

## **National Waiting Times Information Framework Report January – March 2005**

Attached are four tables 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 1<sup>st</sup> of April 2004 and do not take account of the number of clients who were in, or waiting for, treatment before this date.

This quarter there are two new tables. The first details the number of clients who were engaged with the service for more than 12 weeks from referral to discharge, and the second details the number of clients who were retained in treatment (start of treatment to discharge) for more than 12 weeks. These tables provide an indication of client retention time within the system. Retention time from start of treatment to planned discharge is potentially a useful indicator of treatment outcome.

### **Interpreting the Data**

The proportion of services submitting data varies significantly from area to area. To address this, all DAATs have been 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. DMIST are monitoring the number of services submitting data and providing additional training, where necessary, to ensure that high levels of service coverage are maintained. Key points to note when interpreting the January – March 2005 data are:

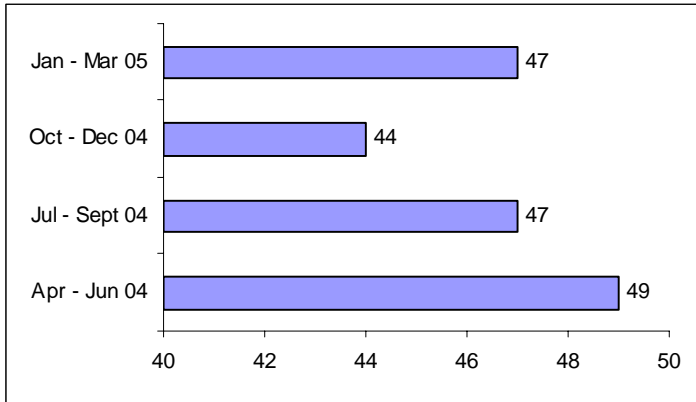
- There have been no submissions from Midlothian DAAT since data collection began due to technical difficulties.
- There are no January – March 2005 submissions from Fife DAAT due to staff absence. The reports will be updated once information becomes available.
- Missing submissions are represented as blank fields in the tables. Where no clients have been seen, or there are no clients waiting, for a specified intervention, zeros have been used.
- There is still some under recording of treatment codes for those clients who are waiting for interventions. An audit of the data collected so far will be carried out in June and July 2005 that will examine the extent of the problem.

There is a wide range of demand for substance misuse services across Scotland, and to meet this demand, an equally variable set of practices across the country. In some DAAT areas, the impact of a single specialized service – for example, a crisis management centre – may dramatically alter the distribution of waiting times. Consequently, to compare data across DAATs is risky and potentially inappropriate. These tables are intended to help DAATs monitor and manage performance in their own areas over a period of time.

### *Residential Rehabilitation and Detoxification*

Residential rehabilitation and detoxification services are available in a limited number of DAAT areas. These services provide treatment interventions to clients from across Scotland and as such it is inappropriate to compare their performance at DAAT level. Figure 1 gives details of waiting times for residential rehabilitation and detoxification at Scotland level: the proportion of clients receiving residential interventions within 14 days of their care plan being agreed has remained stable over four quarters.

**Figure 1:** Waiting Times Summary (Scotland): Percentage of clients who receive residential rehabilitation and/or detoxification within 14 days of treatment decision (care plan)



