

A decorative graphic in the top-left corner consisting of three overlapping circles: a large dark blue circle at the top, a medium pink circle overlapping its bottom-left edge, and a smaller light blue circle overlapping the bottom of the pink circle.

Corporate Performance Report

Performance relating to May 2021

Connecting – Caring - Collaborating

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1. Key Points : May 2021 performance

- Call demand of **173,964** – is the **3rd highest monthly demand for service**. The two months that were higher had extenuating circumstances. March 2020 (peak COVID activity) and December 2017 (High Flu season and new SAP system embedded)
- Call demand was **7.3% over forecast** for month, and **30.4% higher** than May 2020
- Due to unprecedented call volumes all three patient access measures missed target – however it should be noted **Average Time to Answer** and **% Abandoned After threshold** decreased from previous month. Resulting in **best figures achieved since November 2020** for both measures.
- Patient Journey – is the time from when phone rings to try and connect to a Call Taker (after IVR selection) to when final endpoint is entered. Average Patient Journey Time was **28m 19s**, this is **down 50 seconds** on previous month and also down **4 minutes 10 seconds** on May'20.
- Attendance – 91.3% - which is down by 1.3 percentage points on previous month.
- Breathing Space service missed target to answer calls within 30 seconds. However it should be noted the service continues to receive unprecedented demand and service answered just over 8,500 calls. This was 30% higher than May 2020.

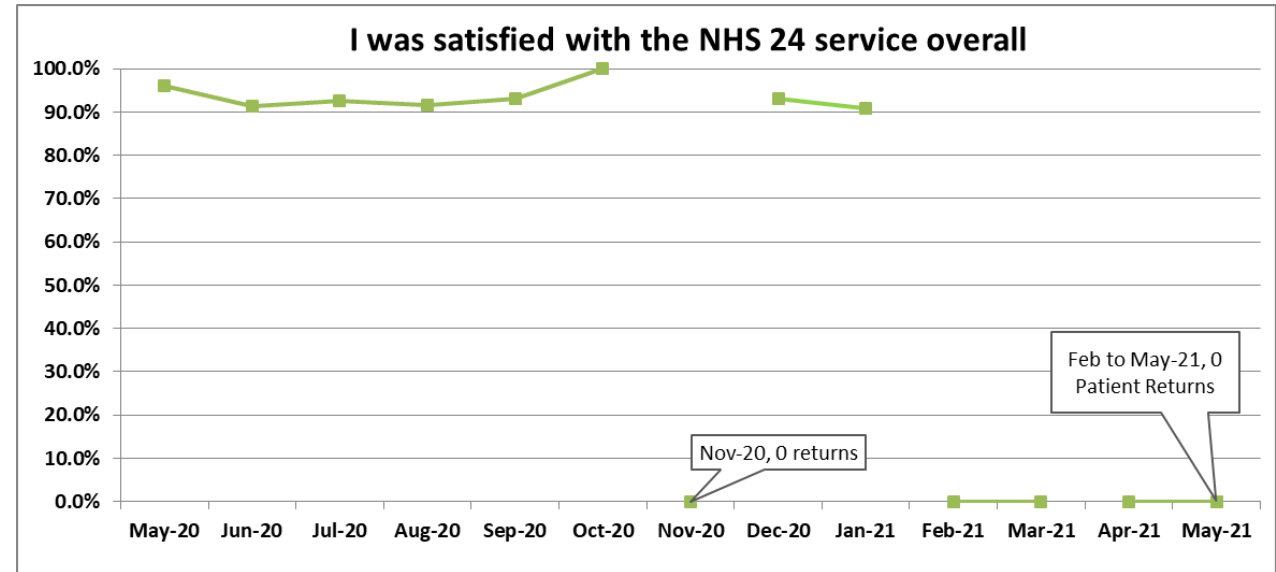
2. Summary of Key SG Performance Measures

Measure	Key Performance Indicator - Target	Target	RAG Thresholds	May-21	May-20	Apr-21
111 Service						
Patient experience - satisfaction, helpfulness, usefulness	90% of service users surveyed record overall satisfaction with the service	90%	Amber 80-90% Red <80%	0 returns	96.2%	0 returns
Level of complaints (could be applied to all services)	90% of complaints are responded to within 20 working days	90%	Amber 80-90% Red <80%	100.0%	0 complaints	100.0%
Care delivered at first point of contact	75% of calls will result in direct access to the service at first point of contact	75%	Amber 65-75% Red <65%	93.9%	80.4%	93.1%
Calls abandoned after 30 seconds	Expressed as percentage of calls abandoned after threshold. Maintain the current measure of <5% after 30 seconds for 111 service.	5%	Amber 5-8% Red >8%	14.6%	6.6%	15.6%
Access Service Level within 30 seconds	Target to deliver 50% of calls answered within 30 seconds for 111 service	50%	Amber 45-50% Red <45%	26.5%	54.8%	27.2%
Average Time to Answer	Target to answer 111 calls within an average of 3 minutes	3m	Amber 2m 30s - 3m Red > 3 min	10m 31s	4m 41s	11m 19s
Median Time to Answer (Time at 50% of calls have been answered)	New measure			7m 34s	9s	7m 7s
Queued Calls - P1 calls responded to within 60 minutes	98% of P1 calls responded to in 60 minutes	98%	Amber 95-98% Red <95%	100.0%	99.6%	100.0%
Queued Calls - P2 calls responded to within 120 minutes	90% of P2 calls responded to in 120 minutes	90%	Amber 85-90% Red <85%	100.0%	100.0%	100.0%
Queued Calls - P3 calls responded to within 180 minutes	80% of P3 calls responded to in 180 minutes	80%	Amber 75-80% Red <75%	97.2%	90.2%	99.9%
Workforce						
Staff attendance rates	Achieve and maintain an average attendance rate of 96%	96%	Amber 90-96% Red < 90%	91.3%	93.3%	92.6%
Digital/Public Health						
Provision of self-care advice	Provide at least 30% of patients with self care advice	30%	25% [...] 30%	27.1%	32.6%	26.9%
Mental Health Services						
Breathing Space	80% of Breathing Space Calls to be answered in 30 seconds	80%	Amber 70-80% Red <70%	51.0%	39.4%	46.9%

3 Person Centred

3.1 Patient Feedback (111 only)

- There were 0 patient survey returns in May 2021



3.2 Complaints

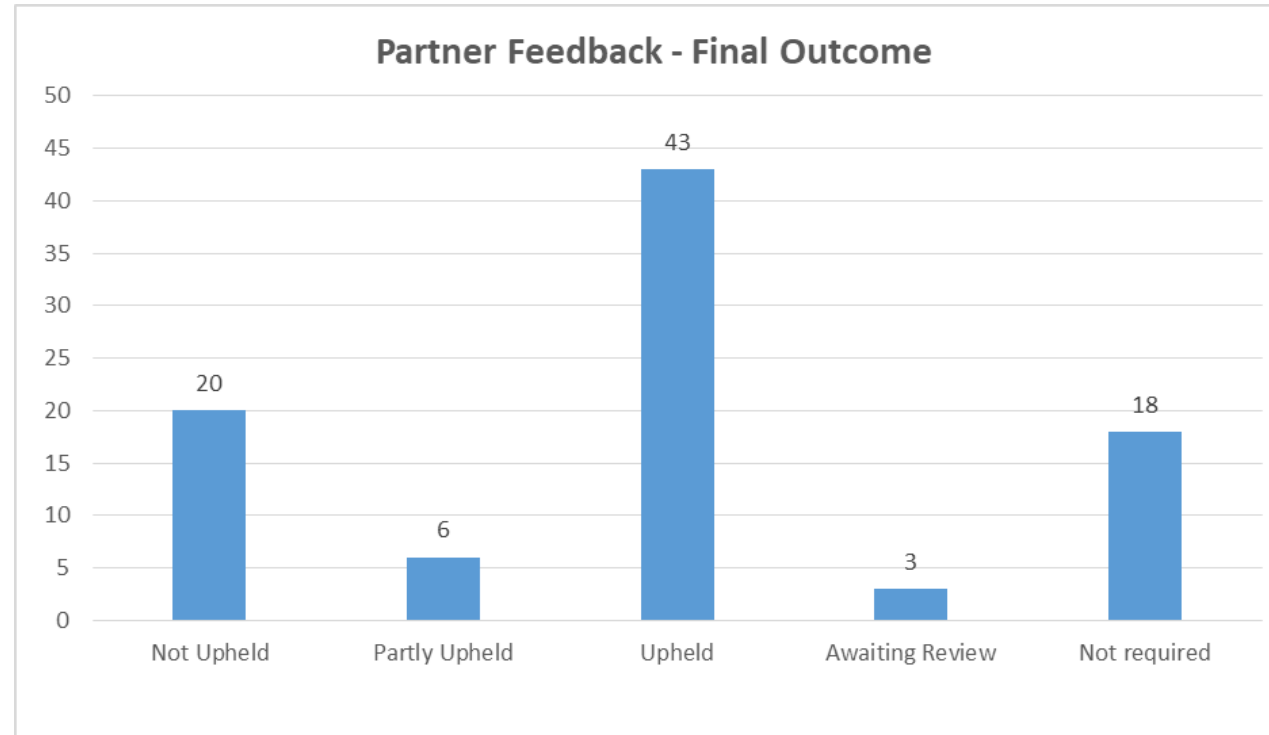
- 24 “Stage 1” and 2 “Stage 2” complaints
- 100% acknowledged within three working days and responded to within 20 working days.
- The main themes of complaint were:
 - Inappropriate outcome/referral
 - Interpersonal skills
 - Expectation of Service

