

# Remobilisation Plan 2021/22



## Where are we now?

NHS services are under pressure and need to reform in order to meet the needs of our population now, and in the future.

COVID-19 created both challenges and opportunities for NHS 24 with telephony and digital services playing a crucial role in Scotland's response to the pandemic.

Services need to be sustainable and to do this we need to consider offering new channels of delivery and greater choice for patients.

NHS 24 now delivers a 24/7 111 service alongside new mental health services and substantially expanded digital care and information via NHS inform.

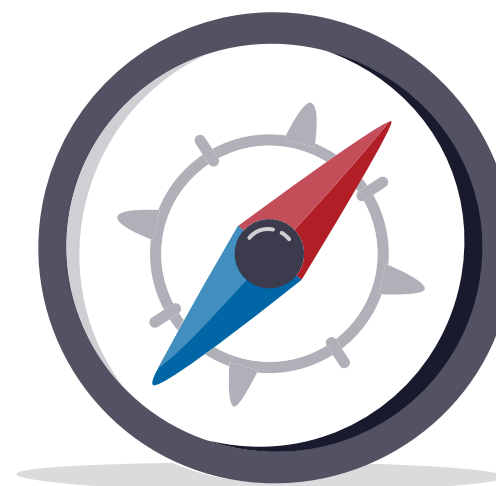
## Where do we want to be?

NHS 24 as an integrated delivery arm of the care system enabling effective health and care integration.

- NHS 24 is a virtual, digital-first health and care organisation which provides information, care and advice as a first point of contact for citizens and the 'digital front door' to the 24/7 urgent care system;
- NHS 24 provides a resilient whole system response across the health and care system, with a focus on sustainability and reform of primary care services;
- NHS 24 provides omni-channel access across its suite of integrated services, including health and wellbeing, 111, mental health and unscheduled care.



## Our Services:



## How we're going to get there:

- ➔ Supporting our workforce and their wellbeing
- ➔ On-going management and recovery from Covid-19
- ➔ Continued development of national urgent care pathways
- ➔ Development of a suite of aligned mental health services
- ➔ Expanding digital access to care
- ➔ Tackling public health priorities and health inequalities
- ➔ Transforming our ways of working
- ➔ Working together to develop our organisation and culture

