

Key Summary



NHS 24 Remobilisation and Continuation Plan 2021-22



nhs24.scot

NHS 24 has transformed the way it delivers health and care in a very short period, stepping up new services to support people throughout the COVID-19 pandemic at a time when many face-to-face services have not operated in their usual way.

Over the last 18 months, we have redesigned the 111 clinical service model to improve patient care and support the wider health system. Today, our enhanced model is predominantly inbound with 95% of patients now receiving care at their first point of contact (previously 65%), reducing the overall 111 patient journey time.

These developments mean that we are now able to deliver a truly 24/7 single point of access through the 111 service. From 1 December 2020 through to 31 March 2021, 299,000 urgent care records were created, and we are working with colleagues to expand the principles of this redesign to other areas.

Our mental health services also underwent significant expansion, now offering a 24/7 response to callers in need of mental health support. Between our two key services, Breathing Space and the Mental Health Hub, we currently support around 2500 callers per week.

Finally, we continue to have a significant role in the provision of quality assured digital resources for the public via NHSinform.scot. It has effectively supported the pandemic response and the redesign of urgent care, as well as existing NHS 24 services.

Going forward I want us as an organisation to build on this solid foundation. It is important that we consider what the future working arrangements will be, how that work is carried out and where the work will take place.

Our roadmap for achieving this is contained within what is referred to by Scottish Government as our Remobilisation Plan, something that every health board in Scotland has been asked to develop for its own services. For us it is more of a Continuation Plan that allows us to evaluate and improve upon the services we are already delivering.

Our plan sets out how we intend to provide services from April 2021 until March 2022. It has replaced, for this year, the regular planning processes and reflects the ongoing national pandemic response and NHS 24's role within this.

Key priorities to enable this through to 31 March 2022 are:

- Supporting our workforce and their wellbeing
- On-going management and recovery from COVID-19
- Continued development of National Urgent Care Pathways
- Continued development of a suite of aligned mental health services
- Expanding digital access to primary care
- Tackling public health priorities and health inequalities

We recognise that the crucial enablers that will support the delivery of this plan are:

- Transforming our Ways of Working
- Working together to continue improving our organisational culture

The following Key Summary document aims to enable all staff across the organisation to quickly identify their individual and wider team responsibilities in delivering against these objectives. Looking ahead there is also a requirement to update our corporate strategy to ensure the work we are taking forward is aligned. More information on this, and ways to get involved, will be made available in due course.



Jim Miller
Chief Executive, NHS 24

Supporting our workforce and their wellbeing

- Deliver a corporate health & wellbeing strategy and action plan in partnership with staff
- Ensure wellbeing resources are accessible to all staff across our workforce

On-going management and recovery from COVID-19

- Continue to deliver the COVID-19 patient pathway through sustained levels of resource and resilience
- Provide a trusted source of up-to-date health information and guidance about Coronavirus via NHS Inform and expand our digital offering to help people manage their own health and wellbeing
- Provide access to an extended urgent dental service and evaluate potential service developments
- Provide quality assured non-clinical advice about Coronavirus, and support for those who require it, to book COVID-19 testing via a National COVID-19 non-clinical helpline

Continued development of national urgent care pathways

- As part of the national programme, support the continuing design and development of urgent care pathways including those for mental health and musculoskeletal
- Recruit the resource required to meet the expected increase in demand
- Digital development to continue in line with Urgent Care priorities, with particular focus on self-care pathways
- Support the development of a national mental health urgent care pathway
- Define and develop an expanded advanced clinical support model to meet organisational demand and improve outcomes for complex clinical presentations

Development of a suite of aligned mental health services

- Consolidate operation of the Mental Health Hub, incorporating a clear pathway into Urgent Care, and all other NHS 24 Mental Health Services -> SAS/Police Scotland Collaboration, Distress Brief Intervention (DBI), Breathing Space, Living Life
- Continue the development of a digital entry point into mental health service, such as cCBT directly through NHS Inform
- Continue collaboration with Police Scotland to embed Mental Health Nurse Practitioners within Police Scotland Command Centre.

Expanding digital access to primary care

- Engage with Scottish Government on the role of NHS 24 in the refresh of Scotland's Digital Health & Care Strategy
- Progress a digital access to care, incorporating NHS inform, GP.scot and other NHS platforms, web services and digital developments in health and care

Tackling public health priorities and health inequalities

- Work with key partners in the development of a Public Health Framework to accelerate addressing public health inequalities through shared data, insights and information
- Review and develop telephony and digital services to ensure they are accessible for all
- Ensure all public health information is available and accessible for all communities across Scotland

Transforming our ways of working

- Progress the Connect Programme to deliver the technology and infrastructure required for safe and effective care 24/7 365 days of the year
- Take forward our Estates Strategy aligning future strategic priorities with operational and workforce requirements

Working together to continue to improve our organisation and culture

- Deliver an Organisational Development plan drawing together the strategic aims of NHS 24 that develops our services, supports our staff and continues to improve our culture

