

NHS 24

BOARD MEETING

26 AUGUST 2019

**FOR ASSURANCE
ITEM 12.4**

**KEY POINTS OF THE PLANNING & PERFORMANCE COMMITTEE HELD
ON 15 AUGUST 2019.**

Executive Sponsor:	Mr Mike McCormick
Lead Officer/Author:	Executive Assistant
Action Required	The Board is asked to note the key points for assurance from the Planning and Performance Committee meeting held on 15 August 2019.

1. Purpose of the report

This report provides the NHS 24 Board with an update on key issues arising from the Planning & Performance Committee meeting held on 15 August 2019.

2. Recommendation

The NHS 24 Board is asked to receive and note the following key points.

- 2.1 There was a detailed discussion of the Technology Refresh option appraisal work currently in development. The Committee suggested a number of additional details that would be useful and required to assist the decision making process.
- 2.2 The Committee agreed to recommend to the Board the adoption of the welcomed approach proposed to review the current NHS 24 Strategy, noting that the horizon scanning would reach beyond NHS Scotland and would include consultation with partners.
- 2.3 **Clyde Contact Centre – Estates Business Case**
The committee endorsed the intention to await further information on the options and current property search information prior to responding formally to the GJNH on the recently proposed July 2020 departure date.
The Committee also welcomed the approach and progress to date on developing options to replace the Clyde Contact Centre base and sought that an additional selection criterion be added, setting out the relative impact of options on the overall NHS (alongside the evaluation of the impacts on NHS 24.)

2.4 The committee agreed to recommend the adoption of the Procurement Strategy to the NHS 24 Board