Number of Stage 2 complaints received in April	2
% responded to within 20 working days	100%

Call demand for April	Complaint Type	Number	% of complaints vs. call demand
155,840	Stage 2	2	0.001%

* Due to 20 working day response time target, complaints are reported one month behind

3.3 Partner Feedback



- From 90 pieces of Partner Feedback, 43 (48%) were upheld
- The most common partner feedback themes are outline below:
 - Outcome Decision Inappropriate (16)
 - PCEC Inappropriate (15)
 - Time Strat inappropriate (15)
 - A&E Inappropriate (13)
 - Dr Advice inappropriate (10)

Please note partner feedback works one month in lieu as there is 20 day target to review feedback received

4. 111 performance – summary of indicators and definitions

4.1 Telephony overview performance by Call Type

There are four options for patients within Interactive Voice Response (IVR):

- Urgent Care
- COVID-19
- Dental
- Mental Health Hub.

Each service has a unique demand, activity profile and performance, therefore each is analysed individually.

4.2 111 Endpoint Split/111 Endpoint Split by Type

Each episode of care (record) is assigned an outcome after triage (i.e. 999, A&E, Self Care). Outcomes are monitored to ensure they are appropriate and other partner services are not overwhelmed. It is also important to note that each Call Type has a different endpoint profile.

4.3 Call Profile - Care delivered at First Point of Contact (patients triaged without requirement for call back)

This is considered to be a better patient journey, as the patients triage begins instantly as opposed to waiting for a call back.

4.4 Call Demand (calls answered and calls abandoned after 30 second threshold)

Monitors inbound telephony demand and provides indications on the level of staffing required to manage demand on service, and when service is used most frequently.

Access Service Level (percentage of calls answered within 30 second threshold)

Indicates how many patients were answered within 30 seconds

4.5 Call Answering standards – Average, median & 90th percentile

Three measures which monitor how long patients are waiting for their inbound call to be answered. Longer wait times to be answered do not contribute towards a good patient journey and indicate increased pressure on service in terms of demand.

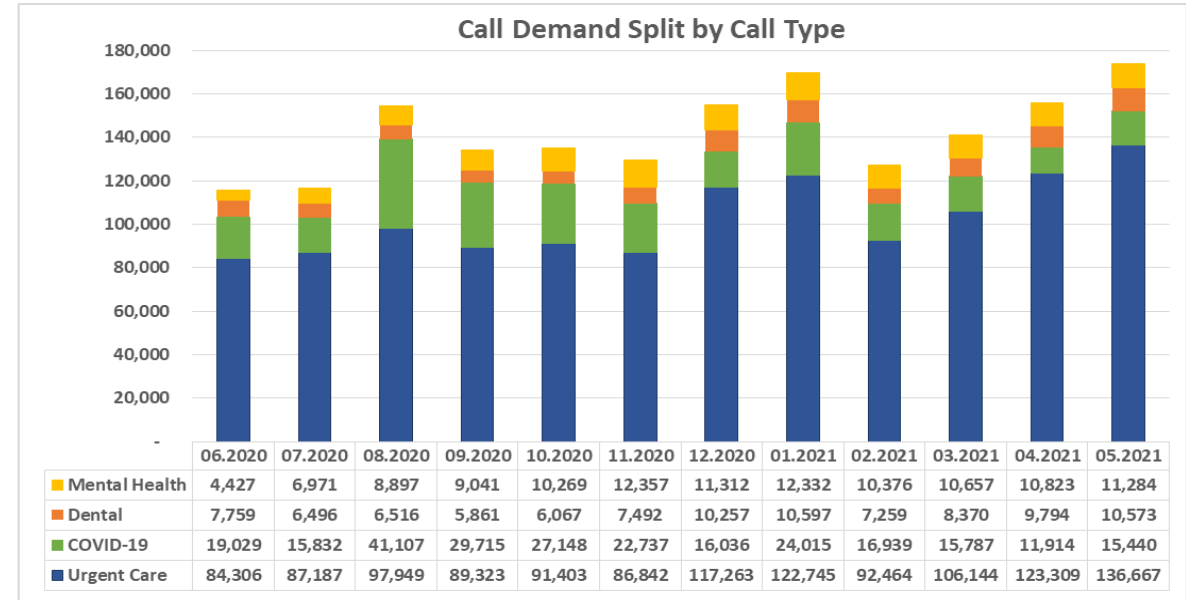
4.6 Calls Abandoned after threshold (patient hung up after 30 seconds)

Abandonment is linked to access service level. A high abandonment rate can lead to repeat callers, which further increases demand on service.

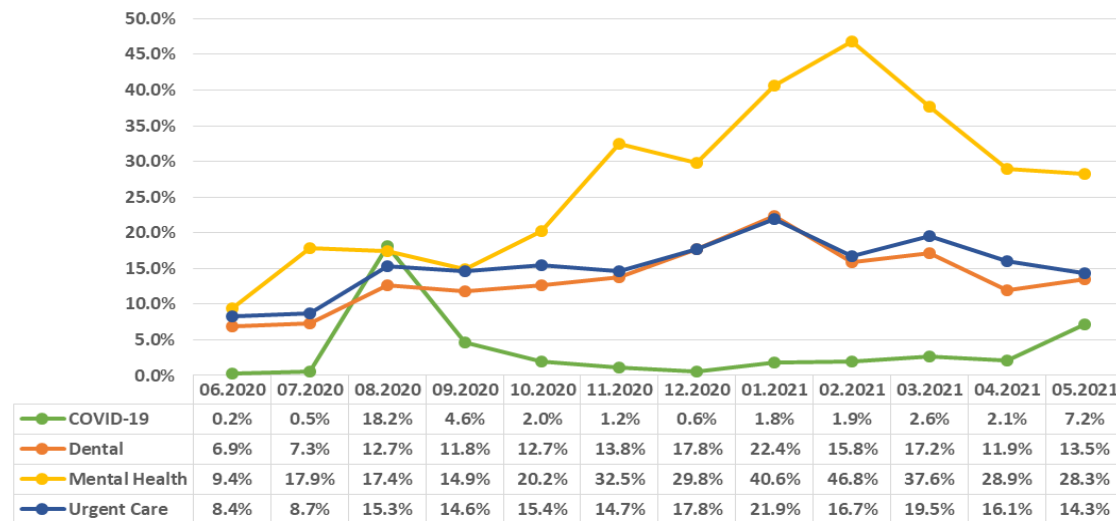
4.1 Telephony overview performance by Call Type

