

## **National Waiting Times Information Framework Report October - December 2004**

Attached are two 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 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.

DMIST are working with Real Time Engineering to further develop the reporting function of the Access database used by the DAATs to process waiting times data. Enhancements focus on providing the DAATs with greater flexibility and more detailed information on referrals, discharges and retention in treatment.

### **Interpreting the Data**

The proportion of services submitting data 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. 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 October – December 2004 data are:

- There have been no submissions from Midlothian DAAT since data collection began due to technical difficulties.
- There are no October – December 2004 submissions from Highland DAAT due to staff absence. The reports will be updated once information becomes available.
- Figures for Edinburgh City DAAT for the period July – December 2004 include *only* data returned by the Community Drug Problem Service.
- Two of the Community Addiction Teams have submitted incomplete data due to the restructuring of services in Glasgow City. This will impact on the overall figures for Greater Glasgow DAAT.
- 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. 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.

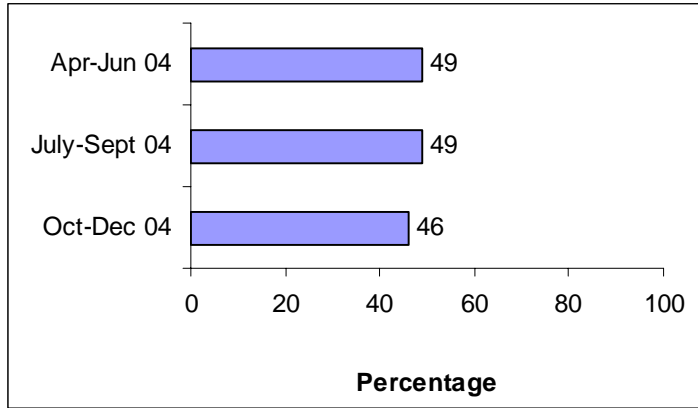
There is a wide range of demand for substance misuse services across Scotland, and to meet this demand, an equally variable set of practices across the country. In some DAAT areas, the impact of a single specialized service – for example, a crisis management centre – may dramatically alter the distribution 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 relatively stable over three 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: Trend Data  
April to December 2004

