

National Waiting Times Information Framework Report April – September 2004

Attached are three reports and four charts that present data on the number of clients seen and the time they waited to be seen for various interventions. These reports only include those clients referred after the 1st of April 2004 and do not take account of the number of clients who were in, or waiting for, treatment before this date.

Compliance

All DAAT areas initially returned data for the first quarter; however, following the updates to the Access database we are still waiting for revised quarter one data from Midlothian. Data for the second quarter is still outstanding from four DAATs (Edinburgh, Forth Valley, Lanarkshire and Midlothian).

The level of compliance at service level varies significantly from area to area. To address this, all DAATs were sent a list of the services in their area (as identified from the corporate action plans) which had not submitted waiting times data and asked to provide feedback as to which services did not meet the criteria for collection and when the remaining services would commence collection.

The following table gives a breakdown of the number of services submitting waiting times data in each DAAT area and the number of services identified as missing from the submissions. Details are also provided where submissions are incomplete.

DAAT	No. of services submitting	No. of missing services*	Data Completeness
Aberdeen City	6	2	
Aberdeenshire	6	2	Q1: 2 services missing April and May data
Angus	3	0	
Argyll and Clyde	34	5	Q1: Nil return from 3 services, 4 services missing June data, 1 missing May and 1 missing April and May. Q2: Nil return from 1 service, 12 services missing Q2 data
Ayrshire and Arran	12	1	Q1: 1 service missing June data, 1 missing May and June Q2: Q1 and Q2 data removed for 1 service due to errors
Borders	8	0	Q2: Data missing for two services
Dumfries and Galloway	10	3	
Dundee City	3	5	
East Lothian	6	2	
Edinburgh City	22	14	
Fife	18	4	Q1: Nil return from 2 services
Forth Valley	6	2	Q1: 2 services missing May and June data
Glasgow	29	4	2 services working with SDF to resolve data issues
Highland	7	15	
Lanarkshire	13	6	
Midlothian	2	9	Problems processing data. No Access 2000
Moray	3	4	
Orkney	4	0	
Perth and Kinross	3	0	
Shetland	1	0	
West Lothian	7	0	
Western Isles		7	Q1: Nil return from all services

*Missing services identified from CAP reports and service lists provided by DAATs prior to data collection

Data Issues

There is still some under recording of treatment codes for those clients who are waiting for interventions. Consequently, there are some clients who have completed a care plan and are waiting for an intervention, but we have no record of what they are waiting for and therefore cannot account for them in the tables. Guidance on when this data should be added to the spreadsheet has been forwarded to all waiting times representatives as part of the 'frequently asked questions' documentation. A prompt has also been added to the revised Excel data collection spreadsheet to remind services to add the treatment codes once the treatment decision has been made. However, it is unlikely that we will see improvements to the data submitted until quarters three and four.

