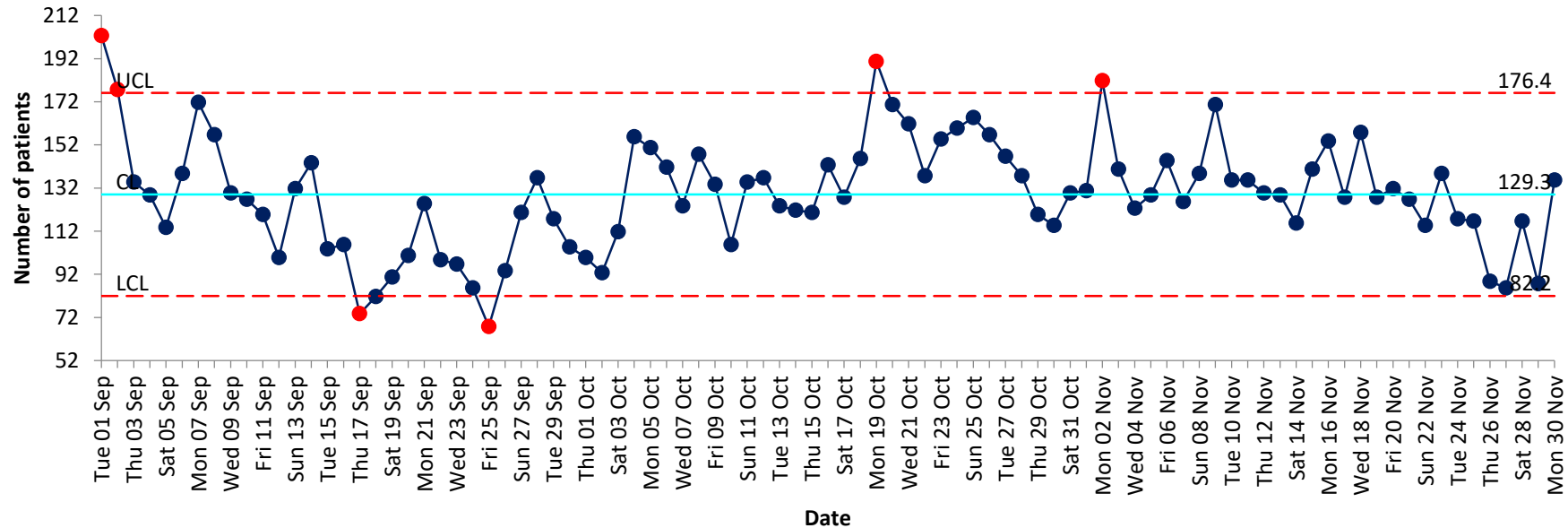
The following dashboard is the 15<sup>th</sup> release and relates to the period Monday 23 March to Sunday 30<sup>th</sup> November. It should be noted that as defined by Scottish Government reporting a day period commences at 08:00 and ends the following day at 07:59, the data captured has also been spilt into daytime (08:00-18:00) and evening (18:00-07:59) for each day, mirroring the traditional in hours and out of hours periods but on a seven day a week bases.

# Lanarkshire COVID-19 CAP overview – 23 March 2020 to 30 November 2020

<p>33,105 patients have been call handled by NHS24. Of these patients 9,585 have been supported, either with self care advice or sent to hospital, and their call closed.</p>	<p>Of the 23,520 patients transferred to Lanarkshire 14,791 (63%) were telephone triaged at the HUB and their call closed following the clinical triage.</p>	<p>7,776 patients were triaged to attend the Community Assessment Centre.  893 patients were triaged to receive a Home Visit.</p>	<p>2,641 patients were sent to hospital, of these 2,338 have been recorded as attending NHS Lanarkshire hospitals. (For the 303 patients not recorded there will be individual reasons including attending outwith NHS Lanarkshire.)</p>	<p>1,704 (73%) of the 2,338 patients attending NHS Lanarkshire hospitals were admitted.</p>
<p>Percentage of total number patients through the pathway</p>			<p>Percentage of total number of patients</p>	
<p>29.1%</p>	<p>44.7%</p>	<p>26.2%</p>	<p>7.1%</p>	<p>5.1%</p>

