

NHS 24 TECHNICAL TRANSFORMATION PROGRAMME

Executive Sponsor:	Chief Information Officer
Lead Officer/Authors:	Technology Transformation Programme Manager and Associate Director, Planning & Performance
Action Required	The NHS 24 Technology Transformation Programme Update is presented to the NHS 24 Board for noting
Key Points	<p>This paper presents the NHS 24 Board with:</p> <ul style="list-style-type: none">• A draft revised Business Case format which at the point of submission to August Board meeting will incorporate the additional detail requested at the May Board meeting that will provide the Board with the requested additional information to allow a preferred option to be approved• An overview of approach
Financial Implications	The Outline Business Case for this programme will include a full financial commercial and economic assessment.
Timing	The Board is asked to comment on the revised format and detail which will be completed and presented at the August Board
Contribution to NHS 24 strategy	This Transformation will connect and enable the delivery of innovative, flexible and dependable systems and solutions required to deliver the corporate strategic objectives
Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)	Connecting and delivering innovative, flexible connect delivery of dependable systems and solutions required to deliver the corporate strategic objectives
Equality and Diversity	Equality and Diversity will be delivered as part of the programme

RECOMMENDATION

- 1.1 The Board is requested to comment on the planned content that will be included within the revised Business Case and note the progress to date.

2. TIMING

- 2.1 The Programme Team are currently implementing the changes requested by the Board at the May NHS24 Board meeting and an improved Business Case will be submitted for the August NHS24 Board Meeting.

3. PROGRESS

- 27 May Programme Team, Supplier and External Governance meeting held to review current Options and explore the viability of additional technical and financial alternatives.
- Revised stakeholder engagement sessions to review Risks and Benefits, Contributors detailed in table below.

Stakeholder Group	Key Contributor
Service Delivery	Alasdair Quinney , Catherine Hamill, & Kevin McMahon
Nursing	Mark Kelly
Finance	Margo McGurk/ Damian Snedden
Service Development	Murdoch Carberry /Louise Bennie
Medical	Dr Anna Lamont
Communications	Suzy Aspley
Workforce	Pauline Docherty
Staff Side	Kenny Woods
Nursing	Brenda Wilson
ICT	Sanny Gibson
ICT	John Sandbach
ICT	John Martin/ Danny McCann

- Business Case provision using SCIM (Scottish Capital Investment Manual) providing guidance on the cyclical process of project development from inception at the service planning stage to post project evaluation of service benefits.
- Incorporating National and NHS24 Risk assessment process.
- Improved objective and benefit realisation presentation.
- Planned Executive Team input with regards to objective weightings.

- External Review incorporated.

4. NATIONAL TECHNICAL STRATEGY

- 4.1 The Programme Team exploring in greater granularity the “Cloud First” strategy which is in line with Scottish Government and NHS Scotland guidelines.

5. FINANCIAL IMPLICATIONS

- 5.1 The Outline Business Case for this programme will include a full financial commercial and economic assessment.

6. APPROACH AND DELIVERY

- 6.1 Taking the advice and instruction that was provided at the May 2019 Board meeting there has been greater emphasis on incorporating the stakeholders within NHS 24 who actually use the systems involved. Key resources from within Finance are working closely with the ICT team to ensure there is clarity and understanding both from a Technical and Financial perspective. The planned August presentation will provide a clearer view of how the Options provided relate to:

- National Strategies
- NHS24 Strategies
- Incorporating external advice