**Waiting Times Summary: Time Waited for Intervention
April - June 2004**

	Referral to assessment ¹					Structured Preparatory & Motivational Intervention ²					Ready for treatment to... Prescribed Drug Treatment ²					Community Support / Rehabilitation ²					Residential Detox / Rehabilitation ²					
	<21 days ³		>21 days ⁴		Longest Wait	<14 days ⁵		>14 days ⁶		Longest Wait	<14 days ⁵		>14 days ⁶		Longest Wait	<14 days ⁵		>14 days ⁶		Longest Wait	<14 days ⁵		>14 days ⁶		Longest Wait	
	n	%	n	%		n	%	n	%		n	%	n	%		n	%	n	%		n	%	n	%		n
<i>Drug Action Team</i>																										
Aberdeen City	101	32	145	46	27-52 wks	46	85	3	6	15-21 days	14	82	2	12	22-28 days	5	83	0	0	<7 days	0	0	0	0		
Aberdeenshire	55	37	71	48	13-26 wks	19	70	6	22	9-12 wks	5	83	1	17	15-21 days	2	50	1	25	9-12 wks	19	73	6	23	9-12 wks	
Angus	32	41	30	38	9-12 wks	9	41	13	59	22-28 days	1	100	0	0	<7 days	4	57	3	43	5-8 wks	0	0	0	0		
Argyll and Clyde	298	68	81	18	27-52 wks	79	77	9	9	9-12 wks	41	93	1	2	15-21 days	53	90	3	5	5-8 wks	1	14	6	86	9-12 wks	
Ayrshire and Arran	198	36	236	43	13-26 wks	3	10	7	23	9-12 wks	25	83	3	10	5-8 wks	18	72	5	20	9-12 wks	4	80	0	0	8-14 days	
Borders	148	76	30	15	9-12 wks	50	75	16	24	9-12 wks	0	0	0	0		2	67	1	33	5-8 wks	12	48	12	48	9-12 wks	
Dumfries and Galloway	162	85	13	7	9-12 wks	9	60	3	20	22-28 days	3	75	0	0	8-14 days	59	82	8	11	9-12 wks	0	0	2	100	5-8 wks	
Dundee City	108	45	76	32	27-52 wks	2	29	5	71	9-12 wks	0	0	0	0		0	0	0	0		0	0	0	0		
East Lothian	133	78	15	9	5-8 wks	45	90	4	8	9-12 wks	3	75	0	0	<7 days	4	13	25	78	13-26 wks	0	0	0	0		
Edinburgh City	463	56	221	27	13-26 wks	106	95	4	4	9-12 wks	23	72	5	16	9-12 wks	121	86	17	12	9-12 wks	14	33	27	63	9-12 wks	
Fife	482	54	280	31	13-26 wks	56	84	8	12	9-12 wks	8	57	2	14	9-12 wks	128	83	13	8	5-8 wks	2	100	0	0	<7 days	
Forth Valley	190	89	14	7	9-12 wks	3	50	2	33	9-12 wks	7	54	6	46	9-12 wks	5	9	43	80	9-12 wks	0	0	0	0		
Glasgow	1074	75	208	15	13-26 wks	194	80	39	16	9-12 wks	90	77	21	18	9-12 wks	96	64	27	18	9-12 wks	91	56	57	35	9-12 wks	
Highland	65	70	19	20	9-12 wks	40	85	2	4	15-21 days	8	62	2	15	5-8 wks	6	86	1	14	22-28 days	0	0	0	0		
Lanarkshire	249	26	549	58	27-52 wks	91	84	13	12	13-26 wks	38	84	3	7	5-8 wks	27	66	5	12	5-8 wks	2	100	0	0	<7 days	
Midlothian																										
Moray	58	57	25	25	9-12 wks	16	100	0	0	<7 days	21	91	0	0	8-14 days	21	95	0	0	8-14 days	0	0	1	100	22-28 days	
Orkney	43	91	1	2	22-28 days	13	100	0	0	<7 days	16	100	0	0	<7 days	7	88	0	0	<7 days	2	100	0	0	<7 days	
Perth and Kinross	19	24	51	65	9-12 wks	3	43	2	29	5-8 wks	2	67	1	33	15-21 days	1	50	1	50	5-8 wks	0	0	0	0		
Shetland	5	83	1	17	5-8 wks	2	100	0	0	<7 days	4	100	0	0	<7 days	0	0	0	0		0	0	0	0		
West Lothian	125	45	113	41	13-26 wks	21	91	1	4	15-21 days	21	75	4	14	5-8 wks	6	75	2	25	9-12 wks	0	0	0	0		
Western Isles	<i>nil return</i>					<i>nil return</i>					<i>nil return</i>					<i>nil return</i>					<i>nil return</i>					
Scotland	4008	55	2179	30		807	79	137	13		330	80	51	12		565	71	155	20		147	53	111	40		

1 - Time between date referral received / first contact and the first appointment date offered for assessment for those assessed during the reporting period OR the time between date referral received / first contact and the end of the reporting period for those still waiting for assessment.

2 - Time between date care plan is agreed / decision on treatment is made / date client ready for treatment and the first appointment date offered for an intervention for those receiving this intervention during the reporting period OR the time between date care plan is agreed / decision on treatment is made / date client ready for treatment and the end of the reporting period for those still waiting for an intervention.