# Lanarkshire COVID-19 CAP patient volumes

## Total number of Patient Volumes (n. 33,105)

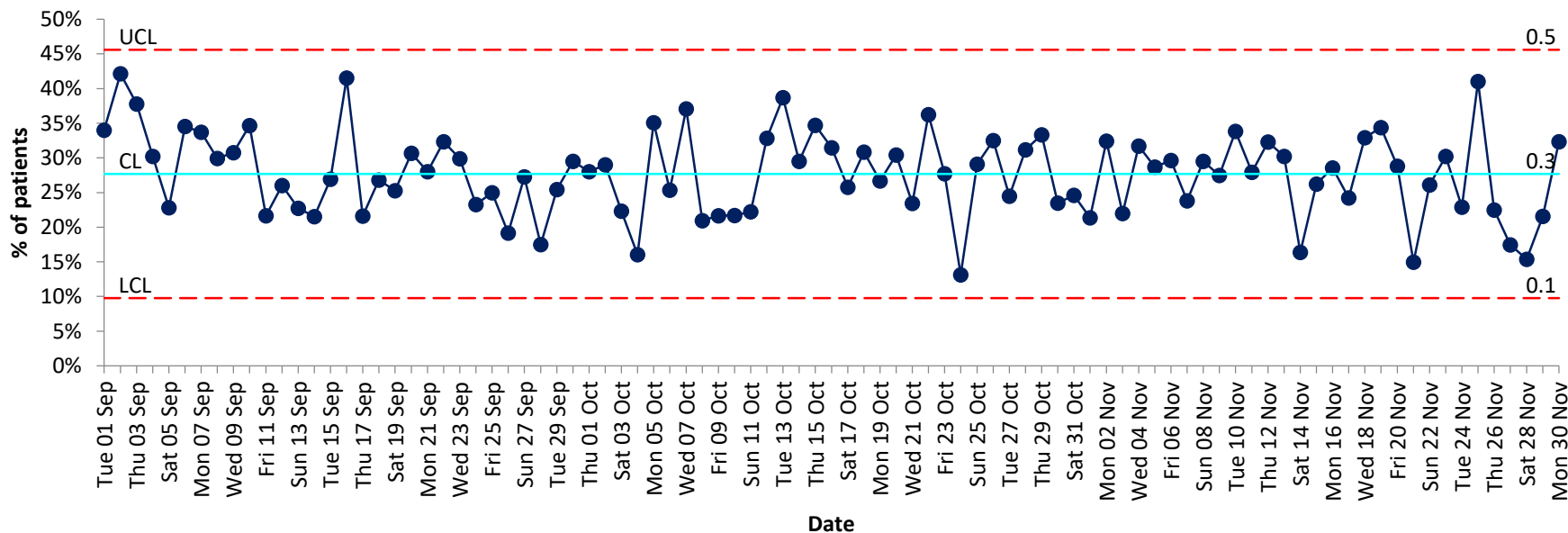


**N.B - The SPC chart concerns itself with the range of patients, therefore doesn't start at zero for display purposes**

The chart above shows the number of patients managed through the pathway each day, totalling 33,105. The range is from 45 to 325 per day with a median of 135 per day.

# Lanarkshire COVID-19 CAP patients managed by NHS24

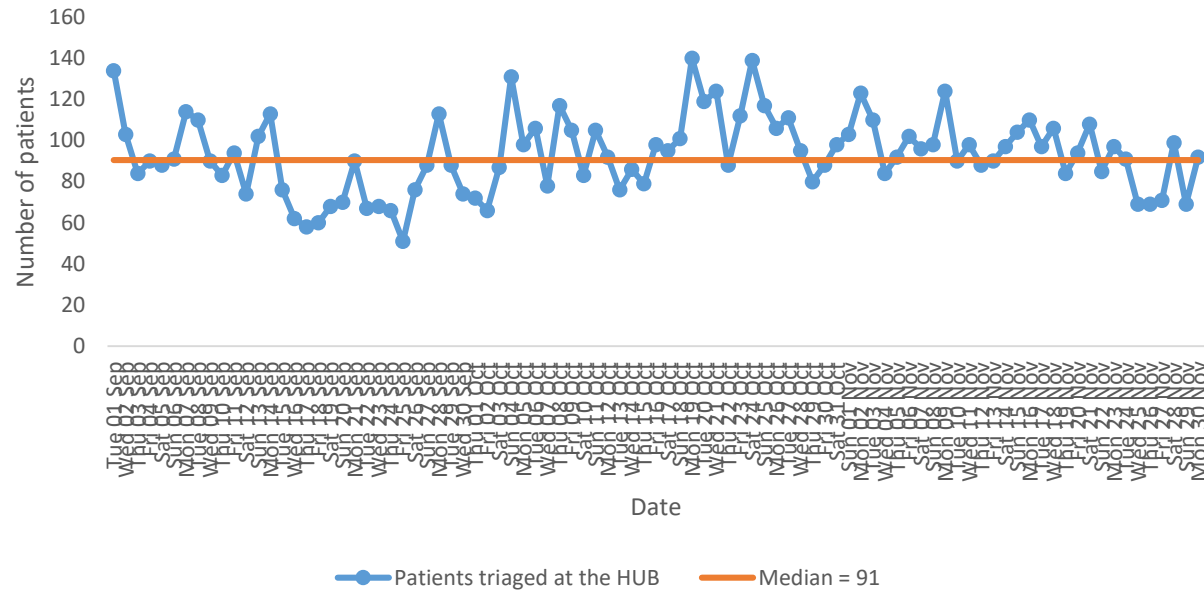
Percentage of patients managed by NHS24 (n. 9,585)



The chart above shows the percentage of patients managed and closed by NHS24 each day, totalling 9,585. The range is from 12% to 53% per day with a median of 26% per day.

