

**NHS 24
PLANNING AND PERFORMANCE COMMITTEE**

**10 MAY 2021
ITEM NO 3.0
APPROVED**

**Minutes of the Planning and Performance Committee Meeting held on Tuesday
11 February 2021 at 10.00 am via MS Teams**

1. WELCOME AND APOLOGIES

Committee Members

Mr Mike McCormick	Non-Executive Committee Chair
Ms Anne Gibson	Non-Executive Director
Mr John Glennie	Non-Executive Director
Ms Madeline Smith	Non-Executive Director
Mr Martin Togneri	Non-Executive Director
Mr Alan Webb	Non-Executive Director

In Attendance

Dr Martin Cheyne	Board Chair
Ms Angiolina Foster	Chief Executive
Mr Albert Tait	Non-Executive Director (observer)
Mr Jim Miller	Chief Executive Designate (observer)
Ms Linda Davidson	Interim Director of Workforce
Ms Ann-Marie Gallacher	Chief Information Officer
Mr John Gebbie	Director of Finance
Mr Mark Kelly	Associate Director of Nursing & Care (deputy)
Ms Steph Phillips	Director of Service Delivery
Dr Laura Ryan	Medical Director
Mr Damien Snedden	Deputy Director of Finance
Ms Paula Speirs	Interim Director of Service Development
Mr Kenny Woods	Employee Director (observer)
Ms Alana Corrigan	Executive Assistant (Minutes)

Apologies

Ms Suzy Aspley	Head of Communications
Ms Maria Docherty	Director of Nursing & Care (deputy attending)
Mr Joseph Markey	Staff Side Representative

Apologies were received as noted above.

Mr McCormick opened the meeting by thanking everyone for attending, noting that due to current organisational pressures all Governance Committee meeting agendas were refined to key priorities and reduced to 1 hour.

The Committee welcomed and congratulated Mr John Gebbie following his appointment as Director of Finance.

The Committee noted the Communications Strategy update had been reviewed during the February Committee cycle at Staff Governance. The Committee requested this agenda item be included at the next Planning and Performance Committee meeting.

Action: Ms Speirs / Ms Aspley

2. DECLARATION OF INTERESTS

2.1 No new declarations of interest were declared.

3. MINUTES OF PREVIOUS MEETING

3.1 The minutes of the meeting held on 24 November 2020 were approved as an accurate record of discussions.

4. STRATEGY

4.1 Change Portfolio update

4.1.1 Ms Speirs advised that work undertaken across the Change Portfolio had been further reviewed at the Change Portfolio Board meeting in January 2021 to ensure that the organisation's resources were appropriately prioritised and focused, especially as we continue to respond to the pandemic.

4.1.2 Mr Graham Mirtle, Interim Head of PMO was welcomed to the meeting and provided a high level summary of key points and associated risks in relation to the Change Portfolio.

4.1.3 Following the soft launch of the Redesigning Urgent Care pathway in December 2020, the Committee noted and welcomed the appetite from territorial boards to fully promote a national model. The Committee however, recognised the need to ensure NHS 24 has the appropriate staffing capacity along with stable and recurring funding to meet the anticipated demand before this can be achieved.

4.1.4 The Committee put forward a recommendation for NHS 24 Audit & Risk Committee to 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.

Action: Ms Speirs / Mr Gebbie / Mr McMahon

4.1.5 The Committee noted that capacity for a full review of the Mental Health service was currently limited, but welcomed the commencement of the Hub evaluation following the 1 year Test of Change model with Police Scotland and Scottish Ambulance Service and look forward to reviewing this in due course.