Summary of four telephony routes

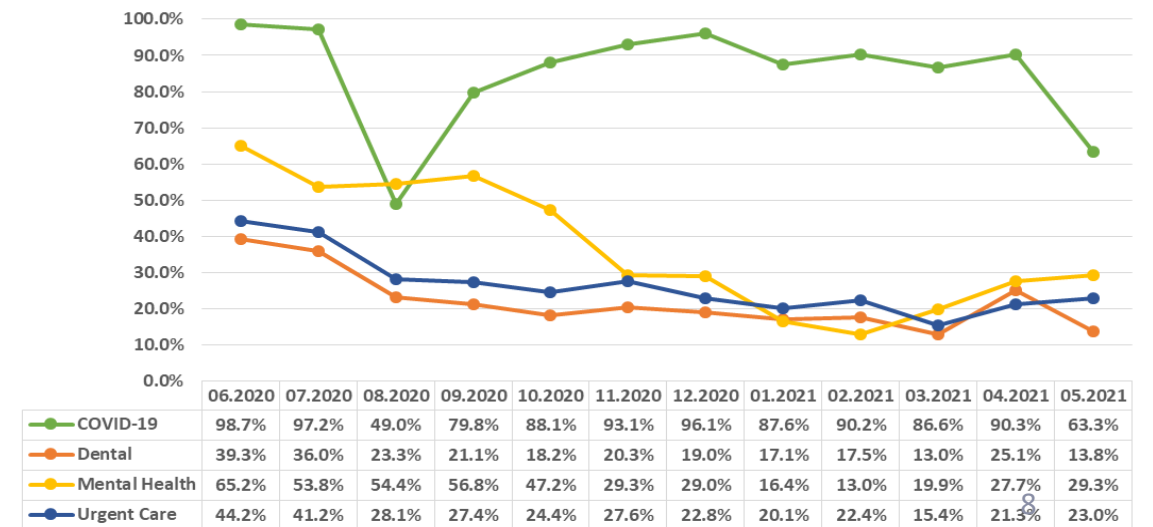
- **Urgent care** - 79% of overall 111 demand. Challenges continue with access (23.0%), despite a 1.7% increase on previous month
- **COVID-19** - strongest performance for access (63.3%) and abandonment rate (7.2%). 2% increase against overall demand (9%) – first month on month increase in 2021
- **Mental Health** – Continued improvement on access and abandonment rate, best since October 2020
- **Dental** – 9,144 calls answered, highest ever monthly figure