# Lanarkshire COVID-19 CAP patients clinically triaged at the HUB

1. Patients clinically triaged at the HUB (n. 23,520)



2. Percentage of patients managed at the HUB (n. 14,791)

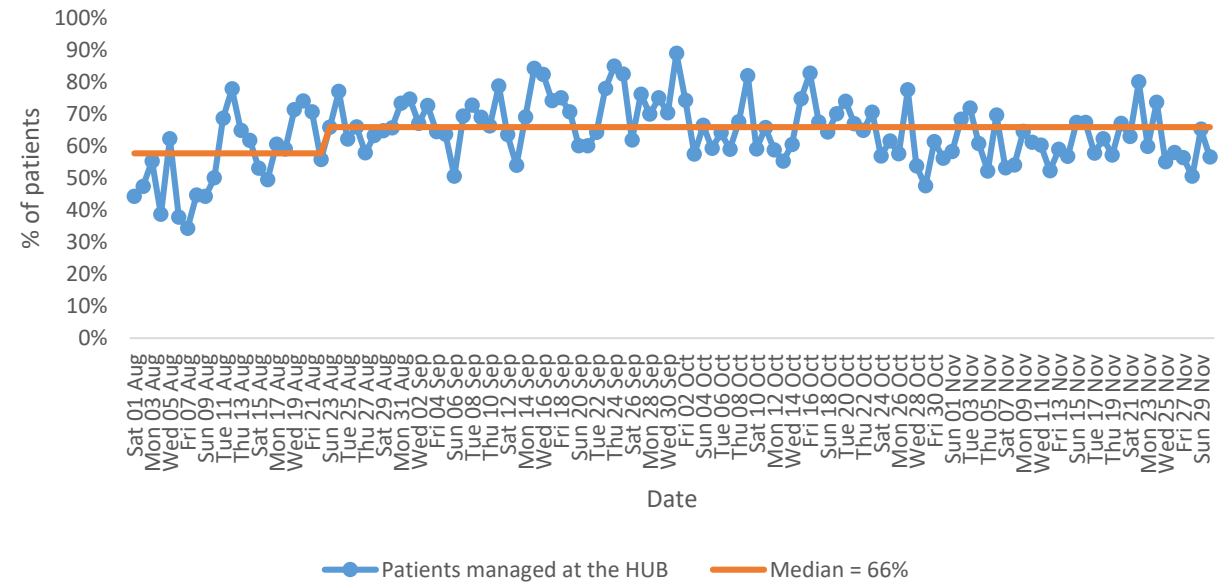
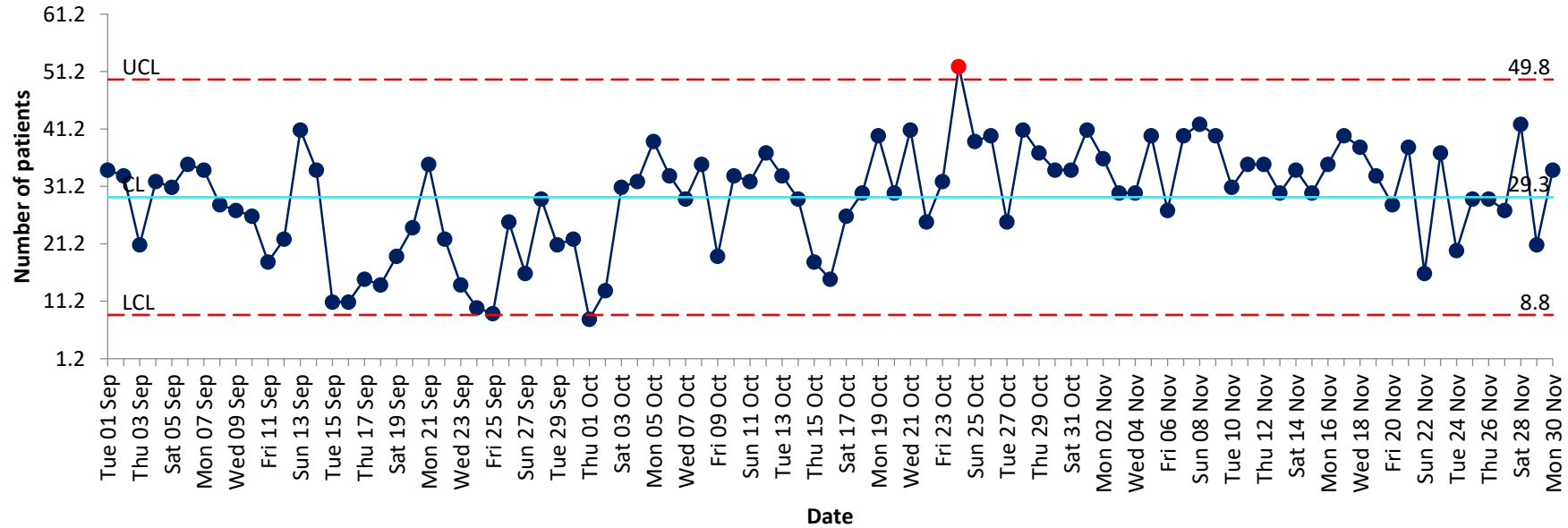


Chart 1 shows the number of patients clinically triaged at the Lanarkshire HUB each day totalling 23,520. The range is from 34 to 220 per day with a median of 91.

Chart 2 shows, of the 23,520 patients triaged at the HUB, the percentage of patients who were clinically managed there each day, totalling 14,791. The range is from 34% to 89% per day with a median of 66%.