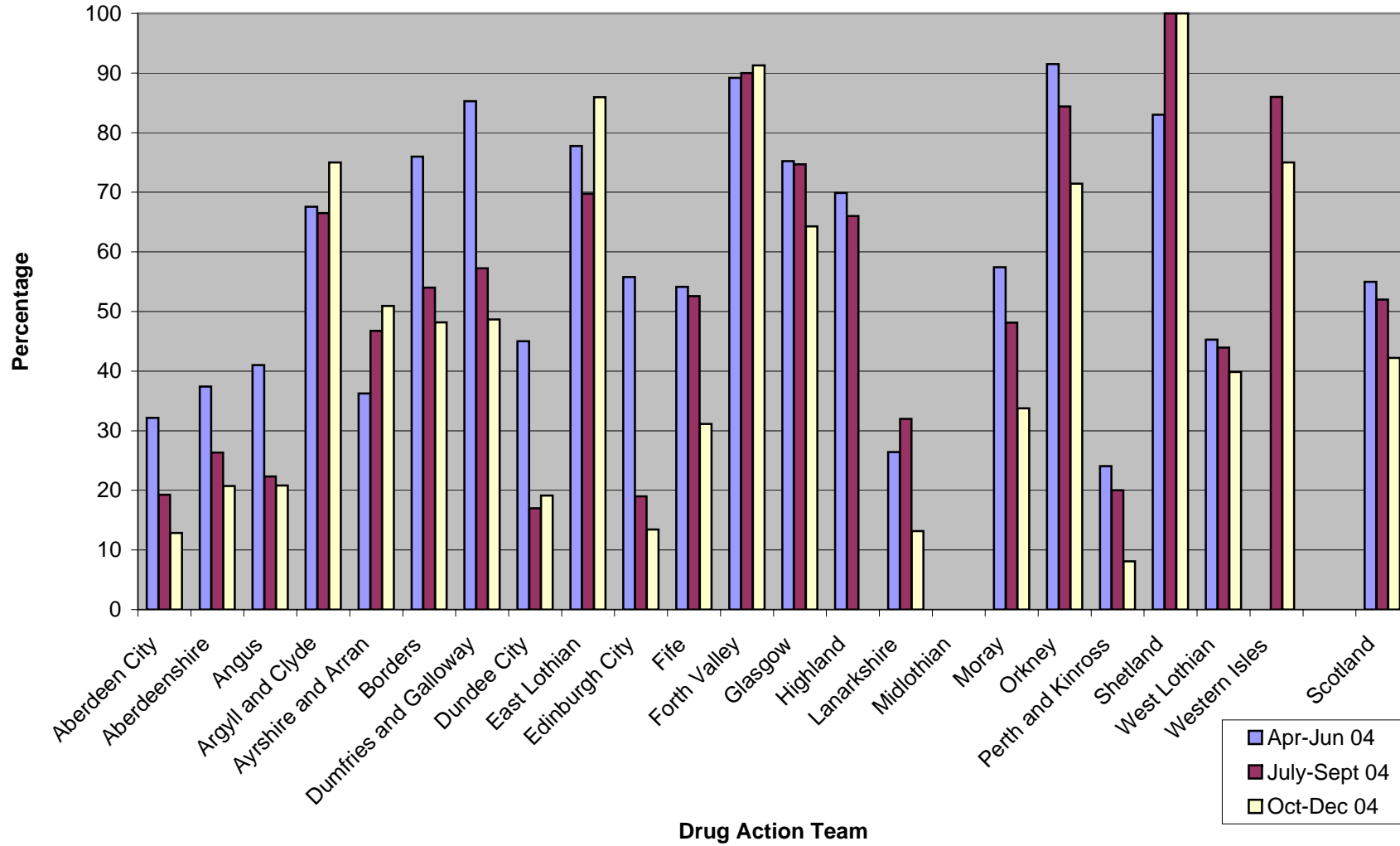
Drug Action Team	Referral to Assessment <sup>1</sup>						Ready for treatment to...																							
	Referral to Assessment <sup>1</sup>						Structured Preparatory & Motivational Intervention <sup>2</sup>						Prescribed Drug Treatment <sup>2</sup>						Community Support / Rehabilitation <sup>2</sup>						Residential Detox / Rehabilitation <sup>2</sup>					
	Apr-Jun 04		Jul-Sep 04 <sup>r</sup>		Oct-Dec 04		Apr-Jun 04		Jul-Sep 04 <sup>r</sup>		Oct-Dec 04		Apr-Jun 04		Jul-Sep 04 <sup>r</sup>		Oct-Dec 04		Apr-Jun 04		Jul-Sep 04 <sup>r</sup>		Oct-Dec 04		Apr-Jun 04		Jul-Sep 04 <sup>r</sup>		Oct-Dec 04	
	<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	
n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	
Aberdeen City	101	32	68	19	61	13	46	85	36	82	45	88	14	82	9	60	9	43	5	83	11	85	4	40	0	0	0	0	0	0
Aberdeenshire	55	37	54	26	40	21	19	70	15	63	7	54	5	83	17	94	20	91	2	50	1	25	1	50	15	50	15	50	13	52
Angus	32	41	25	22	25	21	9	41	13	72	16	73	1	100	2	100	0	0	4	57	0	0	1	14	0	0	0	0	0	0
Argyll and Clyde	298	68	312	67	291	75	79	77	51	71	33	52	41	93	18	44	32	62	53	90	97	92	77	75	0	0	0	0	3	21
Ayrshire and Arran	198	36	387	47	322	51	3	10	28	65	18	55	25	83	41	85	34	76	18	72	29	62	15	54	5	83	5	83	6	100
Borders	148	76	36	54	93	48	50	75	21	55	22	50	0	0	0	0	0	0	2	67	3	75	8	67	0	0	0	0	22	49
Dumfries and Galloway	162	85	138	57	180	49	9	60	5	25	19	50	3	75	4	67	19	76	59	82	66	84	53	76	0	0	0	0	0	0
Dundee City	108	45	52	17	54	19	2	29	12	80	15	88	0	0	0	0	0	0	0	0	0	0	2	40	0	0	0	0	0	0
East Lothian	133	78	90	70	116	86	45	90	27	82	42	89	3	75	21	95	32	94	4	13	4	9	10	16	0	0	0	0	0	0
Edinburgh City	463	56	47	19	53	13	106	95	22	85	24	89	23	72	0	0	10	77	121	86	0	0	4	100	0	0	0	0	0	0
Fife	482	54	470	53	486	31	56	84	56	75	55	60	8	57	11	28	55	74	128	83	155	91	199	93	0	0	0	0	0	0
Forth Valley	190	89	349	90	482	91	3	50	6	8	6	8	7	54	28	61	36	62	5	9	9	13	10	10	0	0	0	0	0	0
Glasgow	1074	75	1305	75	1106	64	194	80	215	79	180	69	90	77	90	64	57	54	96	64	112	61	107	60	116	50	116	50	103	45
Highland	65	70	103	66			40	85	53	65			8	62	15	37			6	86	4	100			0	0	0	0		
Lanarkshire	249	26	281	32	142	13	91	84	67	79	45	76	38	84	75	90	28	80	27	66	39	76	14	74	4	100	0	0	2	100
Midlothian																														
Moray	58	57	51	48	25	34	16	100	9	100	8	100	21	91	17	89	12	60	21	95	15	94	8	73	0	0	0	0	0	0
Orkney	43	91	27	84	5	71	13	100	12	92	4	100	16	100	2	100	2	100	7	88	7	64	2	100	0	0	0	0	0	0
Perth and Kinross	19	24	8	20	9	8	3	43	0	0	1	13	2	67	0	0	1	100	1	50	0	0	0	0	0	0	0	0	0	0
Shetland	5	83	1	100	6	100	2	100	0	0	3	75	4	100	1	100	5	83	0	0	0	0	1	100	0	0	0	0	0	0
West Lothian	125	45	124	44	157	40	21	91	19	79	21	91	21	75	31	72	37	74	6	75	3	75	8	57	0	0	0	0	0	0
Western Isles	n/a		6	86	6	75	n/a		2	100	0	0	n/a		1	100	0	0	n/a		3	100	0	0	n/a		0	0	0	0
<b>Scotland</b>	<b>4008</b>	<b>55</b>	<b>3934</b>	<b>52</b>	<b>3659</b>	<b>42</b>	<b>807</b>	<b>79</b>	<b>669</b>	<b>68</b>	<b>564</b>	<b>63</b>	<b>330</b>	<b>80</b>	<b>383</b>	<b>67</b>	<b>389</b>	<b>69</b>	<b>565</b>	<b>71</b>	<b>558</b>	<b>68</b>	<b>524</b>	<b>62</b>	<b>140</b>	<b>49</b>	<b>136</b>	<b>49</b>	<b>149</b>	<b>46</b>

