

NHS 24 BOARD MEETING		20 JUNE 2019 FOR ASSURANCE	
NHS 24 – ANNUAL REVIEW 2017/18			
Executive Sponsor:	Director of Finance and Performance		
Lead Officer/Author:	Associate Director of Planning and Performance		
Action Required	The Board is invited to note the content of the NHS 24 Annual Review 2017/18 letter received from the Minister for Mental Health – Claire Haughey, MSP		
Key Points:	Key areas covered within the response letter are: <ul style="list-style-type: none"> • Performance • Strategic Direction • Digital • Staffing • Resources 		
Financial Implications	There are no financial implications at this stage.		
Timing	The letter highlights the key responses during the visit, which took place in December 2018 and January 2019. It also identifies actions required to be progressed in 2019/20.		
Contribution to NHS 24 strategy	NHS 24 Annual Review process contributes to the key work areas that are hosted within the NHS 24 Strategy, details of which are covered as part of the review that is held.		
Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)	The strategic outputs from NHS 24 Annual Review continue to support NHS 24's contribution to the 2020 Vision and National Health and Social Care Delivery Plan.		
Equality and Diversity	The Annual Review process takes account of departmental resource requirements in relation to equality and diversity.		

1. RECOMMENDATION

- 1.1 The Board is invited to note the content of the NHS 24 Annual Review 2017/18 letter received from the Minister of Mental Health.

2. BACKGROUND

- 2.1 NHS 24 Annual Review 2017/18 was held at the Golden Jubilee Conference Hotel on Monday 7 December 2018 and the public session, which was held on 31 January 2019.
- 2.2 This letter received in May 2019 summarises the main points discussed and the actions arising from the review.

3. NEXT STEPS

- 3.1 NHS 24 are now progressing the actions arising from this review as noted within the letter received.

4. CONCLUSION

- 4.1 The minister for Mental Health advised that she is pleased by the progress NHS 24 has made over the last year, especially in light of its organisational improvement programme. As the technology platform is now operational, she looks forward to seeing how NHS 24 can support the wider healthcare system through the continued delivery of our strategy. She was also encouraged to see how the organisation continues to develop in the coming months.