# Lanarkshire COVID-19 CAP patients seen at the Community Assessment Centres

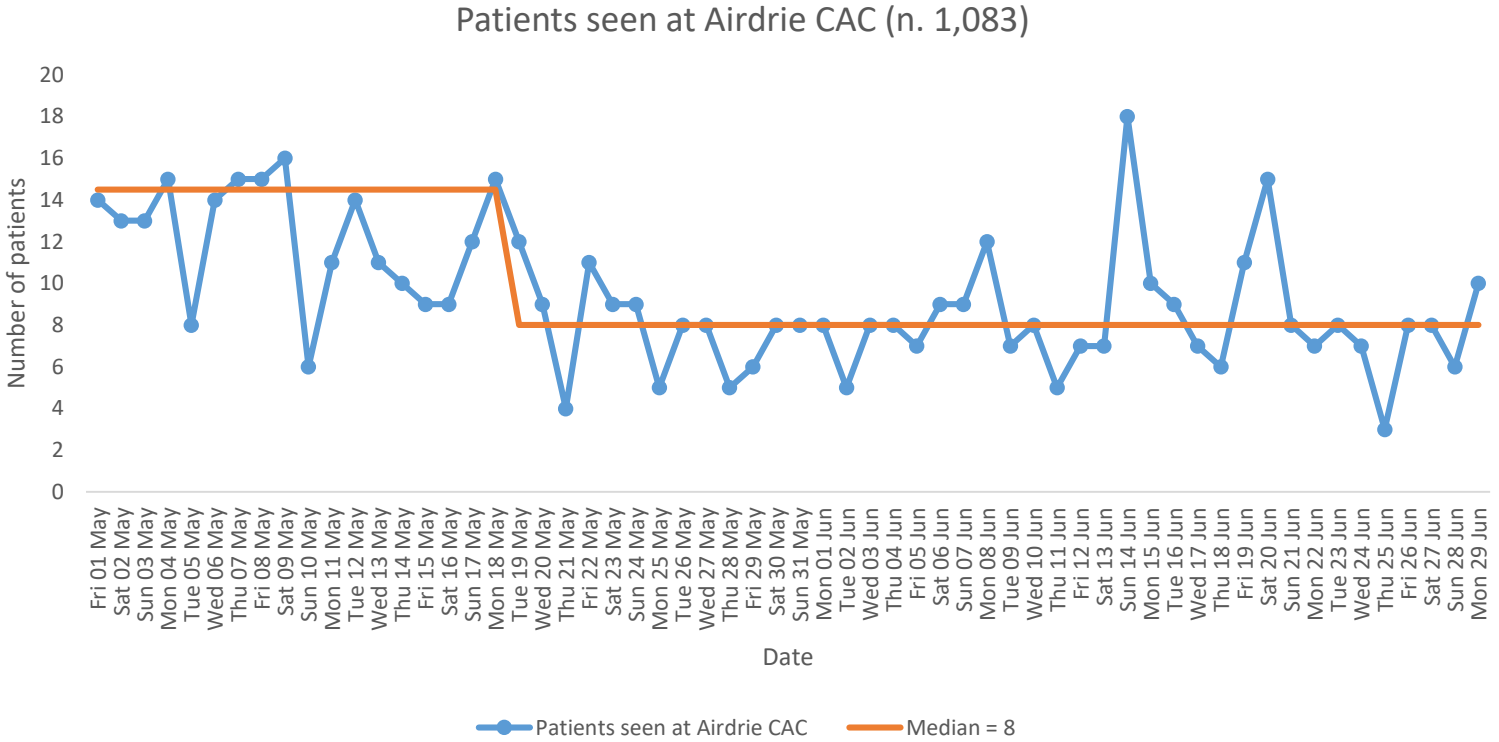
## Total number of patients triaged from HUB to CAC (n. 7,776)



N.B - The SPC chart concerns itself with the range of patients, therefore doesn't start at zero for display purposes