Action: Ms Phillips

4.2 Draft 21/22 Remobilisation Plan

- 4.2.1 Ms Speirs presented the Draft 21/22 Remobilisation Plan to the Committee, advising a further review by NHS 24 Executive Management Team was scheduled before being presented to NHS 24 Board for approval on 25 February and subsequently submitted to Scottish Government for their feedback and approval.
- 4.2.2 In response to a question, Ms Annie Robertson, Interim Head of Strategic Planning highlighted that a refresh of the NHS 24 strategy had already been planned for later this year, and was not simply a product of the request to compile this plan.
- 4.2.3 The Committee welcomed the opportunity to review the plan in its draft format and noted the following considerations
- avoid implying any priority order amongst the stated priorities, other than to indicate the primary aim was to improve services to meet user needs
 - clarify that NHS 24 intends to offer not just a digital front door (although that is our intention) but also a broad suite of digital supports for users
 - Section 6.8 on staffing should better reflect the focus on collaborative working with staff and staff associations

Action: Ms Speirs / Ms Robertson

- 4.2.4 Committee members were invited to submit any further points by email to Ms Speirs.

Action: All Committee Members

5. PERFORMANCE

5.1 Refreshed Performance (Service Quality) Report

- 5.1.1 Ms Speirs introduced the agenda item and welcomed Mr Paul McLaughlin, Senior Information Performance Analyst to speak to the report. Ms Speirs advised that, following discussion with NHS 24 Executive Management Team on the revised format, it was proposed and approved to rename to Corporate Performance Report.
- 5.1.2 Mr McLaughlin provided a high level overview of the new format, drawing out key indicators for comment by the Committee.
- 5.1.3 The Committee noted the strong performance on Care at First Point of Contact, whilst acknowledging the correlating consequence on call handling time.
- 5.1.4 The Committee appreciated the high abandonment rate could potentially be a result from callers appropriately being diverted to other channels (via IVR) and did not necessarily imply patient risk.

- 5.1.5 The Committee welcomed and supported the refreshed format and noted that the refreshed Report also reflected additional information requests following earlier discussion at the November Committee meeting. The Committee requested that we consider including further analysis of overall patient journey time.

Action: Ms Speirs / Mr McLaughlin

- 5.1.6 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.

Action: Ms Speirs

5.2 Workforce Performance

- 5.2.1 The Committee noted and welcomed the report for assurance.

5.3 Financial Performance

- 5.3.1 The Committee noted and welcomed the report for assurance, noting the expected early brokerage pay off.

6. GOVERNANCE

6.1 Information Governance & Security update

- 6.1.1 The Committee welcomed the verbal update from Ms Gallagher that there were no reportable incidents and nothing out of trend.
- 6.1.2 The Committee noted the final report would be presented at NHS 24 Audit & Risk Committee.

7. RISK MANAGEMENT

7.1 Corporate Risk Register

- 7.1.1 The Committee noted and welcomed the report for assurance.

8. WORKPLAN

8.1 Integrated Governance – items to exchange with other Committees

- 8.1.1 The Chair undertook to highlight the listed actions arising from items 4.1.4 with and 5.1.6 with the Board and associated Committees.

8.2 Planning & Performance Committee Terms of Reference Review for 2021/22

8.2.1 Following discussion, the Committee propose the following amendments to the Terms of Reference for 2021/22;

- a membership of 4 Non-Executive Directors was now appropriate for Planning & Performance Committee, given the introduction of the Integrated Government Committee
- other Non-Executive Directors are welcome to attend by invitation or on request
- quorum of three Non-Executive Directors with Executive members shown as attendees was appropriate
- role of the Committee should also specify responsibility for Cyber Security, as well as Information Security

Action: Chair / Ms Speirs

9. MATTERS ARISING FROM PREVIOUS MEETING

9.1 Review of Action Log

9.1.1 The Committee supported the closure of all items recommended within the action log.

10. AGREED COMMITTEE HIGHLIGHTS TO THE BOARD

10.1 It was agreed that the list of key points from the meeting included Change Portfolio: Redesigning Urgent Care and Corporate Performance Report ahead of the next full NHS 24 Board meeting on 25 February 2021.

Action: Ms Corrigan

11. ANY OTHER BUSINESS/DATE OF NEXT MEETING

11.1 No other business was raised.

12. DATE OF NEXT MEETING

12.1 Date for the next meeting:
10 May 2021, 10am MS Teams