

**NHS 24
BOARD MEETING**

**22 APRIL 2021
ITEM NO 8.3
FOR ASSURANCE**

CORPORATE PERFORMANCE REPORT – MARCH 2021

Executive Sponsor:	Interim Director of Service Development
Lead Officer/Author:	Senior Performance Analyst / Performance Team
Action Required	This paper is presented to the Board to provide assurance on the quality and performance of services provided for period ended 31 March 2021.
Key Points	<p>The “Summary of Key SG Performance measures” dashboard is provided as a summary overview against the performance framework key set of indicators, with each indicator reported as Red, Amber, Green status.</p> <p>Key points in relation to March 2021 performance:</p> <ul style="list-style-type: none"> • Telephony access measures (x3) for 111 service all continue to miss target • Highest ever Average Inbound Talk time for Call Takers. Higher talk time reduces availability to answer calls. Part of Call Taker talk time can include Hold Time; over 4,500 hours recorded in March which was highest recorded time for this measure, 38% higher than previous high. • Staff attendance missed 96% target (91.8%) – this dropped to 85.6% when COVID absence included
Financial Implications	All financial and workforce implications arising from current and projected performance levels are reflected in the routine functional reports.
Timing	This is a monthly report covering March 2021.
Contribution to NHS 24 strategy	Key performance measures are developed to support delivery of NHS 24 strategy and the Scottish Government key performance indicators. Effective monitoring of performance ensures robust governance and decision-making in line with corporate objectives.
Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)	Effective performance across NHS 24 supports delivery across the wider health and social care system.
Equality and Diversity	All equality and diversity issues arising from maintaining and continuously improving performance management are integrated with service planning.