

**NHS 24
BOARD MEETING**

**25 FEBRUARY 2021
ITEM 12.4
FOR ASSURANCE**

**KEY POINTS OF THE PLANNING & PERFORMANCE COMMITTEE HELD
ON 11 FEBRUARY 2021**

Sponsor:	Mike McCormick
Lead officer / Author:	Executive Assistant
Action Required:	The Board is asked to note the key points for assurance from the Planning & Performance Committee meeting held on 11 February 2021.

1. Purpose of the report

This report is to provide the NHS 24 Board with an update on key issues arising from the Planning & Performance Committee meeting held on 11 February 2021.

2. Recommendation

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

2.1 Change Portfolio

The Committee welcomed the Change Portfolio workstream priorities update, with a recommendation that NHS 24 Audit & Risk Committee consider whether the risk associated with 'the extra demand flowing from full implementation of RUC will bring to NHS 24 in terms of volume, range and urgency / velocity' is reflected in the Corporate Risk Register.

2.2 Corporate Performance Report

The Committee welcomed the refreshed format and cognisance of the additional information requests at the 24 November 2020 meeting of Service Quality Report and supported the rebranding to Corporate Performance Report.

The Committee agreed that there would be value at a future time to convene a workshop for all Board Members to explore the insights, interplay and complexity associated with the performance indicators of the new reporting structure.

2.3 Draft 21/22 Remobilisation Plan

The Committee discussed the Draft 21/22 Remobilisation Plan (version 15) and suggested a number of amendments including prioritisation of objectives and the intent to reflect the inclusive approach to planning with staff and partner agencies.