**Waiting Times Summary: Time Waited for Interventions  
January - March 2005**

Drug Action Team	Referral to assessment <sup>1</sup>					Ready for treatment to...																			
	<21 days <sup>3</sup>		>21 days <sup>4</sup>		Longest Wait	Structured Preparatory & Motivational Intervention <sup>2</sup>					Prescribed Drug Treatment <sup>2</sup>					Community Support / Rehabilitation <sup>2</sup>					Residential Detox / Rehabilitation <sup>2</sup>				
	n	%	n	%		<14 days <sup>5</sup>	%	>14 days <sup>5</sup>	%	Longest Wait	<14 days <sup>5</sup>	%	>14 days <sup>5</sup>	%	Longest Wait	<14 days <sup>5</sup>	%	>14 days <sup>5</sup>	%	Longest Wait	<14 days <sup>5</sup>	%	>14 days <sup>5</sup>	%	Longest Wait
Aberdeen City	69	14	412	81	52+ wks	66	94	4	6	27-52 wks	25	60	16	38	27-52 wks	4	31	7	54	27-52 wks	0	0	0	0	
Aberdeenshire	44	21	145	71	52+ wks	27	71	9	24	27-52 wks	1	50	1	50	5-8 wks	2	22	7	78	13-26 wks	12	55	8	36	27-52 wks
Angus	20	15	90	69	27-52 wks	17	77	5	23	13-26 wks	0	0	0	0		2	18	9	82	27-52 wks	0	0	0	0	
Argyll and Clyde	278	66	105	25	27-52 wks	36	57	25	40	27-52 wks	32	55	24	41	27-52 wks	91	69	35	27	27-52 wks	1	8	11	85	27-52 wks
Ayrshire and Arran	268	42	304	48	27-52 wks	17	41	21	51	27-52 wks	32	54	26	44	27-52 wks	16	55	13	45	27-52 wks	3	50	3	50	5-8 wks
Borders	47	27	119	67	27-52 wks	9	90	1	10	13-26 wks	0	0	0	0		0	0	1	100	13-26 wks	16	42	22	58	27-52 wks
Dumfries and Galloway	162	45	166	46	27-52 wks	24	51	22	47	27-52 wks	32	62	17	33	13-26 wks	48	91	5	9	9-12 wks	0	0	2	100	27-52 wks
Dundee City	64	19	219	66	52+ wks	14	61	6	26	27-52 wks	7	88	1	13	27-52 wks	8	73	3	27	27-52 wks	0	0	0	0	
East Lothian	98	77	25	20	27-52 wks	45	92	4	8	27-52 wks	28	97	1	3	27-52 wks	5	7	58	81	27-52 wks	0	0	0	0	
Edinburgh City	321	39	435	52	52+ wks	85	93	6	7	27-52 wks	30	43	36	51	27-52 wks	146	73	53	26	27-52 wks	1	33	2	67	22-28 days
Fife																									
Forth Valley	268	87	26	8	27-52 wks	0	0	81	92	27-52 wks	8	8	82	85	27-52 wks	146	83	28	16	27-52 wks	1	100	0	0	15-21 days
Glasgow	980	70	348	25	52+ wks	109	50	95	44	27-52 wks	90	66	45	33	27-52 wks	87	46	93	49	27-52 wks	126	49	118	46	27-52 wks
Highland	89	62	47	33	13-26 wks	55	51	40	37	27-52 wks	9	13	58	84	27-52 wks	0	0	7	88	13-26 wks	0	0	1	100	27-52 wks
Lanarkshire	181	17	836	79	27-52 wks	72	66	34	31	27-52 wks	28	70	12	30	27-52 wks	31	72	9	21	27-52 wks	0	0	1	100	13-26 wks
Midlothian																									
Moray	26	35	38	51	27-52 wks	10	91	1	9	9-12 wks	14	82	3	18	22-28 days	9	90	1	10	27-52 wks	0	0	1	100	27-52 wks
Orkney	4	50	4	50	13-26 wks	5	100	0	0	<7 days	0	0	0	0	<7 days	5	100	0	0	<7 days	0	0	0	0	
Perth and Kinross	16	9	140	76	27-52 wks	2	18	8	73	27-52 wks	3	100	0	0	<7 days	1	100	0	0	<7 days	0	0	0	0	
Shetland	7	100	0	0	15-21 days	5	100	0	0	8-14 days	7	100	0	0	5-8 wks	0	0	0	0		0	0	0	0	
West Lothian	164	40	229	56	27-52 wks	6	67	3	33	27-52 wks	60	74	18	22	27-52 wks	15	88	2	12	27-52 wks	0	0	0	0	
Western Isles	5	56	3	33	27-52 wks	4	50	4	50	13-26 wks	0	0	0	0		0	0	0	0		0	0	0	0	
<b>Scotland</b>	<b>3 111</b>	<b>42</b>	<b>3 691</b>	<b>50</b>		<b>608</b>	<b>59</b>	<b>369</b>	<b>36</b>		<b>406</b>	<b>53</b>	<b>340</b>	<b>44</b>		<b>616</b>	<b>63</b>	<b>331</b>	<b>34</b>		<b>160</b>	<b>47</b>	<b>169</b>	<b>49</b>	