3 - Includes the number of clients who received an assessment appointment within 21 days of referral

4 - Includes the number of clients who received an assessment appointment more than 21 days after referral AND the number of clients who are still waiting for an assessment appointment and have already waited more than 21 days

5 - Includes the number of clients who received a treatment appointment within 14 days of date care plan agreed / date decision on treatment made / date client ready for treatment

6 - Includes the number of clients who received a treatment appointment more than 14 days after treatment decision AND the number of clients who are still waiting for a treatment appointment and have already waited more than 14 days

Note: Clients who are still waiting for an appointment and have waited less than 21 days for an assessment appointment or less than 14 days for a treatment appointment are not included in these figures.

Waiting Times Summary: Trend Data
April - September 2004

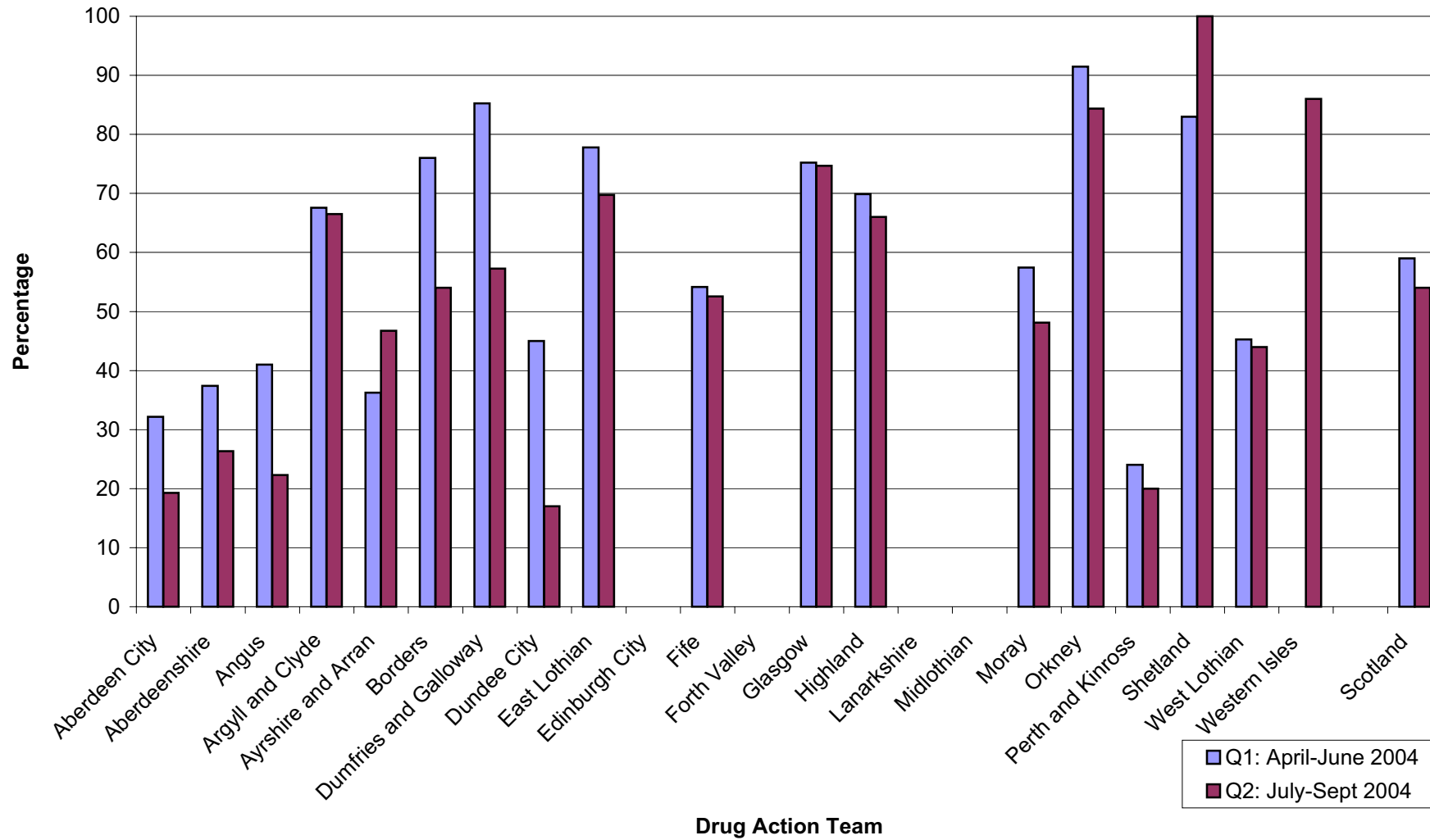
	Referral to Assessment ¹								Ready for treatment to...															
	Q1				Q2				Structured Preparatory & Motivational Intervention ²				Prescribed Drug Treatment ²				Community Support / Rehabilitation ²				Residential Detox / Rehabilitation ²			
	<21 days		<21 days		<14 days		<14 days		<14 days		<14 days		<14 days		<14 days		<14 days		<14 days		<14 days			
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%		