% Abandoned After 30 seconds by Call Type



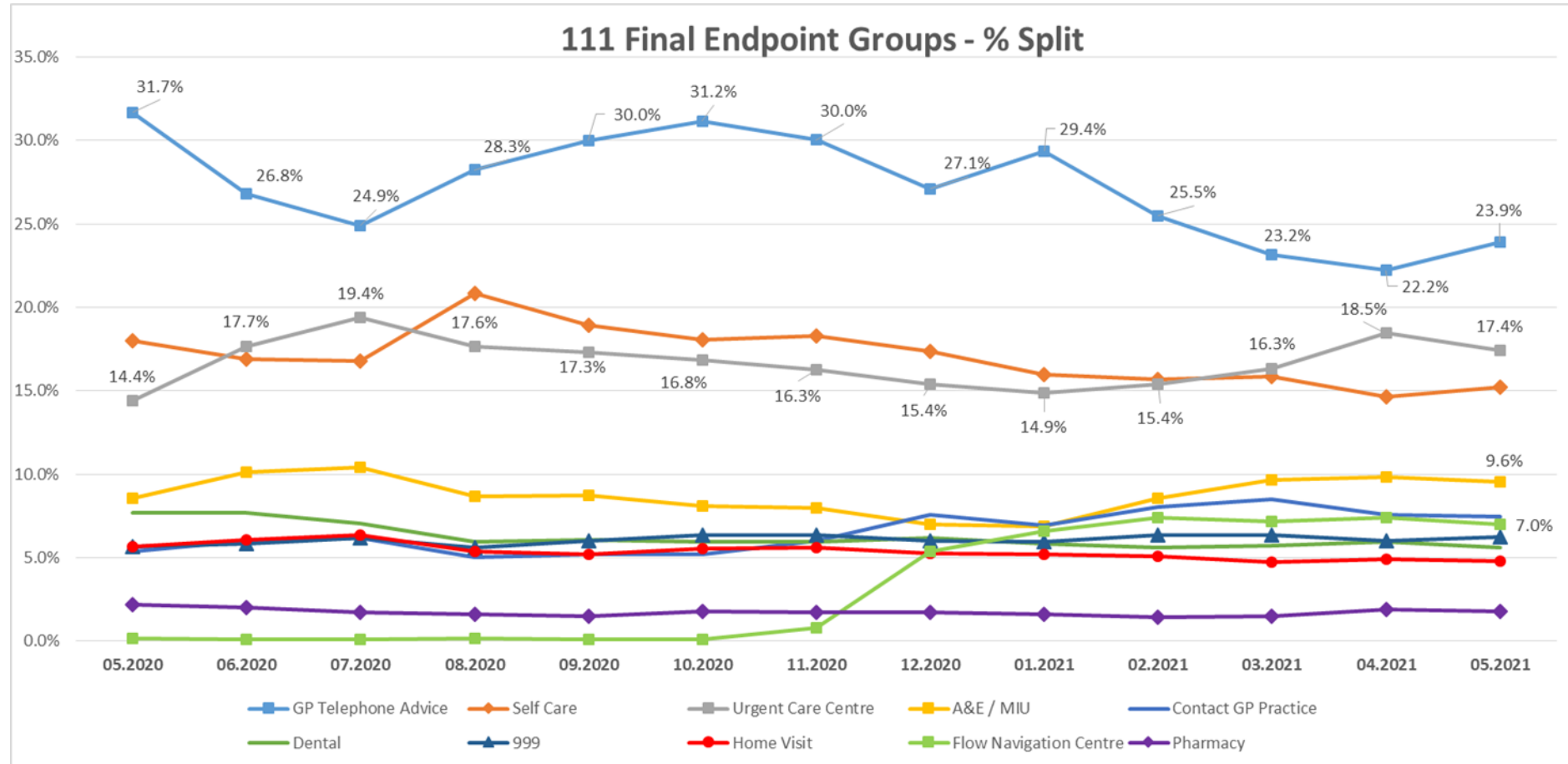
% Answered in 30 seconds by Call Type



4.2 111 Endpoint split

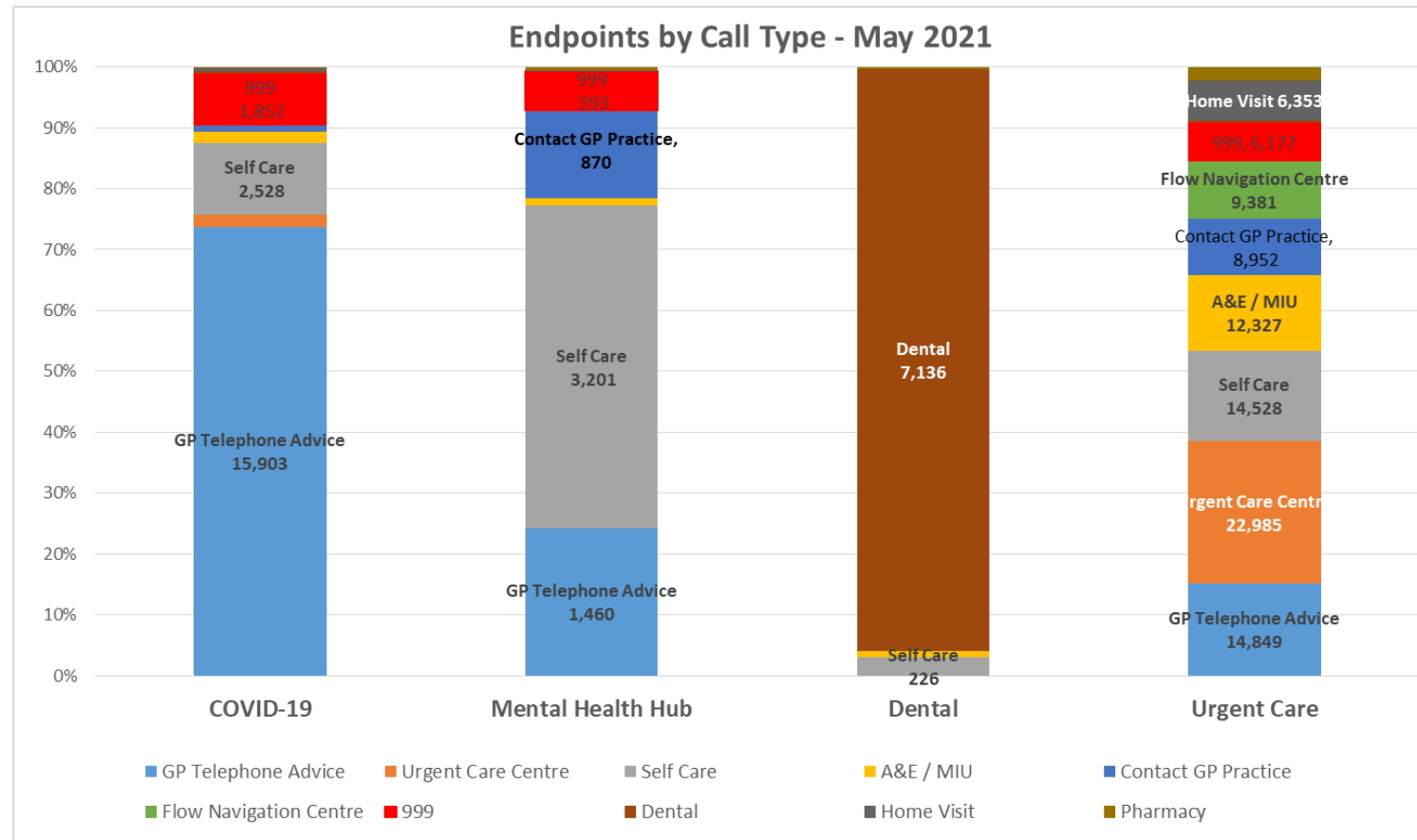
Summary

- GP Telephone Advice (23.9%) increased to highest level since February – a reflection on increased COVID calls
- All other endpoints remained within 1% of previous months figures. A recent change to include Under 12's as part of Flow Navigation Centre (FNC), therefore a notable increase in FNC % split is anticipated in June.



*Please note - Other Professional, Contact Midwife, Distress Brief Intervention and Contact Optician not on graph (1% combined volume)

4.2.1 111 Endpoint split by Call Type

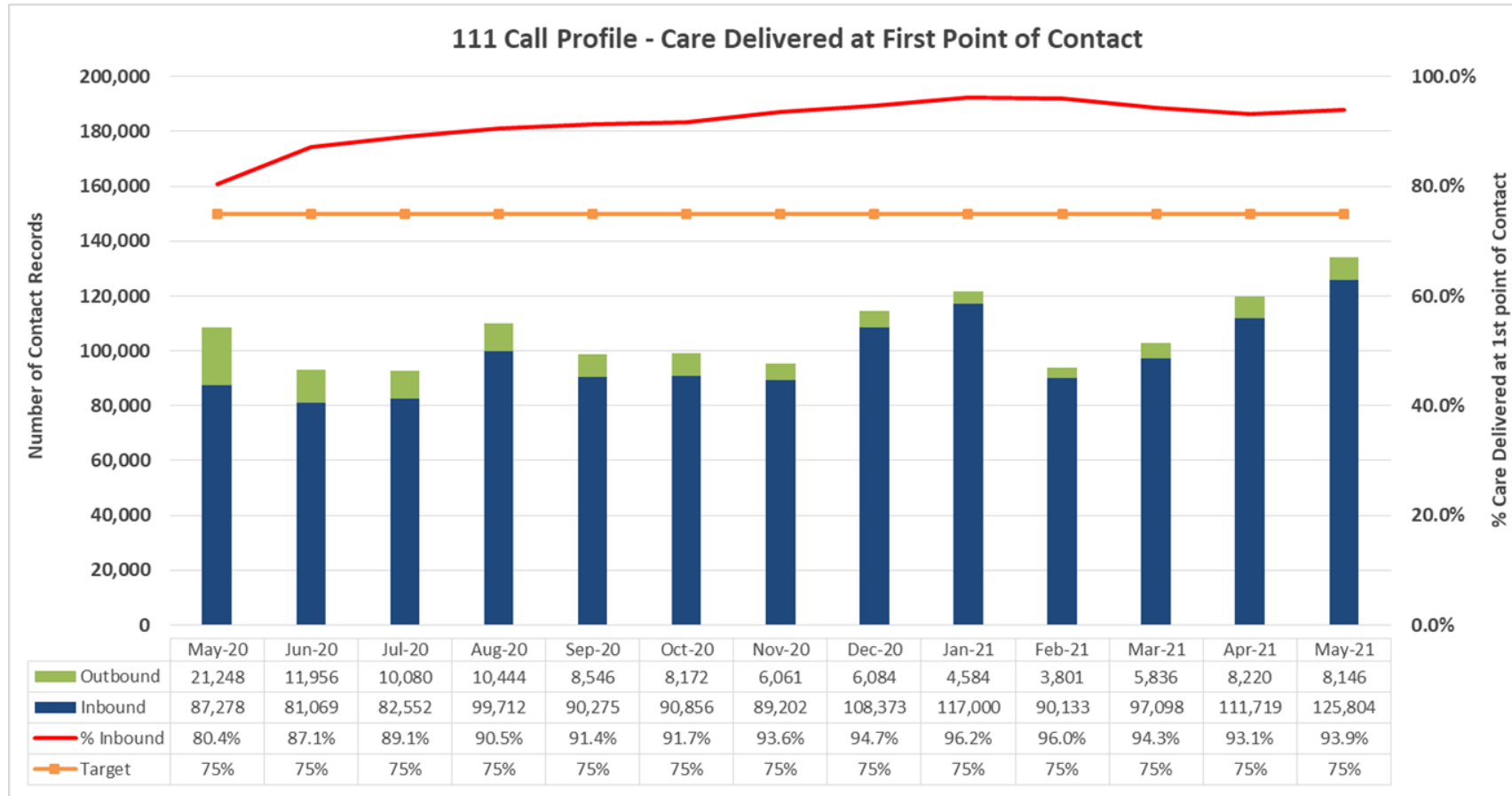


- It is important to note that each Call Type has a different endpoint split profile
- COVID-19 – 74% of records result in GP Telephone Advice
- Mental Health Hub – 48% of records result in Self Care and 22% resulted in GP Telephone Advice
- Urgent Care has a more even split between – Urgent Care Centre (23%), GP Tel Advice (15%), Self Care (15%), A&E/MIU (12%), Contact GP (9%) and Flow Navigation Centre (9%) making up 84% of records