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 2004 - March 2005

Drug Action Team	Referral to Assessment <sup>1</sup>								Ready for treatment to...																															
	Apr-Jun 04		Jul-Sep 04 <sup>1</sup>		Oct-Dec 04 <sup>1</sup>		Jan-Mar 05		Structured Preparatory & Motivational Intervention <sup>2</sup>				Prescribed Drug Treatment <sup>2</sup>				Community Support / Rehabilitation <sup>2</sup>				Residential Detox / Rehabilitation <sup>2</sup>																			
	<21 days	<21 days	<21 days	<21 days	<21 days	<21 days	<21 days	<21 days	<14 days	<14 days	<14 days	<14 days	<14 days	<14 days	<14 days	<14 days	<14 days	<14 days	<14 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	%	n	%	n	%	n	%	n	%											
Aberdeen City	101	32	68	19	61	13	69	14	46	85	36	82	45	88	66	94	14	82	9	60	9	43	25	60	5	83	11	85	4	40	4	31	0	0	0	0	0	0	0	0
Aberdeenshire	55	37	54	26	40	21	44	21	19	70	15	63	7	54	27	71	5	83	17	94	20	91	1	50	2	50	1	25	1	50	2	22	15	50	15	50	13	52	12	55
Angus	32	41	25	22	25	21	20	15	9	41	13	72	16	73	17	77	1	100	2	100	0	0	0	0	4	57	0	0	1	14	2	18	0	0	0	0	0	0	0	0
Argyll and Clyde	298	68	312	67	291	75	278	66	79	77	51	71	33	52	36	57	41	93	18	44	32	62	32	55	53	90	97	92	77	75	91	69	0	0	0	0	3	21	1	8
Ayrshire and Arran	198	36	387	47	322	51	268	42	3	10	28	65	18	55	17	41	25	83	41	85	34	76	32	54	18	72	29	62	15	54	16	55	5	83	5	83	6	100	3	50
Borders	148	76	36	54	93	48	47	27	50	75	21	55	22	50	9	90	0	0	0	0	0	0	0	0	2	67	3	75	8	67	0	0	0	0	0	22	49	16	42	
Dumfries and Galloway	162	85	138	57	180	49	162	45	9	60	5	25	19	50	24	51	3	75	4	67	19	76	32	62	59	82	66	84	53	76	48	91	0	0	0	0	0	0	0	
Dundee City	108	45	52	17	54	19	64	19	2	29	12	80	15	88	14	61	0	0	0	0	0	0	7	88	0	0	0	2	40	8	73	0	0	0	0	0	0	0	0	
East Lothian	133	78	90	70	116	86	98	77	45	90	27	82	42	89	45	92	3	75	21	95	32	94	28	97	4	13	4	9	10	16	5	7	0	0	0	0	0	0	0	