<i>Drug Action Team</i>																								
Aberdeen City	101	32	68	19	46	85	36	82	14	82	9	60	5	83	11	85	0	0	0	0				
Aberdeenshire	55	37	54	26	19	70	15	63	5	83	17	94	2	50	1	25	19	73	15	50				
Angus	32	41	25	22	9	41	13	72	1	100	2	100	4	57	0	0	0	0	0	0				
Argyll and Clyde	298	68	312	67	79	77	51	71	41	93	18	44	53	90	97	92	1	14	0	0				
Ayrshire and Arran	198	36	387	47	3	10	28	65	25	83	41	85	18	72	29	62	4	80	5	83				
Borders	148	76	36	54	50	75	21	55	0	0	0	0	2	67	3	75	12	48	0	0				
Dumfries and Galloway	162	85	138	57	9	60	5	25	3	75	4	67	59	82	66	84	0	0	0	0				
Dundee City	108	45	52	17	2	29	12	80	0	0	0	0	0	0	0	0	0	0	0	0				
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Glasgow	1074	75	1305	75	194	80	215	79	90	77	90	64	96	64	112	61	91	56	116	50				
Highland	65	70	103	66	40	85	53	65	8	62	15	37	6	86	4	100	0	0	0	0				
Lanarkshire	249	26			91	84			38	84			27	66			2	100						
Midlothian																								
Moray	58	57	51	48	16	100	9	100	21	91	17	89	21	95	15	94	0	0	0	0				
Orkney	43	91	27	84	13	100	12	92	16	100	2	100	7	88	7	64	2	100	0	0				
Perth and Kinross	19	24	8	20	3	43	0	0	2	67	0	0	1	50	0	0	0	0	0	0				
Shetland	5	83	1	100	2	100	0	0	4	100	1	100	0	0	0	0	0	0	0	0				
West Lothian	125	45	124	44	21	91	19	79	21	75	31	72	6	75	3	75	0	0	0	0				
Western Isles	n/a		6	86	n/a	2	100			n/a	1	100	n/a	3	100	n/a		0	0					
Scotland	4008	55	3257	54	807	79	571	73	330	80	280	64	565	71	510	73	147	53	136	49				