r - Revised

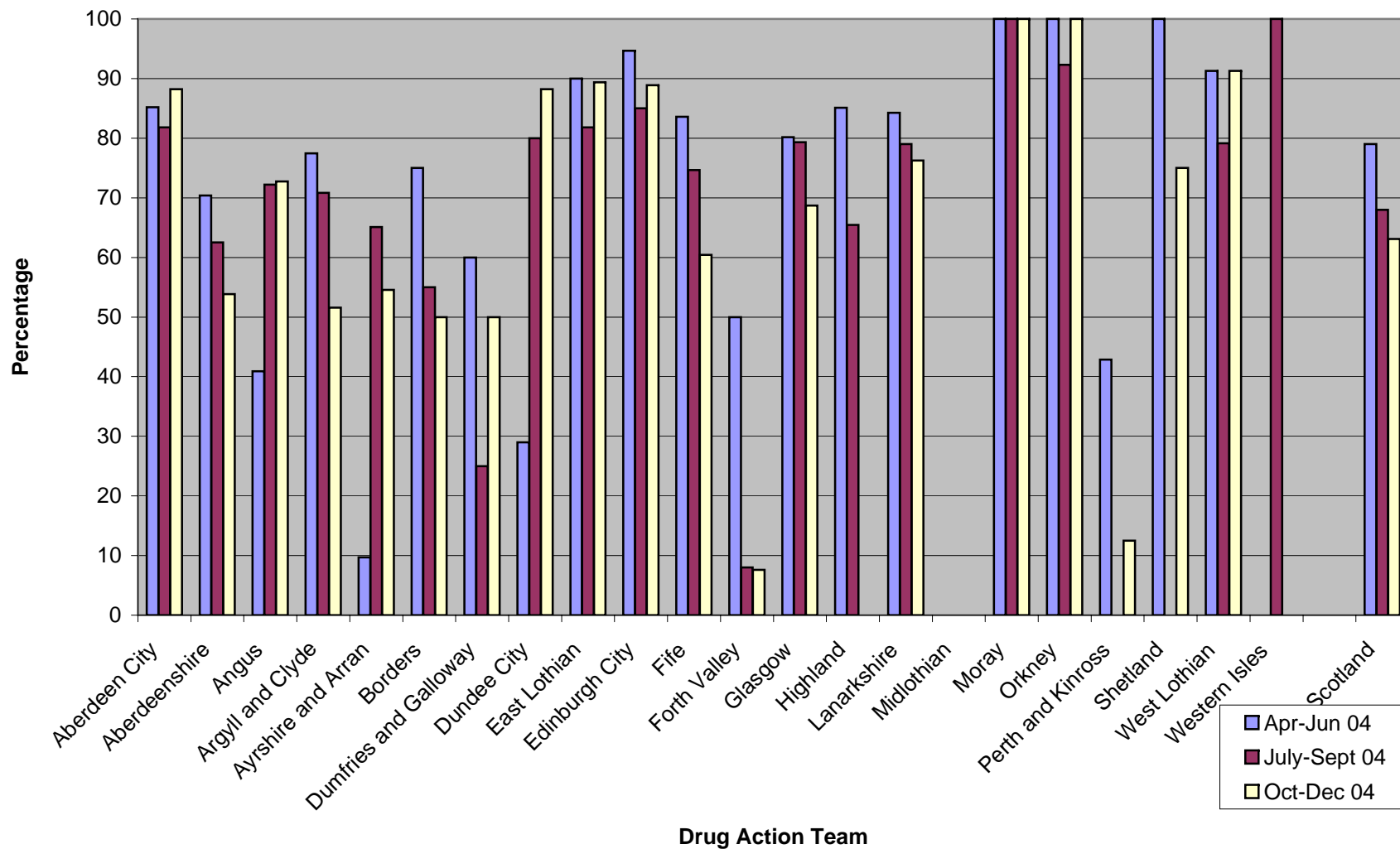
1 - Time between date referral received / first contact and the first appointment date offered for assessment for those assessed during the reporting period OR the time between date referral received / first contact and the end of the reporting period for those still waiting for assessment.

