

**NHS 24  
BOARD MEETING**

**31 AUGUST 2023  
ITEM NO 12.4  
FOR ASSURANCE**

**KEY POINTS OF THE PLANNING AND PERFORMANCE COMMITTEE HELD  
ON 14 AUGUST 2023**

<b>Executive Sponsor:</b>	Committee Chair, Mr Mike McCormick
<b>Lead Officer/Author:</b>	Committee Secretariat
<b>Action Required</b>	The Board is asked to note the key points for assurance from the Planning and Performance Committee meeting held on 14 August 2023.

**1. Purpose of the report**

This report provides the NHS 24 Board with an update on key issues arising from the Planning and Performance Committee meeting held on 14 August 2023.

**2. Recommendation**

The NHS 24 Board is asked to receive and note the key points outlined.

**2.1 Strategy Launch**

The new NHS 24 Strategy was launched on 31 July 2023. The Committee noted the associated communications plan and the intention to align stakeholder engagement with the digital and service transformation strategic portfolios going forward. Consideration will also be given to the role that non-executive directors can play in supporting strategic engagement as part of that planning work.

Consideration will be given to the adaptation of a version accessible for children and young people and that the Committee would welcome this detail as these portfolios are developed.

**2.2 Procurement Strategy**

The Planning and Performance Committee reviewed the Procurement Strategy which is received by the Committee on an annual basis.

Following review, the Committee noted and welcomed the Procurement Strategy and its focus on best practice and collaborative work between SAS and NHS 24 as well as other organisations. Agreement was reached to recommend that the NHS 24 Board adopt the strategy.

### **2.3 Climate Emergency**

The Committee received a comprehensive update on progress which it noted and welcomed, including in particular the carbon and efficiency savings associated with the collaborative NHS Tayside study regarding Flow Navigation Centre and urgent care pathways. The Committee further noted that future papers will highlight specific quantitative actions and measures of progress being made in this area.

### **2.4 Estates**

The Committee were advised that the options appraisal for the relocation of staff in Aberdeen to Forest Grove on the ARI site had been completed. The Scottish Government Property Team required a business case for this work which was submitted and well received by them. At present a tender is out seeking a contractor for the building to be fitted out. The Committee were appreciative of the innovative flexibility of footprint size/capacity and reflective costing this model will produce.

It was noted that at the Dundee Centre there is an application for use of space in Block C, which forms part of Block A, as student accommodation. NHS 24 submitted an objection letter to the council on 27 July 2023 and this is being considered at present. A further update will be provided in due course.

### **2.5 Information, Governance and Security Report**

With regard to the above report, the Committee noted and welcomed the significant work and progress that had been undertaken on the Network and Information Systems Regulations. It was particularly pleased to note a specific Cyber Resilience Risk Register had been produced.

### **2.6 Committee Self Effectiveness Results**

The results from the above exercise were presented to the Committee. On the whole the results were positive, with nothing being assigned to the “disagree” categories. It was noted that an action plan, using the results from this exercise will be developed and presented to the Committee at the meeting scheduled for 27 November 2023.

### **2.7 Corporate Performance Report – July 2023**

The Committee reviewed the above paper and noted the following points:

- There had been a drop in demand.
- Sickness/absence had increased slightly.

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- Due to high levels of nurse sickness/absence in July the month had been challenging.
- Breathing Space – demand for this service is increasing but is being met.

The report and update was noted and welcomed by the Committee.