NHS 24 Change Portfolio Board – Dashboard report
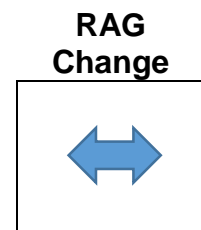
RAG			RAG Change	Milestone Progress	New/Red Risks	Date		
Green	**Amber**	**Red**	⟷	tbc%	**4 New** **0 Red**	**12/11/2019**	**Gateway 0** Mandate/Pre-project **Gateway 1** Agreement in principle **Gateway 2** Agreement to start **Gateway 3** Agreement to close	
20	**4**	**0**						

Programme Board Progress

Programme Board	Project Ref	Project Name	RAG	Gateway passed	Status	Start Date	End Date	Commentary	Decisions for escalation or noting
Primary Care Reform	PCR003	Primary Care Triage		2	Delivery	01/04/19	30/03/20	• Amber status: current forecast of 83000 population coverage is a revision of the initial 100k target as agreed by EMT strategy group. Service adoption pipeline agreed with East Lothian and D&G partners is in line with target, but detailed implementation plans are to be agreed. • Extraordinary meeting of East Lothian Senior Steering Group scheduled for 13th Nov to discuss the now delayed implementation of the multi-practice Hive model with shared Multidisciplinary Team. • Technology requirements reviewed 21st Oct; requirements circulated for review • Business model work in progress – focusing on PCT staffing, technology enablement and implementation support. A workshop session is being planned to enable a focussed piece of work with key outputs and deliverables aligned to an improved and sustainable service delivery model. • Following a commission from SG, a business case proposal is in development which would see the introduction of an additional system-wide role for NHS 24 in enabling clinical triage training to be delivered locally according to need. This work is expected to be concluded by December. • A procurement process is underway to secure academic resource for the formal evaluation of PCT. Tenders are expected to be received and shortlisted early in the New Year.	N/A
	PCR004	Primary Care Digital Services		2	Delivery	01/12/17	31/03/20	• PCDS is refining elements of the base site for piloting with GPs. This will then be user tested • Recruitment of pilot sites has commenced. Response has been received from over 20 sites which will fulfil original target. • As the PCDS minimal viable product consumes 95% of its content from NHS inform, it follows that it should closely resemble NHS inform design. This development work has caused some slippage to timelines, however on track for March 2020 deadline	N/A
	PCR001	BHF Managing Hypertension		2	Delivery	01/01/18	31/12/19	• British Heart Foundation set GP practice and citizen recruitment targets, now achieved. • Project ceases at the ends of December 2019, with NHS 24 withdrawing project management early 2020 • The 3 partner Health Boards will continue the work after this time • 158% of GP practice recruitment target met (79 from 50) • 115% of citizen recruitment target met (3440 from 3000)	Noting: Gateway 3 (closure report) to be circulated for agreement Dec '19/Jan '20
	PCR002	Scotland's Service Directory		2	Delivery	01/07/17	31/08/20	• Embedding work in final stages of testing, due to be completed & Live 4th Nov – meaning access will be available for all HSCPs or other websites to take SSD content and display on their site. • Presentation to National Chief Officers group to get wider buy in as currently have 19 included on SSD and 12 HSCPs not fully engaged (various stages) • Cancer planning session held to ensure SSD meets the initial requirements of Macmillan, to ensure a directory of services is available, governed and can be used by cancer practitioners when completing a Holistic Needs Assessment with People Affected by Cancer. Additional workshops to be held.	N/A
NHS 24 Service Model	SM101	Advanced Clinical Support		1	Delivery	01/07/17	30/09/20	• 4 ANPs have now qualified, 2 are still in training, another 3 have been recruited to start in February 2020 • Teleprescribing test of change ongoing with one pharmacists but will be extended to another pharmacist and qualified ANPs within Nov/Dec 2019.	Noting: PID for project drafted ready for approval at Service Model Programme Board, currently being circulated to ACS implementation group members.
	SM102	Shift Review (EEM)		0	Pre-project	TBC	TBC	• Discovery work has commenced.	Noting: • Complete pre-project plan, communicate date to be ready for Gateway consideration
	SM103	Incident Management) (Respond v7)		2	Delivery	6/10/17	28/4/20	• Project split into 4 phases: • Phase 1 – workflow design. scheduled workshops completed, • Phase 2 - scheduled workshops/meetings etc. have all been completed, this covered Medico-Legal, Clinical Investigations and Adverse Events. • Phase 3 - commenced 21/10/19. This phase covers Patient Experience, Data Protection and Partner Feedback. • Phase 4 - workshops/meetings are scheduled for w/c 18/11/19 & 02/12/19. This phase covers FOI & Public Protection.	Noting: • Business case created retrospectively and submitted for approval at meeting on 14th October • Bring issues to interim Service model review, before presenting gateway plan to service model Programme board in November