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.

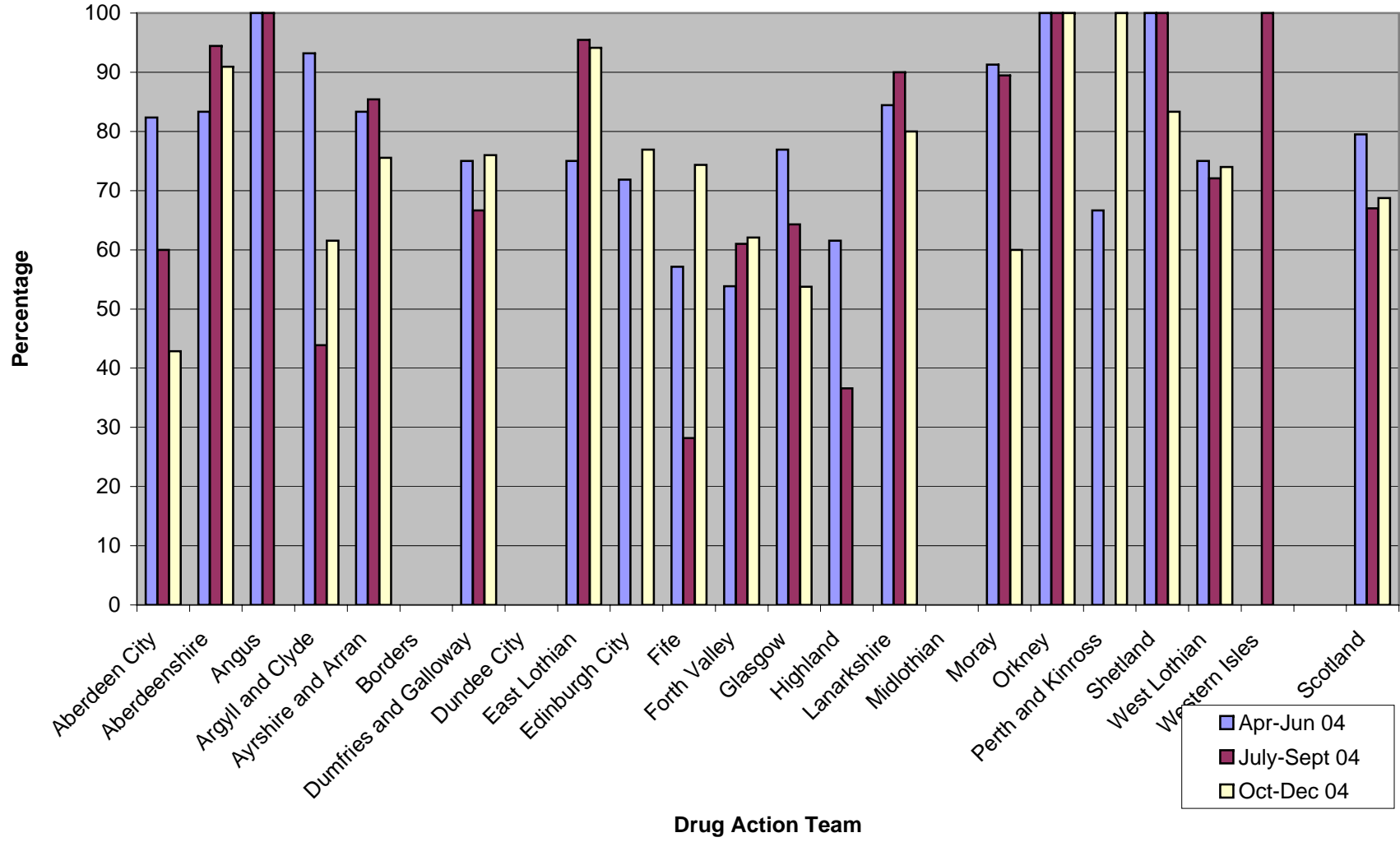
### Waiting Times Summary: Proportion of clients assessed within 21 days of referral



**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)**