Edinburgh City	463	56	448	51	398	44	321	39	106	95	122	93	97	92	85	93	23	72	26	52	23	46	30	43	121	86	139	85	136	72	146	73	0	0	1	6	0	0	1	33
Fife	482	54	470	53	410	41	391	39	56	84	56	75	41	58	8	57	11	28	44	67	128	83	155	91	178	94	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Forth Valley	190	89	349	90	482	91	268	87	3	50	6	8	6	8	0	0	7	54	28	61	36	62	8	8	5	9	9	13	10	10	146	83	0	0	0	0	0	0	1	100
Glasgow	1 074	75	1 305	75	1 106	64	980	70	194	80	215	79	180	69	109	50	90	77	90	64	57	54	90	66	96	64	112	61	107	60	87	46	116	50	116	50	103	45	126	49
Highland	65	70	103	66	77	57	89	62	40	85	53	65	40	51	55	51	8	62	15	37	4	8	9	13	6	86	4	100	0	0	0	0	0	0	0	0	0	0	0	
Lanarkshire	249	26	281	32	142	13	181	17	91	84	67	79	45	76	72	66	38	84	75	90	28	80	28	70	27	66	39	76	14	74	31	72	4	100	0	0	2	100	0	0
Midlothian																																								
Moray	58	57	51	48	25	34	26	35	16	100	9	100	8	100	10	91	21	91	17	89	12	60	14	82	21	95	15	94	8	73	9	90	0	0	0	0	0	0	0	
Orkney	43	91	27	84	5	71	4	50	13	100	12	92	4	100	5	100	16	100	2	100	2	100	0	0	7	88	7	64	2	100	5	100	0	0	0	0	0	0	0	
Perth and Kinross	19	24	8	20	9	8	16	9	3	43	0	0	1	13	2	18	2	67	0	0	1	100	3	100	1	50	0	0	0	1	100	0	0	0	0	0	0	0	0	0
Shetland	5	83	1	100	6	100	7	100	2	100	0	0	3	75	5	100	4	100	1	100	5	83	7	100	0	0	0	0	1	100	0	0	0	0	0	0	0	0	0	0
West Lothian	125	45	124	44	157	40	164	40	21	91	19	79	21	91	6	67	21	75	31	72	37	74	60	74	6	75	3	75	8	57	15	88	0	0	0	0	0	0	0	0
Western Isles	n/a		6	86	6	75	5	56	n/a		2	100	0	0	4	50	n/a		1	100	0	0	0	0	n/a		3	100	0	0	0	0	n/a		0	0	0	0	0	0
<b>Scotland</b>	<b>4 008</b>	<b>55</b>	<b>4 335</b>	<b>53</b>	<b>4 005</b>	<b>46</b>	<b>3 111</b>	<b>42</b>	<b>807</b>	<b>79</b>	<b>769</b>	<b>71</b>	<b>663</b>	<b>64</b>	<b>608</b>	<b>59</b>	<b>330</b>	<b>80</b>	<b>409</b>	<b>66</b>	<b>395</b>	<b>61</b>	<b>406</b>	<b>53</b>	<b>565</b>	<b>71</b>	<b>697</b>	<b>71</b>	<b>635</b>	<b>63</b>	<b>616</b>	<b>63</b>	<b>140</b>	<b>49</b>	<b>141</b>	<b>47</b>	<b>137</b>	<b>44</b>	<b>160</b>	<b>47</b>