4.3 Call Profile - Care delivered at First Point of Contact

Summary

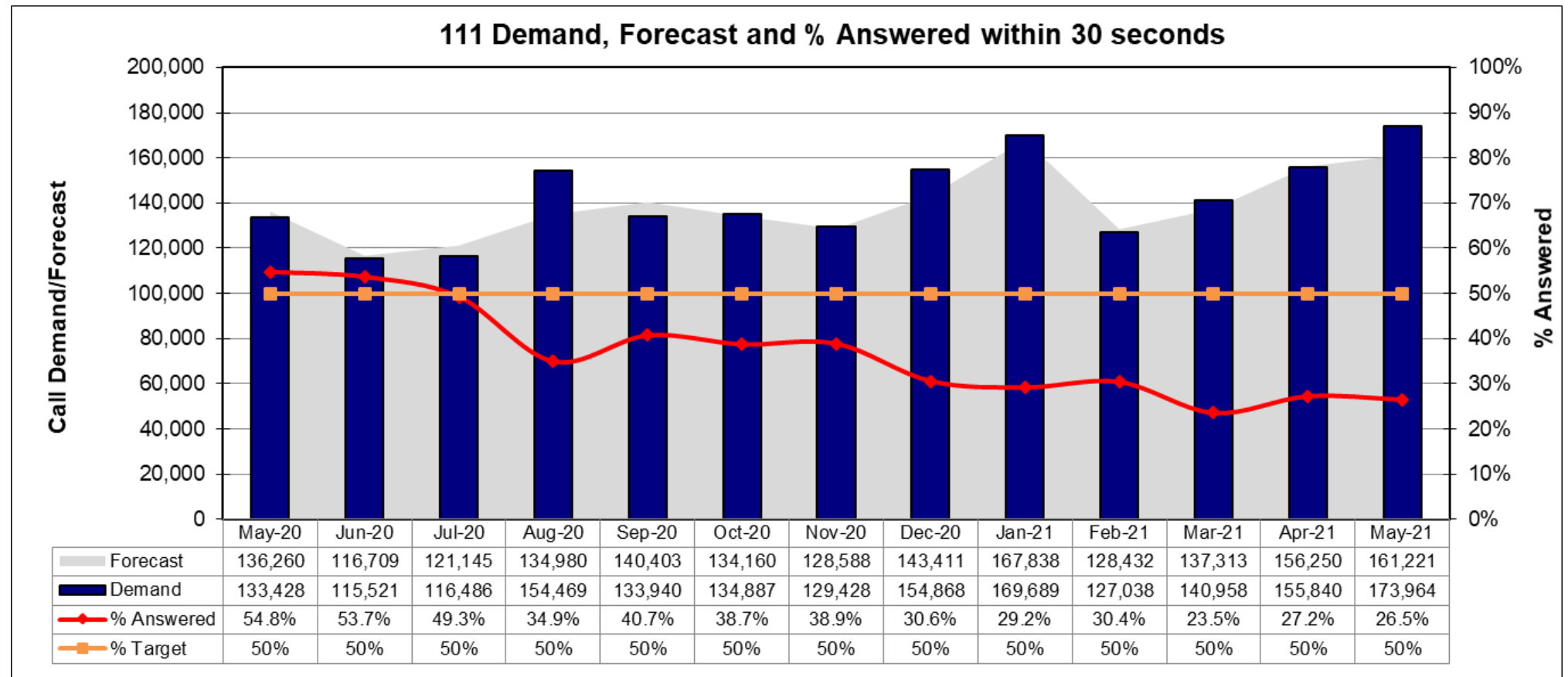
- 93.9% care delivered at first point of contact, slight increase on previous month, however it is 13.5 percentage points higher than May 2020
- Dental call backs made up majority of outbound calls (5.1%) with just 1.0% Clinical call back taking place as a percentage of all inbound and outbound calling.
- P1 and P2 performance achieved 100% for 7th consecutive month



4.4 Call Demand and Access Service Level within 30 seconds

Summary

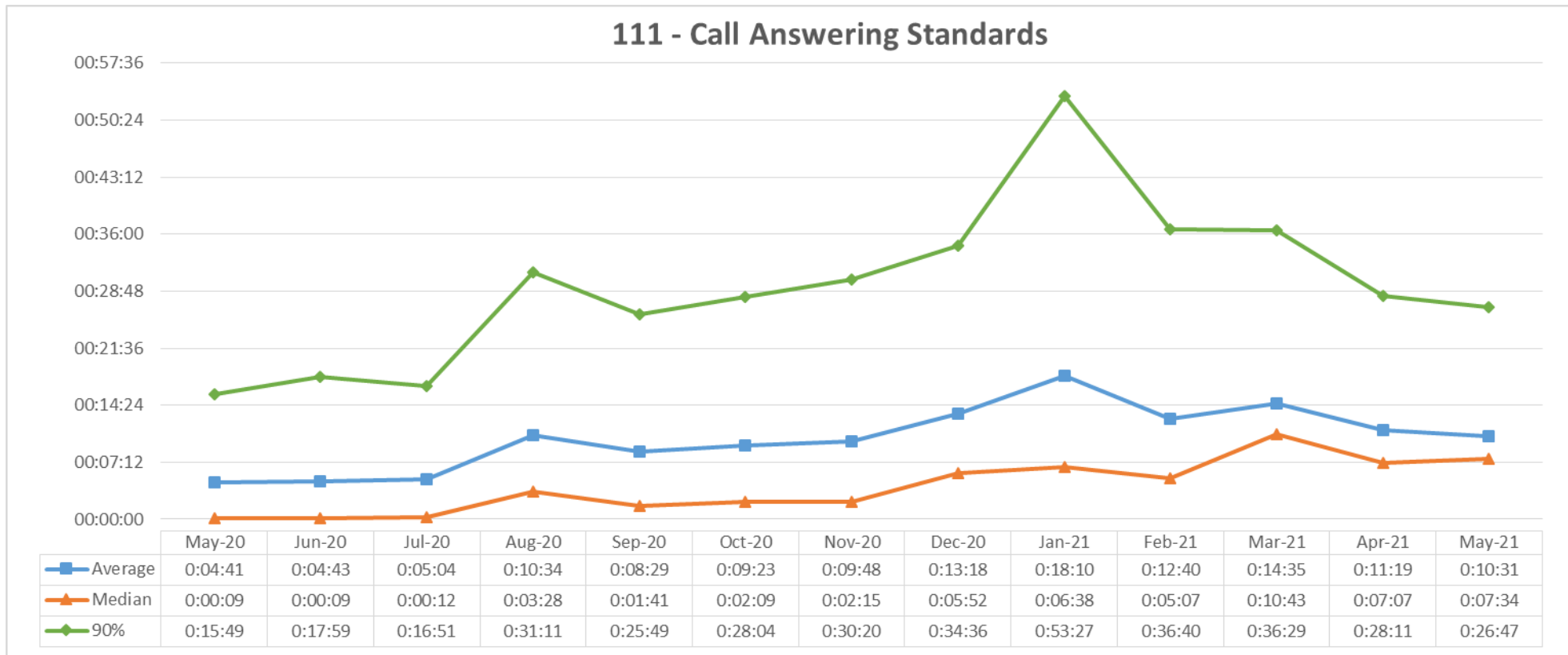
- Call Demand 173,964 which was 7.3% over forecast (161,221) and 3rd busiest month on record
- 85.4% of demand was answered, with remaining 14.6% of calls abandoning after 30 second threshold
- Calls answered within 30 seconds: 26.5%



4.5 Call Answering standards

Summary

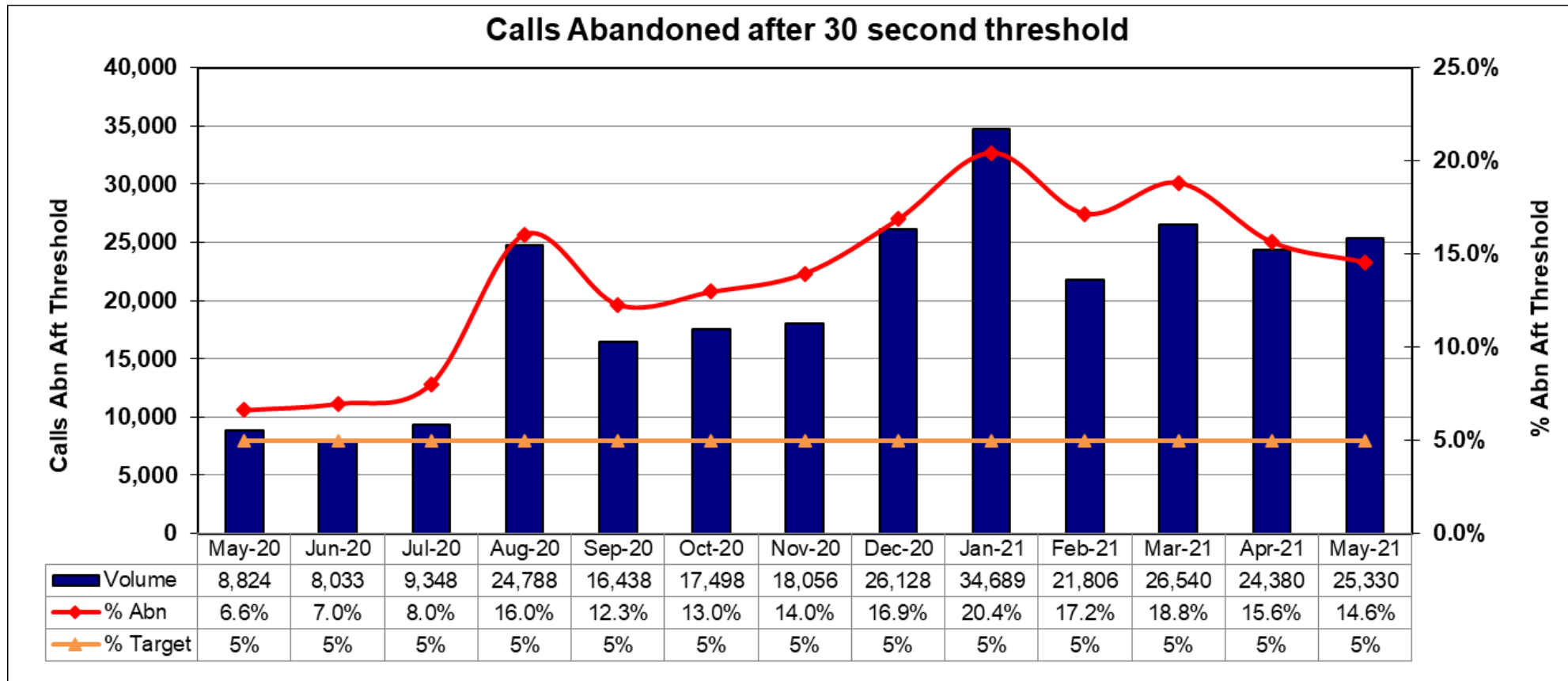
- Average time to answer: 10 minutes 31 seconds; which is the lowest since November 2020
- Median time to answer : half of all patients waited 7 minutes 34 seconds or less to be answered (a total of 74,317 patient calls)
- 90th Percentile time to answer - 26 minutes 47 seconds, this meant 10% of patient calls (14,863), waited at least 26:47 for their call to be answered.



