





NHS 24 BOARD MEETING		28 APRIL 2022 ITEM 9.1 FOR ASSURANCE	
RMP4 - QUARTER 4 REVIEW			
Executive Sponsor:		Director Service Delivery/Steph Phillips	
Lead Officer/Authors:		Service Development Manager/Annie Robertson Service Development Manager/John Barber	
Action Required		The updated RMP4 Delivery Plan capturing progress against key deliverables until the end of Quarter 4 and this covering paper is circulated to the Board for assurance. This must be returned to Scottish Government by Friday 29 April 2022.	
Key Points for the Planning and Performance Committee to consider		<ul style="list-style-type: none"> • Scottish Government have requested a review of progress against RMP4 deliverables for Quarter 4 until the end of March 2022. • Scottish Government guidance is that the update is limited to the Delivery Plan. The update should be brief and focus on highlighting any changes from the Q3 review. • There is also an ask to look forward to Q1 of 2022/23 and provide details of any additional expected deliverables to end June 2022 and update existing milestones carried forward • Guidance for planning beyond RMP4 into the medium-term is expected at the end of April 2022 with this expected to be submitted in July 2022. • Notwithstanding any future guidance, it is noted that there is a need to reconcile a greater range of operational, BAU and change activity into a cohesive and aligned format that supports internal active governance and external monitoring. 	
Governance process		This presents the report for the April EMT, prior to Planning & Performance Committee (May) and Board (April).	
Strategic alignment and link to overarching NHS Scotland priorities and strategies		<p>NHS Boards are required to develop Remobilisation Plans. Scottish Government requested that Boards develop an updated plan to cover the period until end March 2022 advising that they act as the annual operating plan.</p> <p>Remobilisation Plans will be used to review progress against deliverables and considered as part of performance monitoring for 2021/22.</p>	
Financial Implications		The 2021/22 Continuation and Remobilisation Plan includes key financial commitments that were detailed and included in the financial plan as part of the initial submission. These are monitored as part of the wider financial performance.	
Equality and Diversity		The individual priorities of the Continuation and Remobilisation Plan 2021/22 are assessed for impact in relation to equality and diversity.	

1. BACKGROUND

- 1.1. Since May 2020, the Scottish Government have requested that NHS Boards develop Remobilisation Plans. These are to be submitted in place of Annual Operating Plans in recognition of the exceptional circumstance created by the pandemic and the complexity of planning further ahead. The 2021/22 Remobilisation Plan is a continuation of the 2020/21 plan and was to act as a point of reference for summarising key work and reporting progress to the Sponsor Team.
- 1.2. The instructions and guidance issued for the Quarter 4 review asked for a brief update on progress against deliverables to the end of March 2022, with the submission limited to the delivery plan only and highlighting changes since the Q3 December review; and in particular focussing on those with a status of amber/red/complete with any associated activity. There is also an ask to look forward to Q1 of 2022/23 and provide details of any additional expected deliverables to the end of June 2022 and update existing milestones carried forward. The requested date for submission is by **29 April 2022**.

2. HIGHLIGHTS

- 2.1. Following approval by Scottish Government and aligned to national pandemic de-escalation and recovery, the clinical COVID-19 pathway has been decommissioned. The required changes to internal technical systems, protocol and process and resourcing were successfully implemented by the target date of 01 April 2022.
- 2.2. Notice has been served to the National Coronavirus Helpline supplier to align with current funding allocation and contractual obligations. A transition plan will be developed to recover the NHS inform telephony service to BAU delivered by the HIS team and changes made to supplier resource to minimise spend to commercially viable baseline level. Full Ministerial approval will be sought to cease provision of a distinct 0800 telephone line for COVID and integrate this demand within the HIS service.
- 2.3. The Forensic Medical Examination service (FME) commissioned by Scottish Government went live on 01 April 2022 with the associated technical, process and protocol changes and resource allocated successfully by the agreed target date.
- 2.4. Each deliverable and associated update is reviewed and approved by the nominated NHS 24 Executive Lead.
- 2.5. There are 23 actions/deliverables linked to the RMP4 with the current and change from previous status summarised in the table below

Status					Total
September 2021	1 (complete)	17	5	0	23
December 2021	1 (complete)	17	5	0	23
March 2022	3 (complete)	19	1	0	23
Change from last	↑2	↑2	↓4	↔0	23

2.6. The completed and amber/red deliverables and the rationale for the reported status are summarised in the table below. The full details of progress, risks and mitigating actions are included in the attached Delivery Plan.

No.	Deliverable	Impact
8.1	Continue to progress and deliver Phases 1 and 2 of Connect Programme	Significant programme of work with ICT capacity challenged by competing priorities to increase capability/capacity to meet demand; and impact of COVID-19 absence.

3. SUMMARY

3.1. An update is provided against RMP4 deliverables as per Scottish Government guidance. It has been noted that the overall RMP format does not easily reflect and capture the full extent of business and operational activity across the organisation. Scottish Government are working on guidance for medium term planning and expect this to be issued at the end of April 2022, however this also might not lend itself to wider/cohesive organisational strategy and there will remain a need to reconcile the full range of activity across the organisation internal reporting.

3.2. As noted with the Q3 review there still remains a need to consider internal planning, routine reporting and monitoring, where they should support internal active governance, tactical and strategic decision making and communication. It is proposed that this action is taken forward by the Strategic Planning Team.

4. RECOMMENDATION

4.1 The NHS 24 Board is asked to note the progress against RMP4 deliverables in Q4 until the end March 2022 and any expected carry-over look forward items until the end of June 2022 in the delivery planning template.