r - Revised

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.

**Waiting Times Summary - Referral to Discharge  
January - March 2005**

	Referral to Discharge for...								
	Planned Discharges			Unplanned Discharges			Disciplinary Discharges		
	Jan-Mar 05			Jan-Mar 05			Jan-Mar 05		
	Total	>12 wks n	%	Total	>12 wks n	%	Total	>12 wks n	%
<i>Drug Action Team</i>									
Aberdeen City	33	28	85	55	35	64	1	1	100
Aberdeenshire	6	4	67	22	14	64	2	0	0
Angus	10	2	20	35	10	29	13	1	8
Argyll and Clyde	115	49	43	97	60	62	4	3	75
Ayrshire and Arran	309	195	63	311	103	33	9	0	0
Borders	33	18	55	51	22	43	3	1	33
Dumfries and Galloway	60	25	42	65	20	31	0	0	0
Dundee City	43	10	23	88	34	39	0	0	0
East Lothian	64	13	20	23	7	30	1	1	100
Edinburgh City	151	75	50	209	104	50	0	0	0
Fife									
Forth Valley	66	19	29	122	15	12	0	0	0
Glasgow	291	102	35	335	120	36	24	8	33
Highland	18	10	56	26	8	31	3	1	33
Lanarkshire	63	16	25	173	42	24	1	0	0
Midlothian									
Moray	51	41	80	19	13	68	0	0	0
Orkney	0	0	0	0	0	0	0	0	0
Perth and Kinross	2	0	0	38	16	42	0	0	0
Shetland	2	1	50	1	0	0	0	0	0
West Lothian	65	45	69	114	23	20	6	5	83
Western Isles	3	1	33	0	0	0	0	0	0
<b>Scotland</b>	<b>1385</b>	<b>654</b>	<b>47</b>	<b>1784</b>	<b>646</b>	<b>36</b>	<b>67</b>	<b>21</b>	<b>31</b>

Planned Discharge

The client was referred on to another agency, or discharged at the end of their treatment with the agreement of the client and the agency.

Unplanned Discharge

The client was referred and did not attend a number of assessment or treatment appointments. The agency staff have agreed that the client is no longer on its books.

Disciplinary Discharge

The client has been discharged due to misconduct.

**Waiting Times Summary - Start of Treatment to Discharge**  
**January - March 2005**

	Start of Treatment to Discharge for...								
	Planned Discharges			Unplanned Discharges			Disciplinary Discharges		
	Jan-Mar 05			Jan-Mar 05			Jan-Mar 05		
	Total	>12 wks	%	Total	>12 wks	%	Total	>12 wks	%
<i>Drug Action Team</i>									
Aberdeen City	22	16	73	17	8	47	1	1	100
Aberdeenshire	4	1	25	15	7	47	2	0	0
Angus	3	1	33	2	1	50	13	1	8
Argyll and Clyde	31	15	48	67	50	75	4	3	75
Ayrshire and Arran	75	46	61	38	15	39	1	0	0
Borders	21	7	33	18	6	33	3	1	33
Dumfries and Galloway	30	12	40	20	8	40	0	0	0
Dundee City	5	4	80	1	0	0	0	0	0
East Lothian	26	7	27	8	2	25	1	1	100
Edinburgh City	34	19	56	55	26	47	0	0	0
Fife									
Forth Valley	27	15	56	33	12	36	0	0	0
Glasgow	200	47	24	108	29	27	1	1	100
Highland	10	6	60	14	4	29	1	1	100
Lanarkshire	29	10	34	28	15	54	0	0	0
Midlothian									
Moray	36	29	81	4	2	50	0	0	0
Orkney	0	0	0	0	0	0	0	0	0
Perth and Kinross	0	0	0	0	0	0	0	0	0
Shetland	2	0	0	1	0	0	0	0	0
West Lothian	24	14	58	9	4	44	6	5	83
Western Isles	1	1	100	0	0	0	0	0	0
<b>Scotland</b>	<b>580</b>	<b>250</b>	<b>43</b>	<b>438</b>	<b>189</b>	<b>43</b>	<b>33</b>	<b>14</b>	<b>42</b>

Planned Discharge

The client was referred on to another agency, or discharged at the end of their treatment with the agreement of the client and the agency.

