

NHS 24 BOARD MEETING		26 AUGUST 2019 ITEM NO 10.2	
WORKFORCE FRAMEWORK 2019-2021			
Executive Sponsor:	Director of Workforce		
Lead Officer/Author:	Director of Workforce		
Action Required	The Board is asked to note the development of the Workforce Framework 2019-2021.		
Key Points	The aim of this Workforce Framework is to ensure we have a sustainable, healthy and productive workforce with the capacity and capability to meet the current and future demand for our services at NHS 24.		
Financial Implications	There are currently no additional financial implications.		
Timing	To be delivered during 2019-2021.		
Contribution to NHS 24 strategy	The Workforce Framework is aligned to the delivery of our strategy and recognises the potential opportunities for NHS 24 in developing a workforce that is appropriately skilled and with the right roles in place to offer improved outcomes for patients and be integral to the wider health and social care system.		
Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)	The Workforce Framework has been developed to align with the 2020 Vision, taking account of the workforce implications.		
Equality and Diversity Impact Assessment (EQIA)	Equality & Diversity considerations will be undertaken during the implementation of the Workforce Framework.		

1. RECOMMENDATION

- 1.1 The Board is invited to note the development of the Workforce Framework 2019-2021.

2. TIMING

- 2.1 The Workforce Framework will be delivered throughout 2019-2021.

3. BACKGROUND

- 3.1 Over the past several months conversations and workshops have taken place to understand what we want to achieve in NHS 24 with our workforce and how we are going to achieve that. We have identified a range of internal and external

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drivers which will impact the workforce currently and in the future. To achieve our aim we will focus on the following strategic priorities:

- Building and sustaining our workforce for now and for the future
- Developing our workforce and ensuring it's technology ready
- Staff Health & Wellbeing
- National Collaborative Workforce

4. FINANCIAL IMPLICATIONS

4.1 There are currently no additional financial implications.