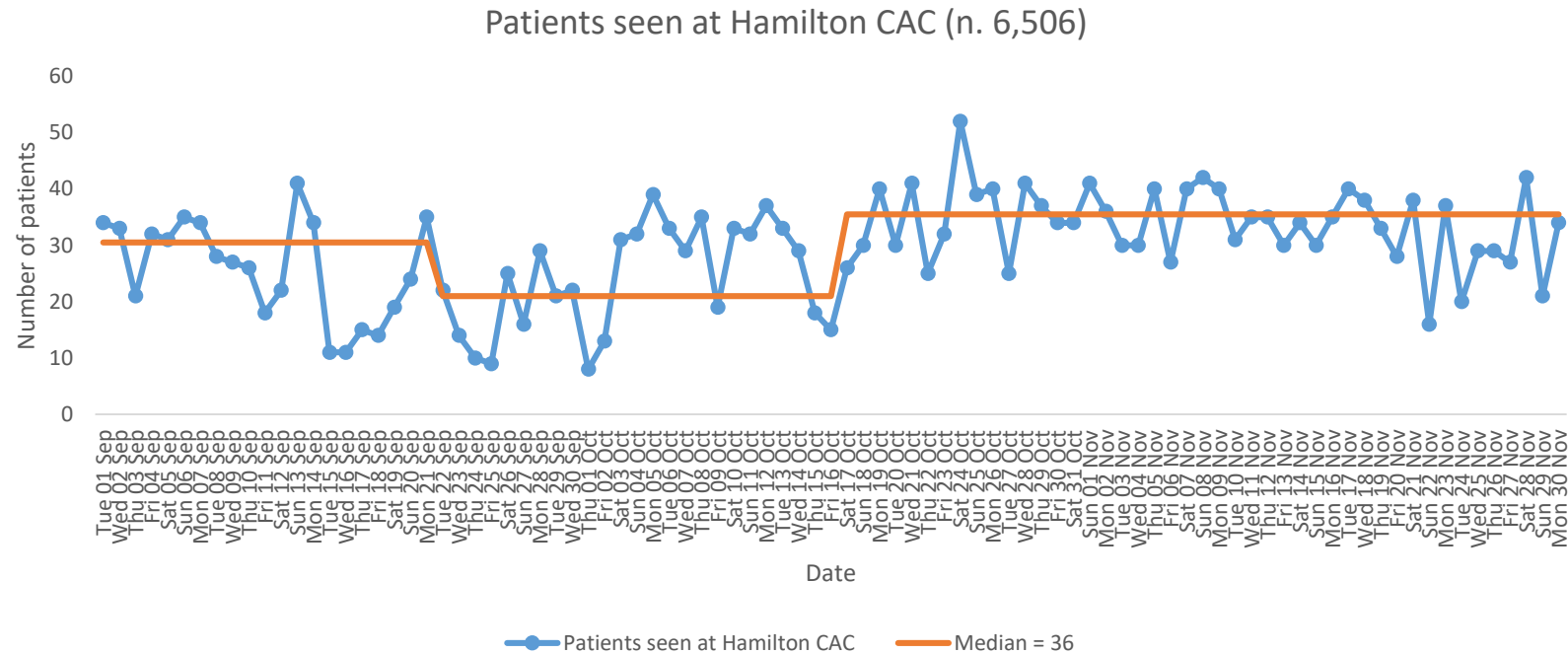
The chart above shows the number of patients seen at the Community Assessment Centres (CAC) each day, totalling 7,776. The range is from 8 to 69 per day with a median of 36 per day.

# Lanarkshire COVID-19 CAP patients seen at Airdrie CAC



The chart above shows the number of patients seen at the Community Assessment Centres in Airdrie each day, totalling 1,083. The range is from 3 to 20 per day with a median of 8 per day. It should be noted that the operational hours for Airdrie was originally 10 hours a day and this increased to 12hours a day on Monday 6 April. The Community Assessment Centre in Airdrie closed on Monday 29<sup>th</sup> June.

# Lanarkshire COVID-19 CAP patients seen at Hamilton CAC

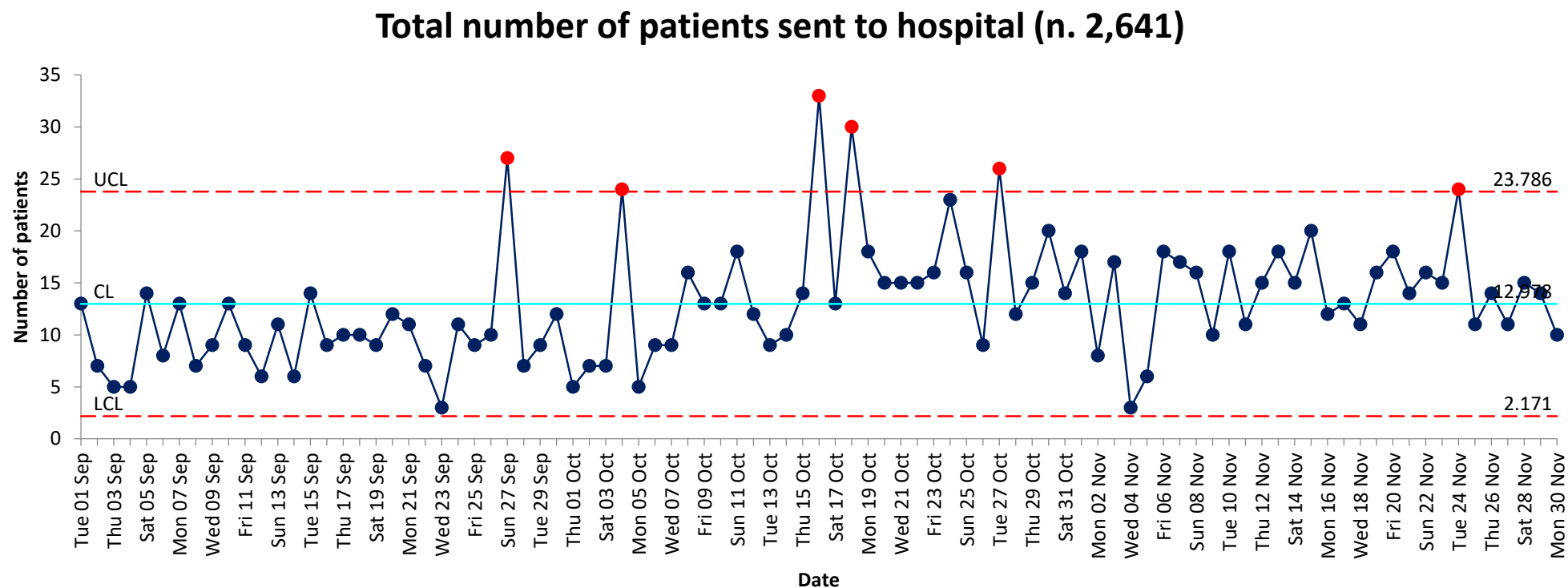


The chart above shows the number of patients seen at the Community Assessment Centres in Hamilton each day, totalling 6,506. The range is from 7 to 53 per day with a median of 36 per day..