4.6 Calls Abandoned After 30 second threshold

Summary

- Calls abandoned after threshold in 14.6% - lowest rate since November 2020
- Average time to abandon was 7 minutes 52 seconds, which is 1min 17s lower than previous month
- Maximum time to abandon was 1 hour 5 minutes



5. OTHER NHS 24 MANAGED SERVICES

5.1 Breathing Space

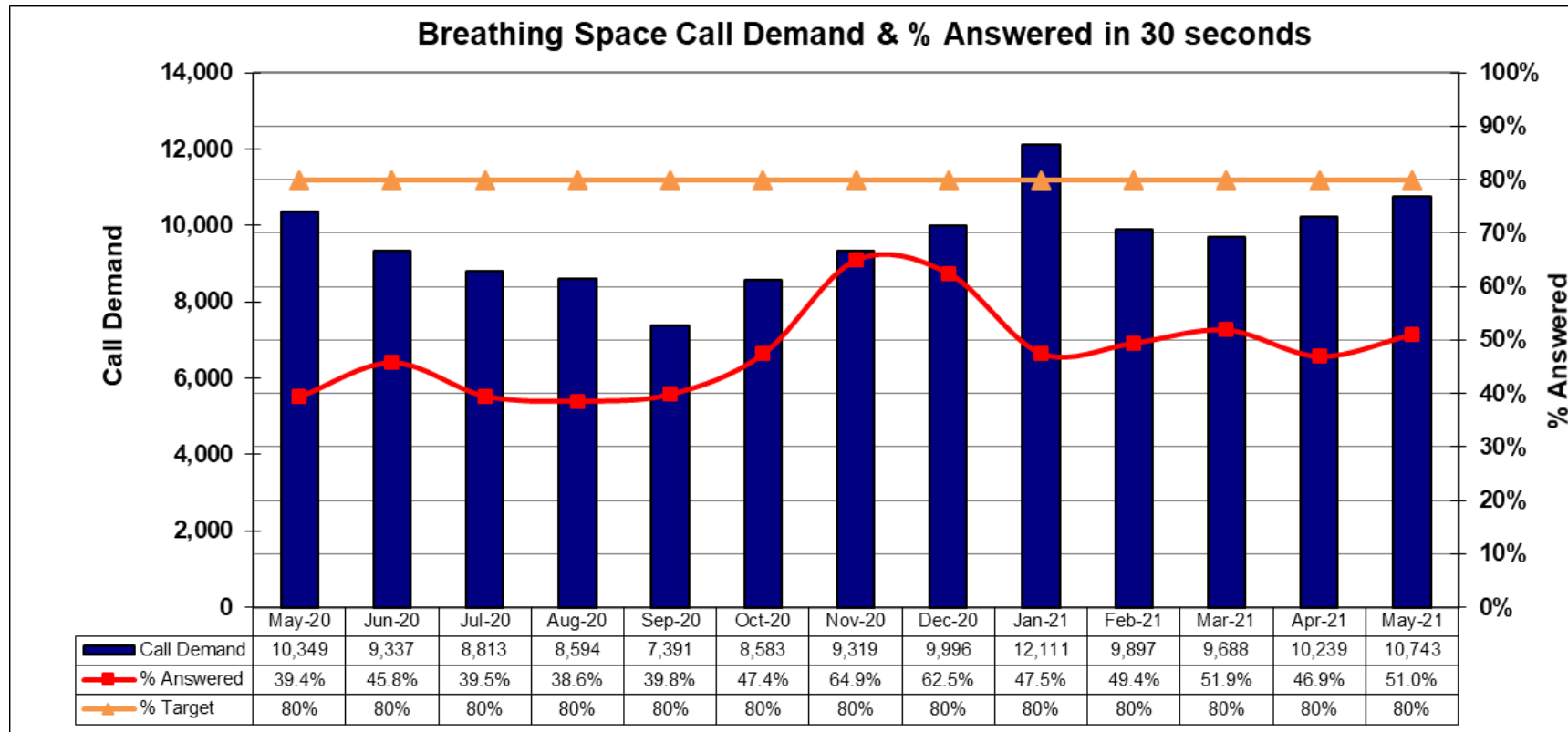
Breathing Space is a confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. Breathing Space is funded by the Scottish Government's Mental Health Unit and is one of the SG target measures.

5.2/5.3 Other Services Call Demand and Access

Care Information Scotland (CIS)	Phone and webchat service providing information about care services for people living in Scotland
Quit Your Way Scotland (QYWS)	Phone and webchat advice and support service for anyone trying to stop smoking in Scotland
Cancer Treatment Helpline (CTH)	Triage assessment to patients who are receiving or have received specific cancer treatment when they feel unwell, ensuring that they access the most appropriate, effective and timely care if their condition is deteriorating
Living Life	Free phone service offering therapy for anyone in Scotland over 16 years of age with low mood, mild to moderate depression or anxiety
Musculoskeletal (MSK)	Phone service for people experiencing symptoms of MSK disorders - such as back pain or sports injuries. <i>This service has been paused as part of COVID-19 response.</i>
NHS inform	The NHS inform helpline for general health information is temporarily suspended as our teams are supporting the management of the COVID-19 helpline