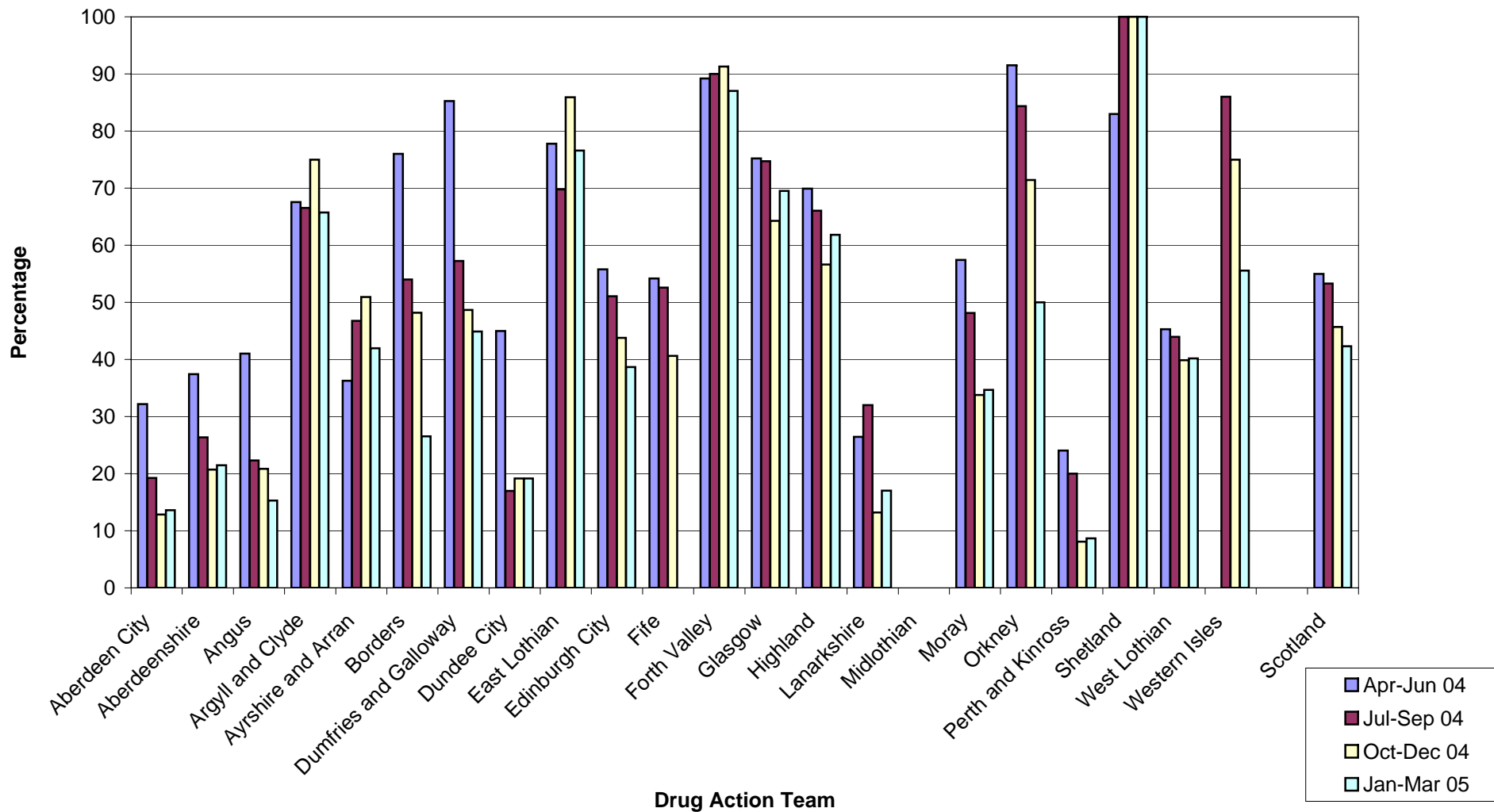
Unplanned Discharge

The client was referred and did not attend a number of assessment or treatment appointments. The agency staff have agreed that the client is no longer on its books.