It should be noted that the operational hours for Hamilton are 24hours a day.



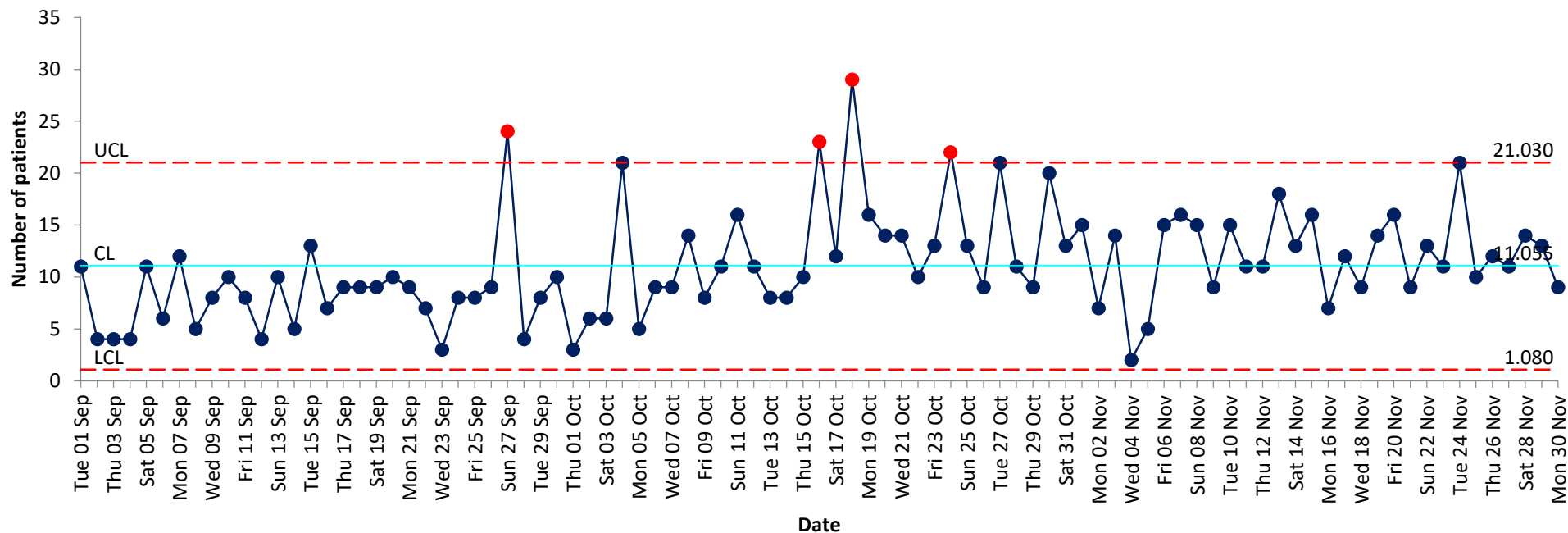
# Lanarkshire COVID-19 CAP patients sent to hospital



The chart above shows the number of patients sent to hospital from the HUB and CAC, totalling 2,641. The range is from 1 to 33 per day with a median of 13 per day. Friday 16<sup>th</sup> Oct saw this largest amount of patients sent to hospital.

# Lanarkshire COVID-19 CAP patients sent to hospital (Lanarkshire)

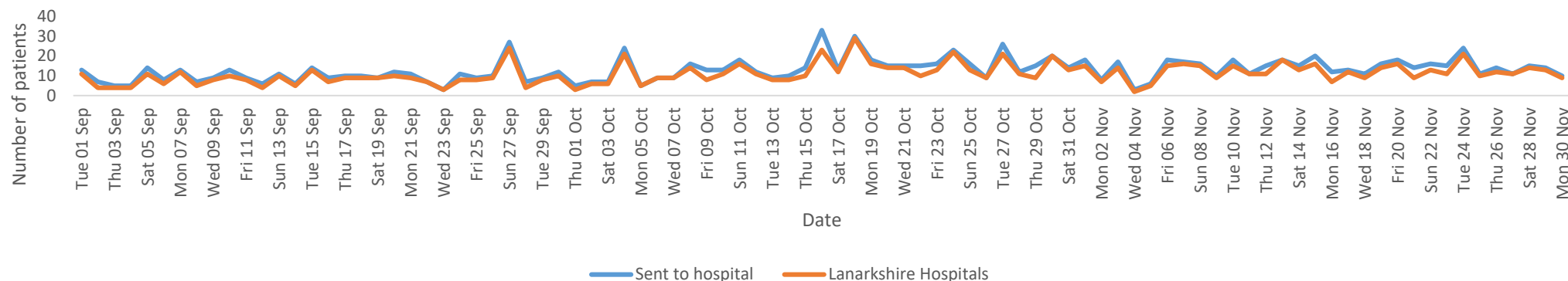
## Total number of patients attending Lanarkshire hospitals (n. 2,338)