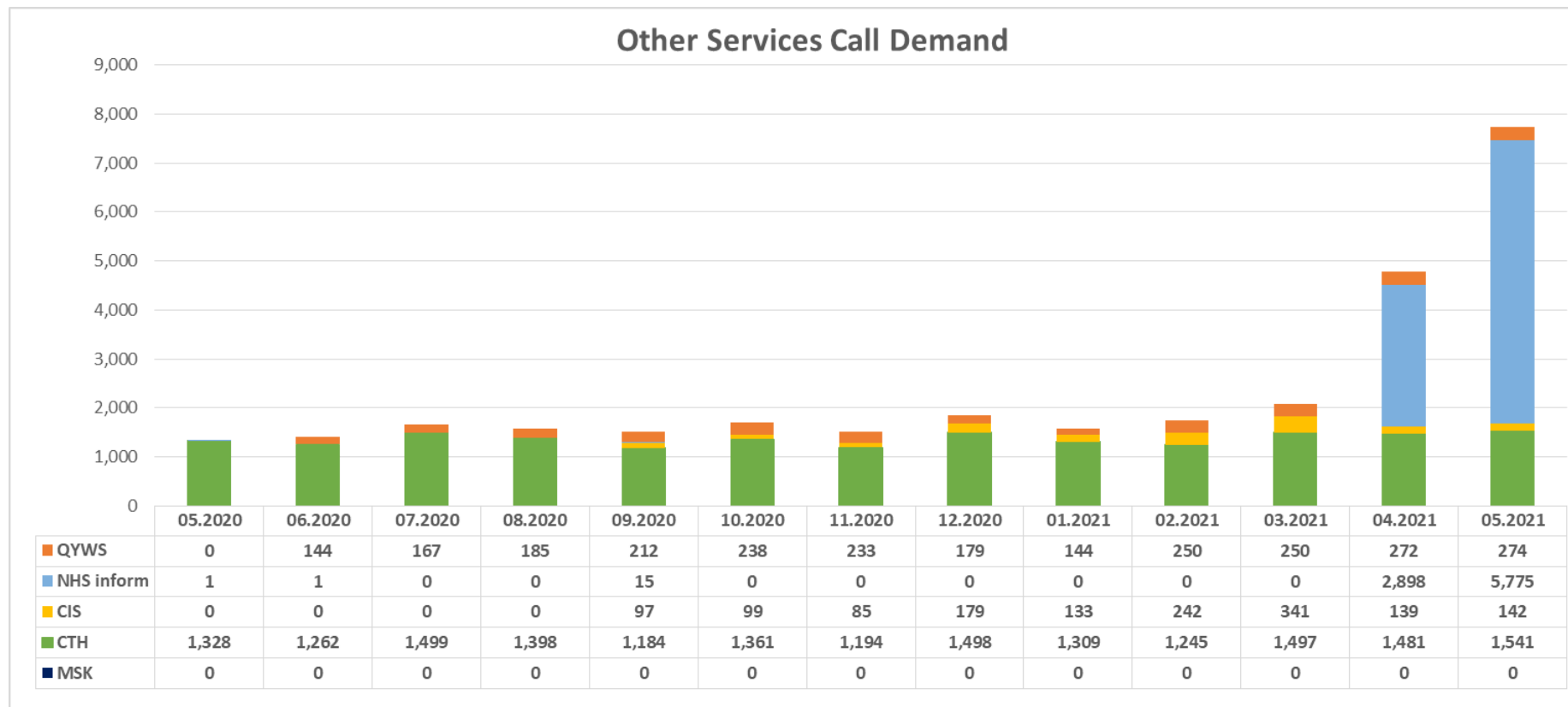
5.1 Breathing Space

- Busiest ever May for Breathing Space with Demand of 10,743
- 51.0% of calls were answered within 30 seconds and average time to answer for calls was 1 minute 34 seconds
- 8,563 calls were answered by BS advisors, meaning 80% of overall demand from patients was answered



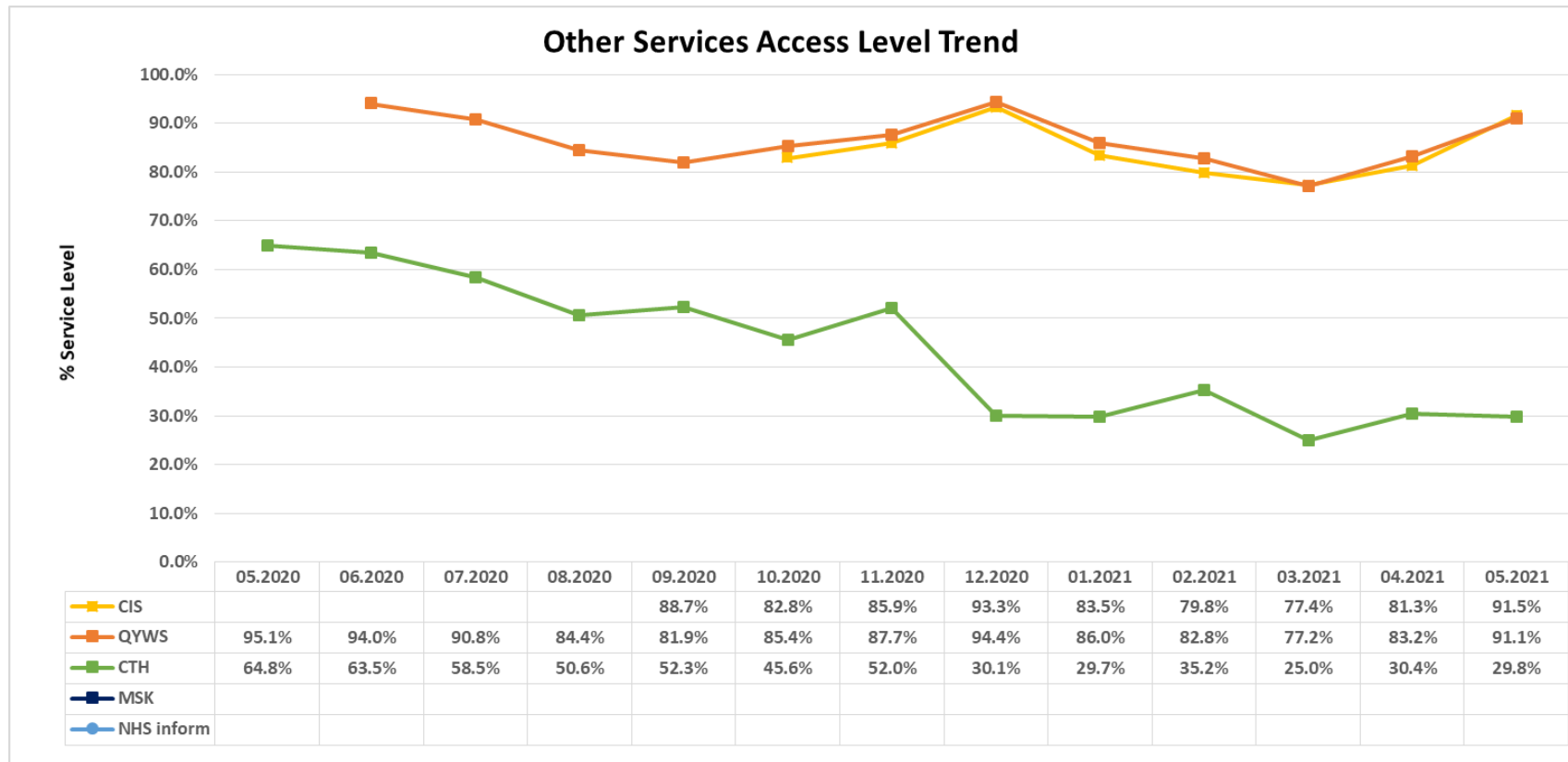
5.2 Other NHS 24 Managed Services – Call Demand

- **Care Information Scotland (CIS)** – Service paused between 26th February to 1st September. Consistent demand in previous two months
- **Quit Your Way Scotland (QYWS)** – Paused between 26th February to 3rd May due to COVID-19 pandemic. Consistent call volume in 2021
- **Cancer Treatment Helpline (CTH)** - Highest demand for service since March'20. CTH calls answered by 111 Call Takers
- **Musculoskeletal (MSK)** – Services paused on 23rd March due to COVID-19 pandemic and has yet to resume
- **NHS inform** – Managed by Ascensos, 5,775 calls were received



5.3 Other NHS 24 Managed Services – Access Service Level

- **Care Information Scotland (CIS)** – highest access achieved (91.5%) in 2021
- **Quit Your Way Scotland (QYWS)** – highest access achieved (91.1%) in 2021
- **Cancer Treatment Helpline (CTH)** - Blended model (separate service with 111 Call Takers answering calls) – current target is to call patients back within 30 minutes
- **Musculoskeletal (MSK)** – Services paused on 23rd March due to COVID-19 pandemic and has yet to resume
- **NHS inform** – Calls are managed by Ascensos



6. DIGITAL AND SOCIAL MEDIA ACTIVITY

6.1 Digital Activity Entrance

Entrance - number of sessions which started on this page. This is the first page a user lands on and suggests the intent or information need.

6.2 Webchat demand

Allows for patients to communicate with various services online instead of via telephony route. Important aspect of Omni channel experience which provides patients with multiple options to connect with services.

