

**NHS 24
BOARD MEETING**

**17 JUNE 2021
ITEM NO 9.2
FOR ASSURANCE**

CORPORATE PERFORMANCE REPORT – MAY 2021

Executive Sponsor:	Director of Strategy, Planning and Performance
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 May 2021.
Key Points	<p>The “Summary of Key SG Performance measures” dashboard is provided as a summary overview against the current performance framework key set of indicators, with each indicator reported as Red, Amber, Green status.</p> <p>Board will be aware that we are currently working with our Sponsor Team to refresh our current Performance Framework to reflect better our key performance metrics across our suite of services.</p> <p>In addition, with additional capacity now on-board within the Performance Team, work is beginning to develop an internal dashboard with a wider set of performance outcomes and measures.</p> <p>The key points in relation to May 2021 performance:</p> <ul style="list-style-type: none"> • Call demand in May was 3rd highest ever in service history. Demand 7.3% over forecast and 30% higher than May 2020. • Average time to answer and Abandonment rates at their lowest levels since November 2020, despite unprecedented call volumes for month of May. • Staff attendance missed 96% target (91.3%) • Highest ever calls answered in a single month for Dental service. • Significant digital activity during May, with 7.01 entrances to NHS 24 managed websites. NHS inform makes up 96% of overall activity with COVID-19 pages making up top 10 most viewed.
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 May 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

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	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.