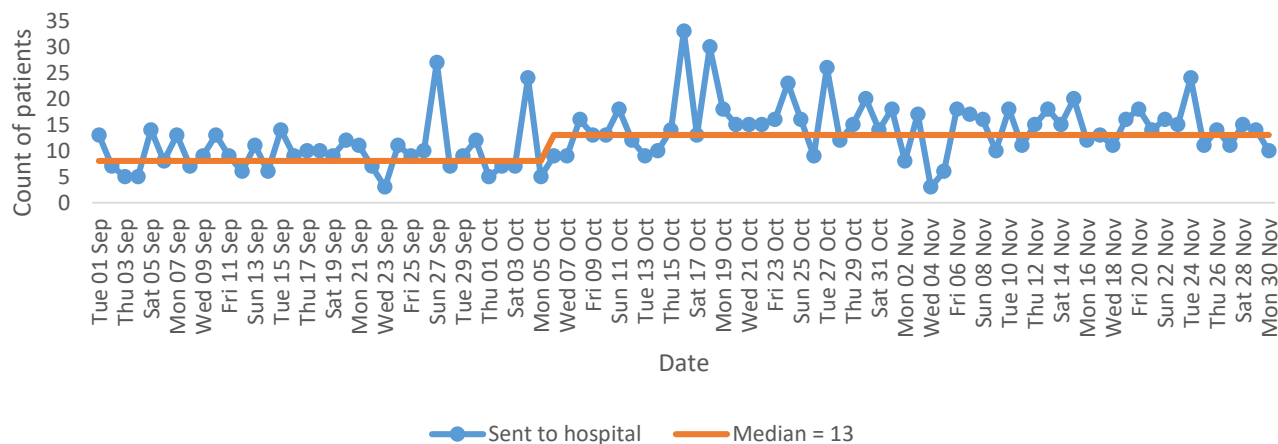
The chart above shows the number of patients sent to Lanarkshire hospitals (as recorded on Trakcare) from the HUB and CAC, totalling 2,338. The range is from 0 to 29 per day with a median of 11 per day. There is an astronomical data point on 18/10 which shows the highest amount of patients attending Lanarkshire hospitals since 23/03

# Lanarkshire COVID-19 CAP patients sent to hospital

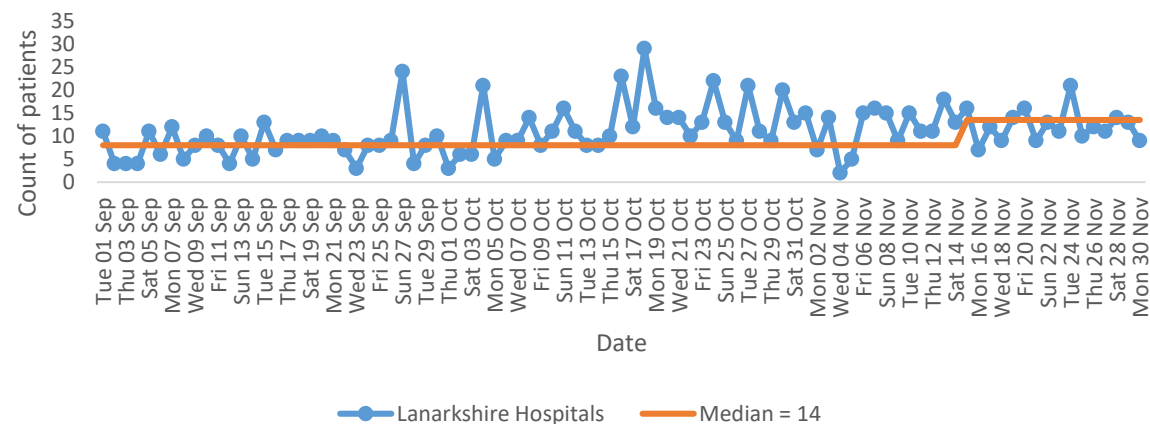
1. Total number of patients sent to hospital from HUB and CAC comparison of total and recorded in Lanarkshire hospitals on Trakcare



