

**NHS 24  
BOARD MEETING**

**17 JUNE 2021  
ITEM 12.3  
FOR ASSURANCE**

**KEY POINTS OF THE PLANNING & PERFORMANCE COMMITTEE HELD  
ON 7 MAY 2021**

<b>Sponsor:</b>	<b>Chair, Planning and Performance Committee</b>
<b>Lead officer / Author:</b>	<b>Executive Assistant</b>
<b>Action Required:</b>	<b>The Board is asked to note the key points for assurance from the Planning &amp; Performance Committee meeting held on 7 May 2021.</b>

**1. Purpose of the report**

This report is to provide the NHS 24 Board with an update on key issues discussed at the Planning & Performance Committee meeting held on 7 May 2021.

**2. Recommendation**

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

**3. Performance Update – Corporate Performance Report**

3.1 The Committee discussed the Corporate Performance Report in detail and noted the month of April 2021 experienced the highest ever call demand for the service. The Average Time to Answer and Abandonment levels are at their lowest levels since November 2020.

**3.2 Performance Update – Productivity Improvement Programme (PiP)**

A summary presentation was provided to the Committee on the newly established Productivity Improvement Programme (PiP). The purpose of the Programme is to:

- Act as a gateway to assess proposals for new projects according to the pipeline and governance process and ensuring appropriate involvement and liaison across Directorates;
- Act as a focus for supporting and facilitating the development of relevant productivity initiatives and service developments, consistent with the objective of delegating authority to Directorates, as appropriate.

- Identify and remove obstacles preventing or hampering successful implementation of agreed opportunities, including resolving any apparent conflict between projects within the Programme;
- Monitoring progress, providing guidance and direction to maintain the momentum of all improvement and productivity activities.
- The Committee discussed performance issues at length noting in particular the value in resolving calls at first contact not just to shorten the patient journey time and provide better quality of service but also in terms of clinical safety as this avoids additional handovers and possible difficulties in re-contacting callers. The Committee recognised the undesirability of prolonged waits to access service and noted that with Covid absence reducing and ongoing recruitment, delays and associated call abandonment should improve. The Committee welcomed the proposal to develop a process that would ensure waiting callers would receive an interim response and possible triage if queues are extending beyond 30 minutes.

### **3.3 Other Items Discussed**

The following items were also discussed by the Committee:

- Workforce Performance
- Financial Performance
- Estates and Facilities Update
- Information Governance and Security Update, including approval of the 2020/21 Information and Security Annual Report
- Corporate Risk Register