

NHS 24 BOARD MEETING	3 OCTOBER 2019 FOR APPROVAL
Executive Sponsor:	Director of Finance and Performance
Lead Officer/Author:	Associate Director of Planning and Performance
Action Required	The Board is asked to approve the Winter Plan 2019/20.
Key Points	<p>This winter plan is presented in a changed format to previous years and in line with the recent guidance from Scottish Governments. Previous plans have had a significant focus and level of detail on the festive period whereas this plan focuses on the overall planning approach for the entire winter period.</p> <p>The Scottish Government has set out 5 key priorities for the coming winter. These include; reducing attendances wherever possible by managing care closer to home, managing or avoiding admission wherever possible, ensuring appropriate workforce availability across the winter period, reducing length of stay and focusing on flow through acute care.</p> <p>Given our position in the patient journey, our winter plan focuses on the first 3 of these priorities as they align best with the services we provide. The plan also describes how we will plan and resource our services to ensure maximised resilience not just to our own service provision but the whole system.</p> <p>The key Festive dates will receive specific focus in recognition of the additional pressure on these dates.</p> <p>A separate review exercise is underway to determine the performance trajectory for our KPIs during the winter period and in particular will consider the trajectory performance against the service access level target and the level of calls answered where care was delivered or arranged at the first point of contact.</p>
Financial Implications	The costs associated with delivering all our services over winter are included in the Annual Operating Plan (AOP). The guidance for the winter plans this year confirmed that going forward the winter planning information will all be contained within the AOP.
Timing	This paper will be discussed at the October Board meeting but requires to be issued (in draft) to Scottish Government on 23 September.
Contribution to NHS 24 strategy	Ensuring robust winter planning arrangements are in place is fundamental to delivering the NHS 24 Strategy.

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Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)	This activities within this winter plan support the NHS 24 contribution to the 2020 vision and National Health and Social Care Delivery Plan (Dec 2016).
Equality and Diversity	Equality and Diversity implications have been subject to continuous review through the development of the various aspects of this winter plan.