2. Total number of patients sent to hospital from HUB and CAC (n. 2,641)



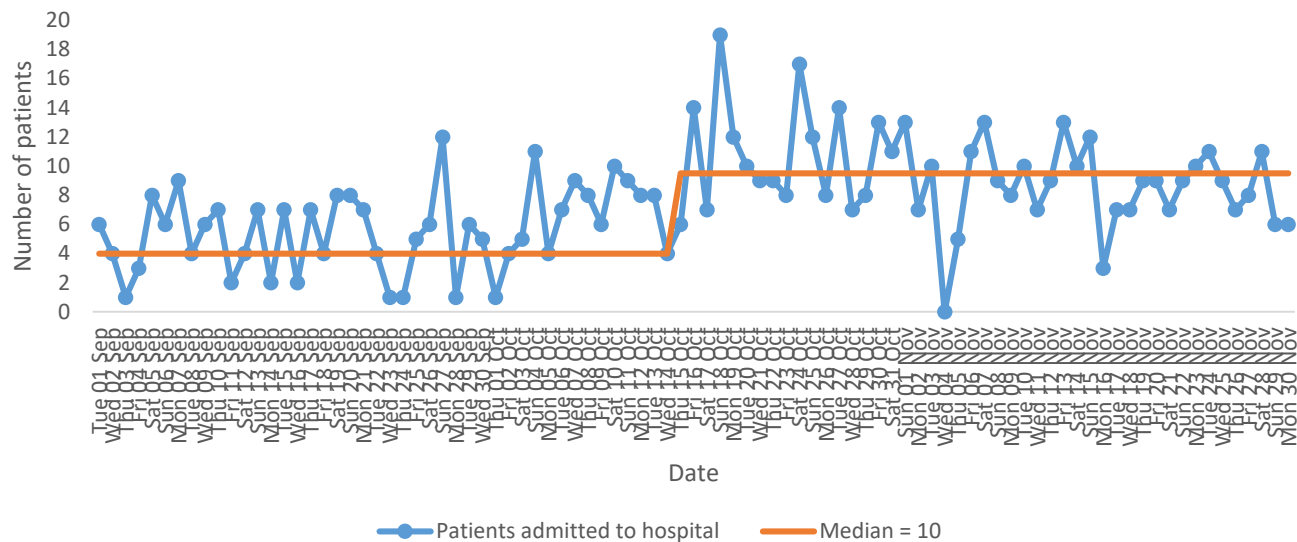
3. Total number of patients recorded in Lanarkshire hospitals on Trakcare (n. 2,338)



Above, chart 1 shows the detail of the number of patients sent each day to hospital that were not Lanarkshire hospitals. Charts 2 and 3 show the same data on individual charts. Over the period 303 out of the 2,641 sent to hospital did not go to Lanarkshire hospitals. Chart 2 - Total number of patients sent to hospital from HUB and CAC has a median of 13. Chart 3 - Total number of patients recorded in Lanarkshire hospitals on Trakcare has a median of 14.

# Lanarkshire COVID-19 CAP patients admitted to hospital

1. Patients admitted to hospital (n. 1,704)



2. Percentage of patients admitted (n. 1,704)

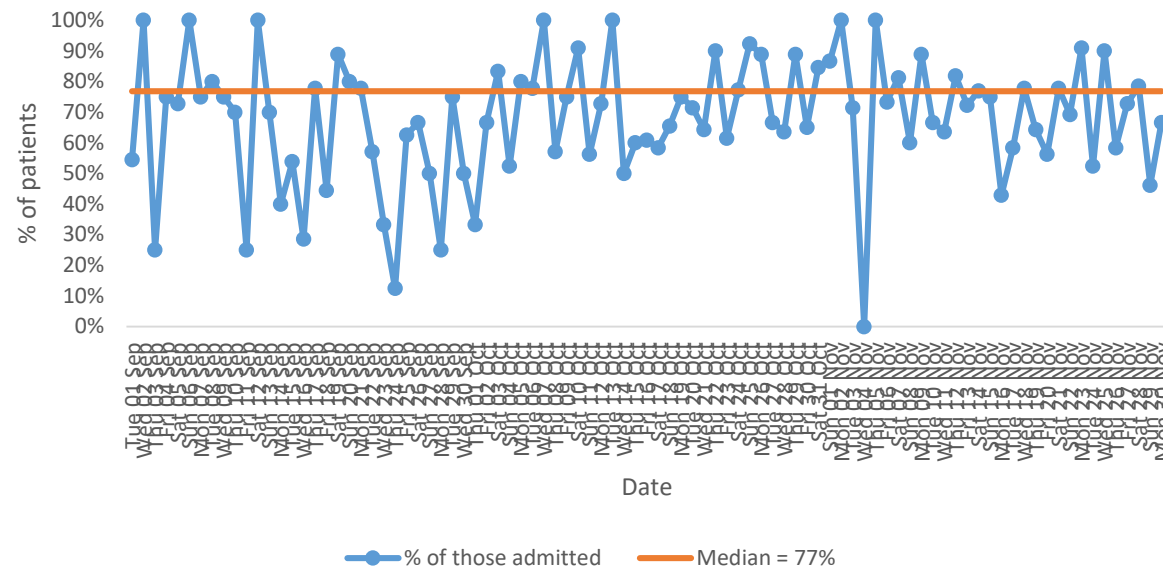


Chart 1 shows the number of patients admitted to Lanarkshire hospitals each day from the HUB and CAC, totalling 1,704. The range is from 0 to 19 per day with a median of 10 per day.

Chart 2 shows the percentage of patients that were sent to Lanarkshire hospitals that were admitted each day from the HUB and CAC. The range is from 0% to 100% per day with a median of 77% per day. The low total numbers are in part explanation for the lower percentage days.

Lanarkshire COVID-19 CAP dashboard queries should be directed to:

Judith Cain, Senior Improvement Manager, Primary Care, at  
[Judith.Cain@lanarkshire.scot.nhs.uk](mailto:Judith.Cain@lanarkshire.scot.nhs.uk) or 07870 405515

or

Lynn Stewart, Improvement Manager, Primary Care, at  
[Lynn.Stewart@lanarkshire.scot.nhs.uk](mailto:Lynn.Stewart@lanarkshire.scot.nhs.uk) or 07813 444004

Acknowledgements:

The data utilised for this dashboard has been extracted and analysed by Hazel Towers, Senior Information Analyst and Gillian Woods, Senior Information Analyst.