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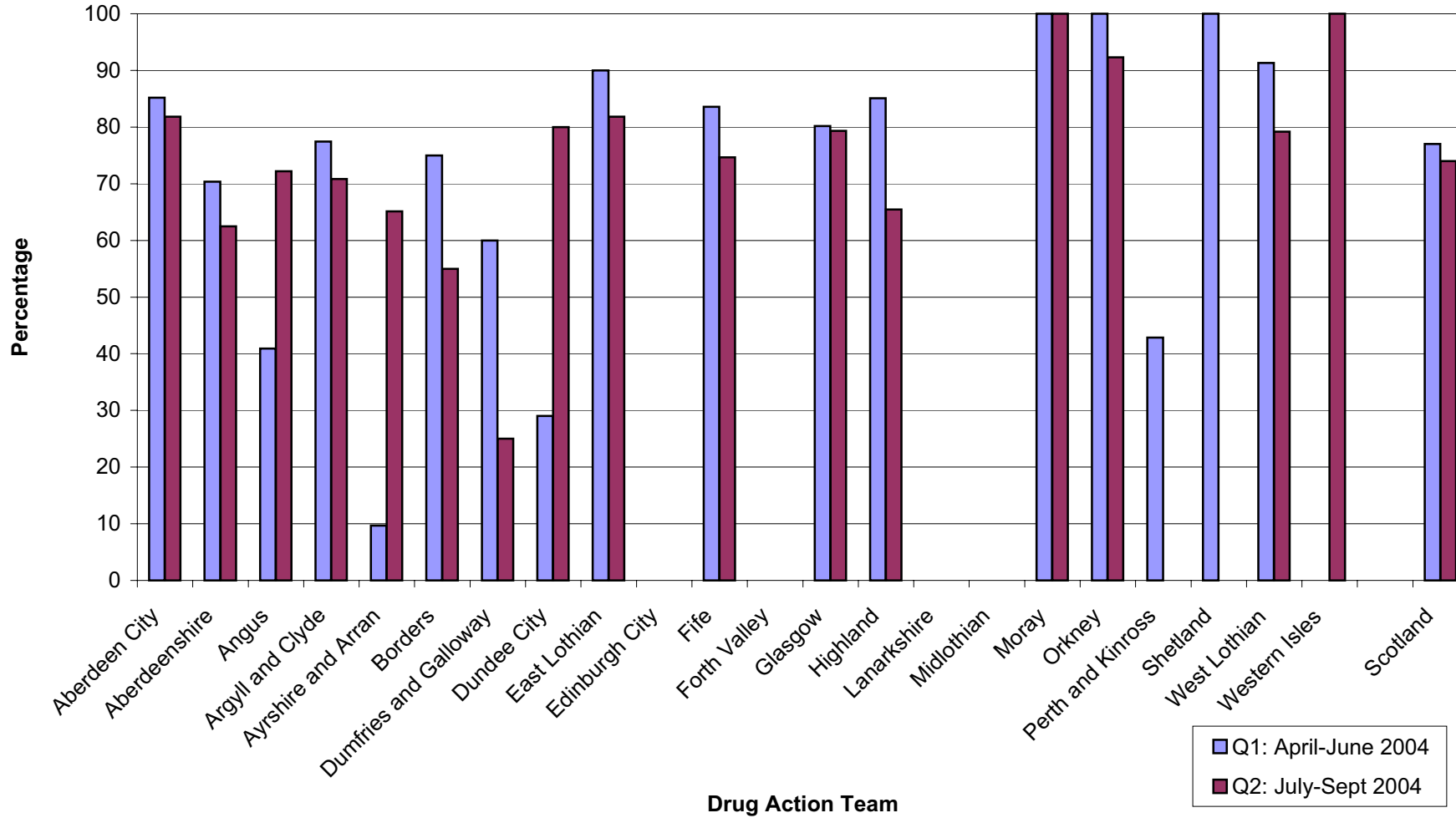
Waiting Times Summary: Percentage of clients who receive an assessment within 21 days of referral

Note: DAATs which have not submitted two complete quarters of data have been excluded from the Scotland total