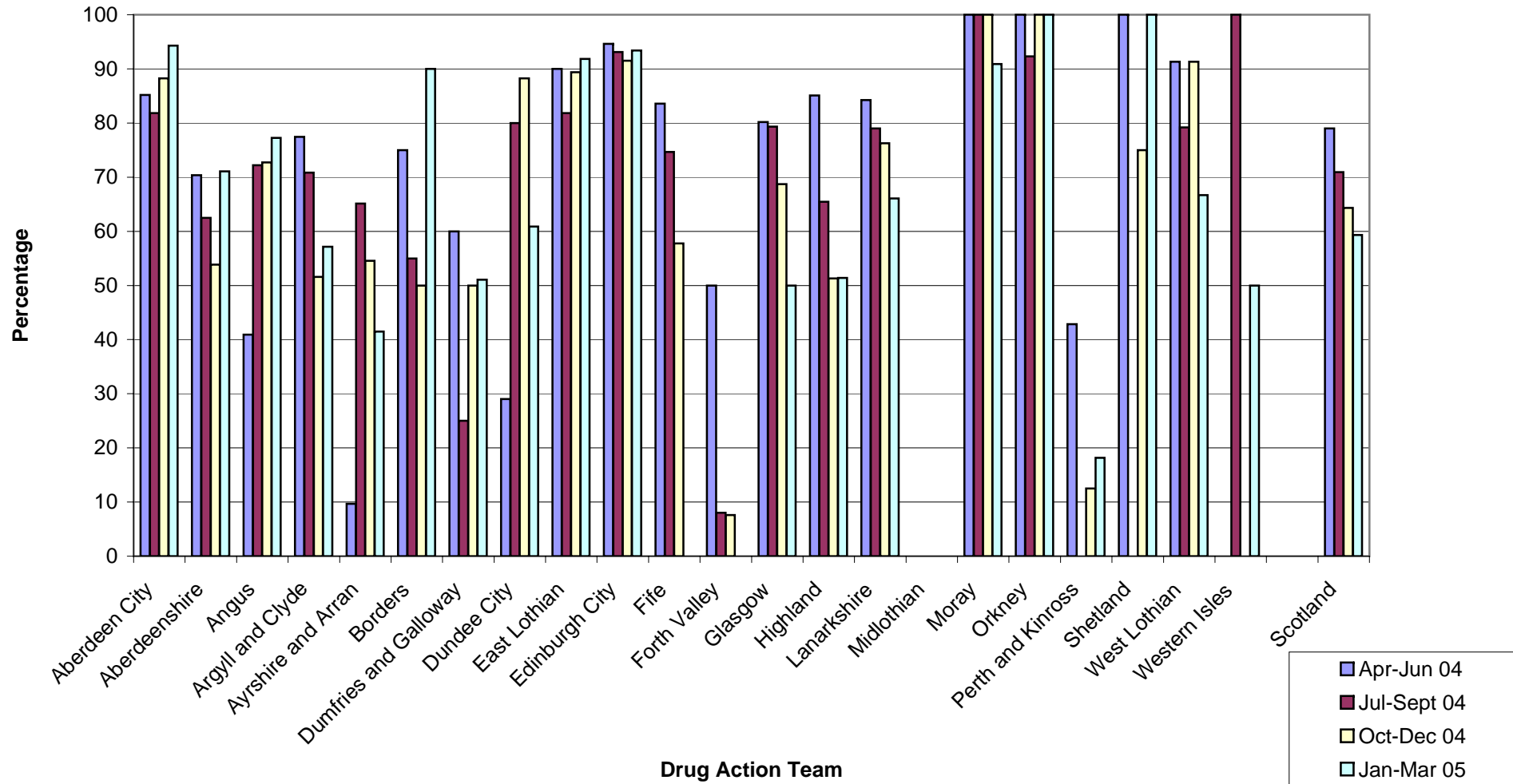
Disciplinary Discharge

The client has been discharged due to misconduct.

