

**NHS 24
BOARD MEETING**

**02 MARCH 2023
ITEM NO 12.4b
FOR ASSURANCE**

**KEY POINTS OF THE PLANNING AND PERFORMANCE COMMITTEE HELD ON
13 FEBRUARY 2023**

Executive Sponsor:	Chair Planning and Performance Committee, Mike McCormick
Lead Officer/Author:	Director of Transformation, Strategy, Planning and Performance
Action Required	The NHS 24 Board is asked to note items discussed at the Planning and Performance Committee meeting of 13 February 2023.

1 Purpose

The purpose of this report is to provide the NHS 24 Board with an update on key issues discussed at the Planning & Performance Committee meeting held 13 February 2023. Members of the NHS 24 Board will be invited to **note** the contents of the report.

2 KPI Framework

The Committee welcomed the work to date and the proposals presented on the KPI Framework. It endorsed the desire to better reflect the “abandoned call” measure to ensure this adequately reflected the issue of risk rather than proactive redirection to more appropriate services via IVR. This measure can evolve as NHS 24 technology and wider quality management systems allow for better tracking of outcomes and navigation across NHS 24 access channels.

It was noted that the ultimate intention is to measure the whole patient experience and outcomes and not just patients’ interaction with NHS 24. The desire to measure NHS 24’s effectiveness and impact on the whole NHS system is also a key driver.

The Committee welcomed the following:

- The move to measure outcomes and not just inputs and outputs.
- Similarly, the presentation of metrics in terms of the experience and outcomes for public / patients, staff, and the wider system, to demonstrate value add and effectiveness
- The proposal to measure call median and 90th percentile, not percentage in X amount of minutes.

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- The post call SMS system to gather feedback on patients' experience and next steps.
- The additional introduction of a measure in terms of sustainability.

Finally, the Committee noted the need to use actual numbers, not percentages, for complaint response.

3 Connect Phase 1 Closure Paper

Mr Tony Cronin from Resulting-IT presented an update on the above, which the Committee found extremely helpful.

The Committee welcomed the enormously positive impact and sound financial management in Connect 1c and requested that an update be brought back to the Committee in six months in terms of benefits realisation. This would allow the Committee to hear about the longer-term impact of the changes in terms of system performance and resilience along with financial impact.

4 Strategy Update

Ms Phillips referred to the paper that had been developed set out the progress to date regarding the development of the strategy. She confirmed:

- The strategy is in the final stages of being drafted.
- Formal consultation will commence in early March 2023.
- The strategy will come to the Board in May for final approval, together with the strategic delivery plan / ADP.
- The strategy will ensure alignment with the workforce strategy, the clinical roadmap, and existing strategic outputs. etc.
- The timeline for the strategy will be five years.
- The Community Team within Health Improvement Scotland have been engaged with on the strategy for a number of months.
- The development of the strategy has been submitted to the SPG on a monthly basis.

The Committee advised they considered the strategy to be shaping up positively. With regard to stakeholders who had been engaged as part of the strategy consultation, Ms Phillips agreed share a list of those with members.

It was noted a commissioning letter from Scottish Government for 2023/24 three-year Annual Delivery Plan (ADP) is expected on 10 March 2023, with an assumption that it will be an end of May submission date for the ADP.

Noting the above timelines and with regard to bullet point 3 above an additional Board in May will be convened to discuss and approve the three-year plan in to meet the emerging Scottish Government planning timetable requirements.

5 3 Year Financial Plan Update

Mr Gebbie discussed the above paper with the Committee and advised it would be presented to the Board reserved session scheduled for 02 March 2023. He explained the draft plan is based on the assumptions which were received from Scottish Government and the current inflation pressures.

The Committee noted page 2 of the report where the impact of uplift assumptions and inflation pressures were demonstrated.

The draft update has been discussed with Scottish Government and it was noted final plans are due to be submitted at the end of March 2023.

The Committee noted the budgetary pressures on the organisation and the requirement to prepare a balanced budget for the Annual Delivery Plan. Mr Gebbie was invited to make further contact with the Committee on budgetary choices if required.