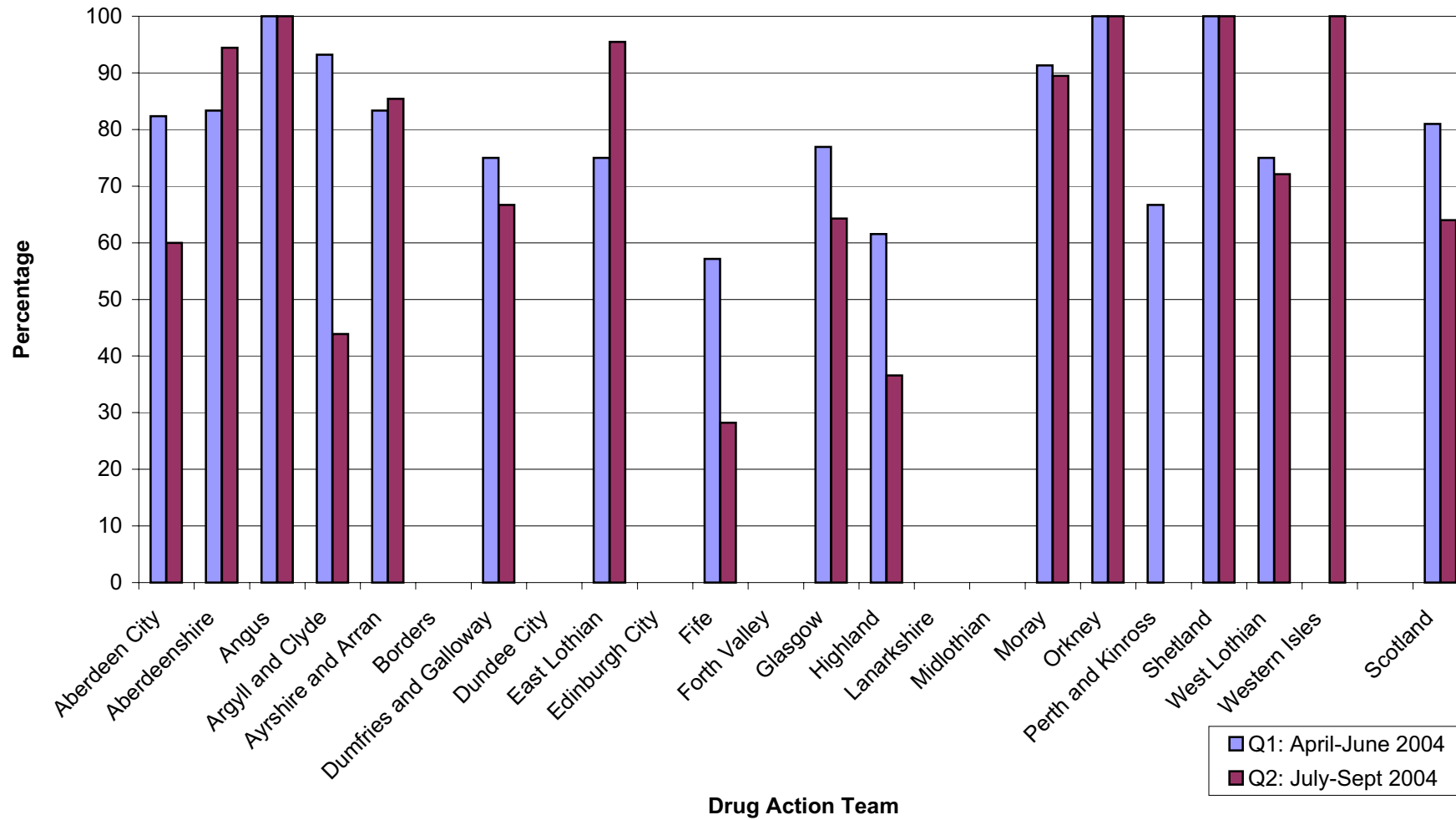
Waiting Times Summary: Percentage of clients who receive structured preparatory and motivational interventions within 14 days of treatment decision (care plan)

Note: DAATs which have not submitted two complete quarters of data have been excluded from the Scotland total



Waiting Times Summary: Percentage of clients who receive prescribed drug treatment within 14 days of treatment decision (care plan)

Note: DAATs which have not submitted two complete quarters of data have been excluded from the Scotland total



Waiting Times Summary: Percentage of clients who receive community support and/or rehabilitation within 14 days of treatment decision (care plan)

Note: DAATs which have not submitted two complete quarters of data have been excluded from the Scotland total