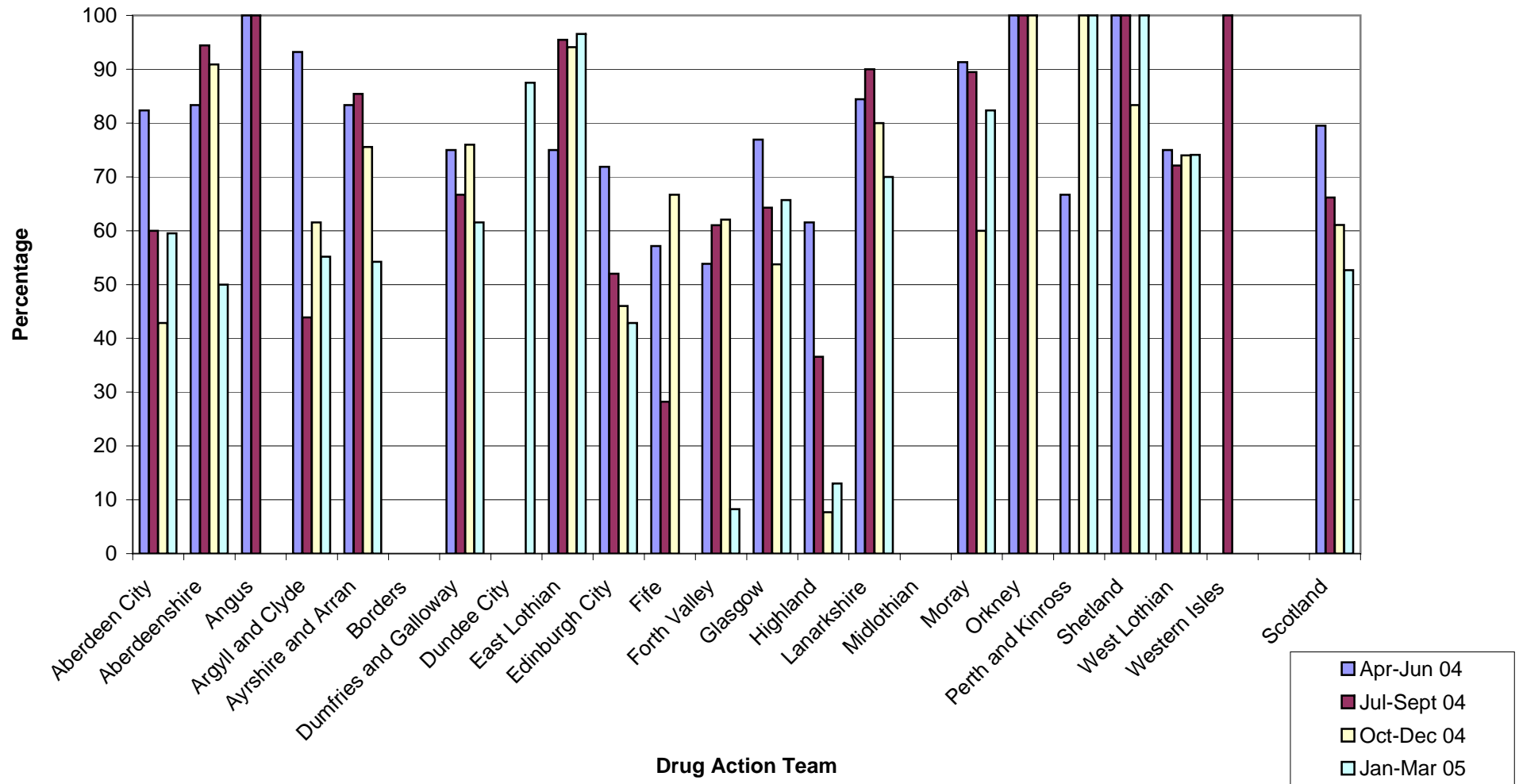
## Waiting Times Summary: Percentage of clients receiving an assessment appointment within 21 days of referral



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



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



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