	ID	Project	RAG	No.	Stage	Start	End	Update	Noting/Decision
	SM104	BWBC - Clinical Supervision		2	Delivery	10/9/18	31/3/20	• Consideration being given to recognising current progress and closing down the development cycle as stage 1, then opening up further developments as Stage 2. • Workshop held 21st Oct to identify priorities; Technology changes, and team manager/SCN roles were agreed to be priority areas of focus.	**Noting** • Close current project stage; open new project stage to address further requirements • Define scope of second stage with business owners in order to create plans, etc.
	SM105	Workforce Improvement		0	Pre-project	TBC	TBC	• Discovery work has commenced on opportunities to improve the recruitment process.	**Noting:** • Complete pre-project plan, communicate date to be ready for Gateway consideration
	SM106	MSK		2	TBC	TBC	31/3/20	• Issues identified in initial testing of new assessment format. Timeline for delivery has had to be extended so that testing can be re-run across the 10 health boards; new approach to testing will streamline process of sign on and fault identification; benefits in reduced AHT etc., delayed	**Noting:** • Merge of reporting into business objects to be de-scoped and handled as separate project • Project plan to be updated to reflect gateway dates & phasing of testing
		Waiting Times Improvement: NHS Dumfries & Galloway		0	Pre-project	25/10/19	30//4/19	• Speciality changed by D&G from physiotherapy to Occupational Therapy • NHS 24 project team visited D&G offices for a workshop on Tuesday 5th November 2019, which included setting objectives, measures, success criteria and process mapping • NHS 24 service will be provided by the MSK team.	• Decision for noting • Speciality changed by D&G from physiotherapy to Occupational Therapy waiting list on 4th November 2019 Draft Timeline: • Phase 1 Planning - October 19-December 19 • Phase 2 Test of Change - January 20 – March 20 • Phase 3 Evaluation – April 20
Estates									
	E201	Clydebank Relocation (strategy)		0	Pre-project	01/05/19	30/07/20	• Business case continues development • Site surveys raised at 3 properties • DPIA for all estates work to be submitted (8/11/19) • Meeting with SAS to provide update on estate strategy and planned activity (28/10/19)	**Noting**: • Production of Gateway plan, in preparation for Gateway review and commence project
	E202	Cardonald		0	Pre-project	01/05/19	30/12/19	• Staff engagement sessions commenced • UPS/FM provider completed site survey; quotes received (11/10/19), waiver raised and approved. • PO raised (21/10/19) via NHS GGC (host board)	**Noting**: • Production of Gateway plan, in preparation for Gateway review and commence project
	E203	Norseman refurbishment		0	Pre-project	01/05/19	30/07/20	• Staff engagement sessions commenced • UPS site survey with quote and options received (3/10/19) • Meeting held with National Procurement and NHS 24 procurement lead (8/10/19)	**Noting:** • Production of Gateway plan, in preparation for Gateway review and commence project
Digital									
	D301	Intranet Development		0	Pre-Project	01/07/19	TBC	• User research to commence in November	
	D302	Automation – Open Text		2	Delivery	01/10/19	31/01/20	• Project allocated new Project Manager on 31st Oct due to Absence of previous project manager. Update unavailable at time of writing as a result	**Noting:** • Design almost complete. Testing planned for pre-Christmas.
	D304	Automation – Daily seat planning		0	Pre-Project	TBC	TBC	Nil	**Noting** • complete pre-project plan, communicate date to be ready for Gateway consideration
	D305	NHS Inform 3.0 (incl SHG)		0	Pre-Project	TBC	TBC	Nil	**N/A**
	D306	Corporate internet site updates		2	Delivery	01/07/19	31/01/20	• Requirements and design materials are currently being reviewed	**Noting:** • SEDATE to agree scope and impacts
Mental Health									
	MH401	Mental Health Hub		2	Delivery	31/03/18	31/03/22	• Remains a positive story in terms of patient and staff feedback • Recruitment to the service is underway with interviews scheduled for 4th/5th November • Work continues on developing more effective reporting solutions	**Noting:** • Mental Health Programme Baord will be giving consideration to recognising the delivery of significant outcomes and closing down a project stage. The next stage of the project could include the expansion of the hub, or it transition into business as usual management and delivery
	MH402	Mental Health Digital Services		2	Delivery	01/10/18	31/03/23	• NHS Inform psychological self –help: problem solving guide published, self-esteem and social anxiety guides in final stages of publication • cCBT for depression & anxiety: all territorial areas moved on to the new system • cCBT long term conditions: test of change operational in 4 of 5 Health Boards • ieCBT: referrals now being received across 3 Health Boards. Additional funding received • Online suicide prevention: landing page finished and published • Breathing Space webchat: Recruitment for additional advisor underway	**Noting:** • Consideration should be given to dividing this project into stages based on business years due to the extended timescale project delivery
	MH403	NHS 24/SAS/Police Scotland collaboration		1	Initiation	31/03/18	31/03/22	• Mental Health Hub continues to manage SAS stacker calls and have taken 22 calls since 26thSeptember 2019. Mental Health Hub clinicians plan to work with SAS Clinical Supervisors and call takers to look at other SAS calls which may be suitable for the stacker Process going forward. • After ICO response, Police Scotland are continuing to review all options. • NHS 24 have invited Police Scotland to undertake joint testing • Joint training events with NHS 24/Police Scotland took place in September.	**N/A**
Service Enabling Digital & Technology Estate (SEDATe) Programme	n/a	Sedate Phase 1		0	Business Case Submission	14/11/19	14/11/19	• Business Case for Phase 1 will be submitted to the Board for approval on 14/11; • Planning underway to mobilise delivery of Phase 1; • Meeting with Board Chair to discuss development of Sedate Programme on 13/11/19; • First Programme Board will take place in early December.	**N/A**
	n/a	Sedate Phase 2		0	Planning and Roadmap Development	14/10/19	12/12/19	• Initial scoping exercise to develop a Phase 2 roadmap has taken place; • Roadmap development will continue with an update being presented to the Planning and Performance Committee on the 22/11/19.	**N/A**
Business Intelligence									
	n/a					TBC	TBC	TBC	