6.3 COVID-19 Chatbot and Voicebot

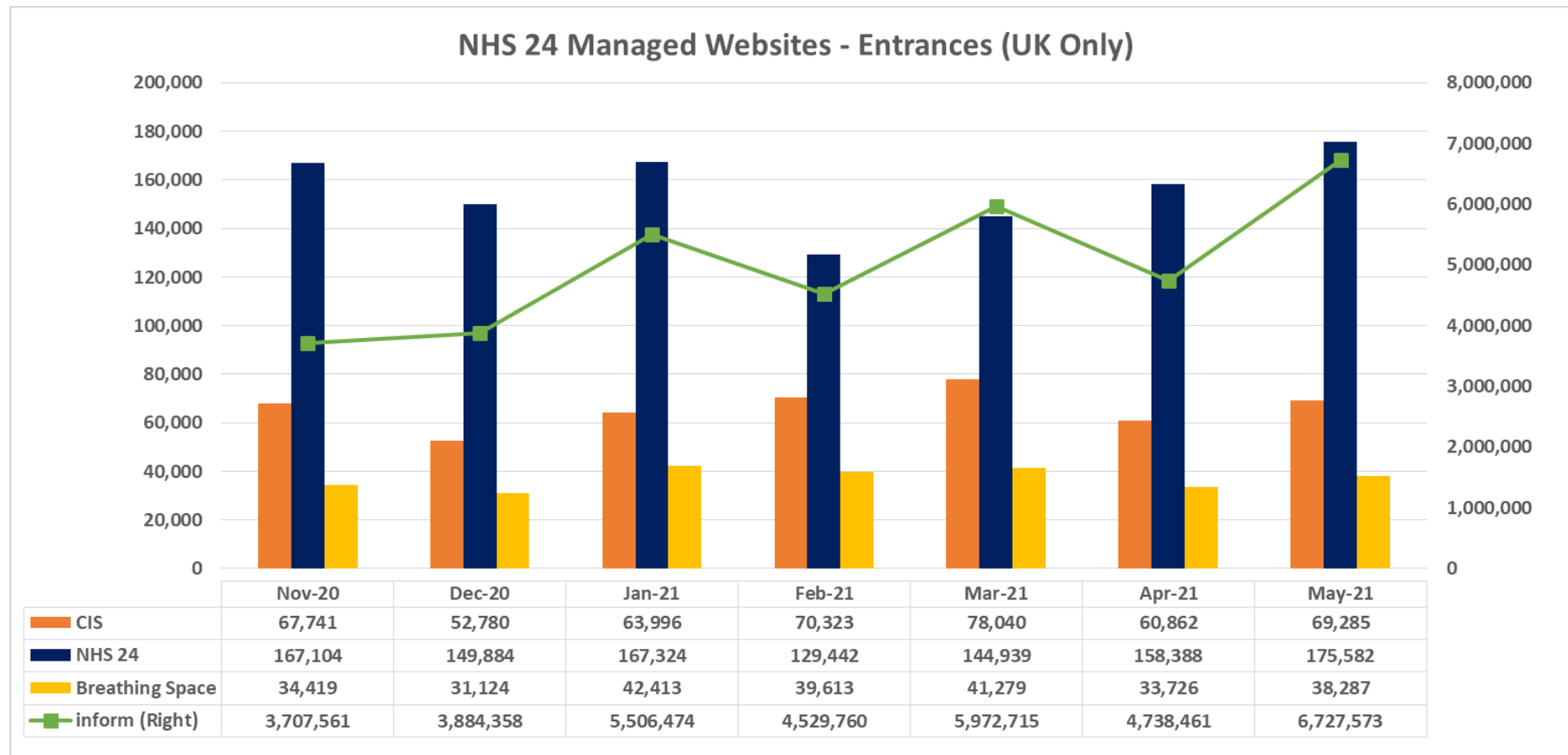
Both chatbot and voicebot are computer programs that interact with patient/caller as if they were interacting with a human. Voicebots allow a caller to navigate an interactive voice response (IVR) system with their voice. Chatbots are similar in that it allows humans to interact with digital devices as if they were communicating with a real person. Both of these programs help to reduce pressure on COVID-19 service.

6.4 Social media engagement

The engagement rate is a metric often used to track how actively involved with your content your audience is and how effective your posts are. Engaged users interact by various methods such such as “likes,” comments and social sharing.

6.1 Digital Activity – Entrances

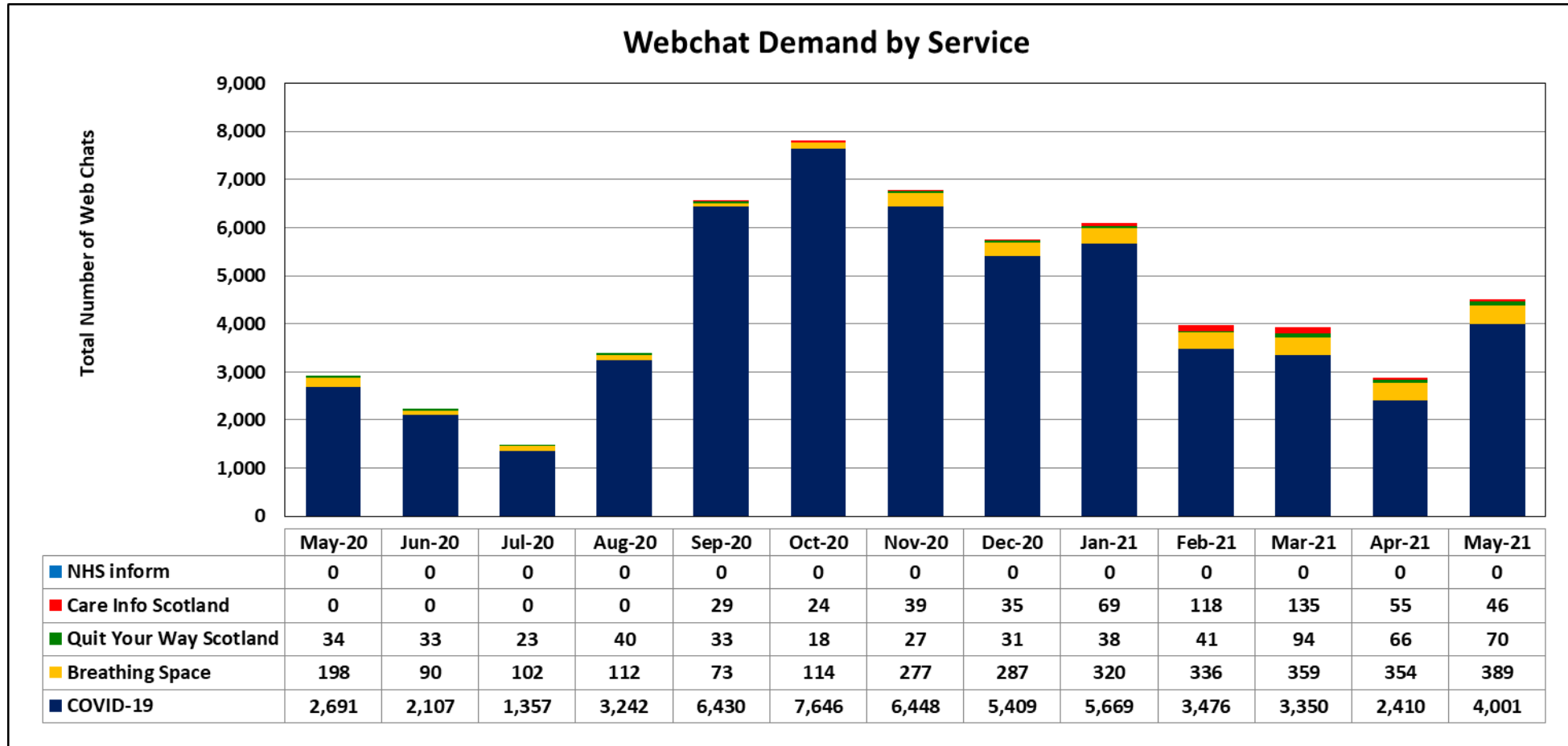
- Please note all of the data reported is now for activity from UK only.
- NHS inform site had 6.7 million entrances in May, up 42% on previous month. Top 10 most visited pages all in relation to COVID-19 vaccine – these 10 page entrances accounted for 43% of all volume.
- NHS 24 saw a third month on month increase, 11% up on April
- NHS inform entrances attributes 96% of overall volume



6.2 Webchat Demand

Summary

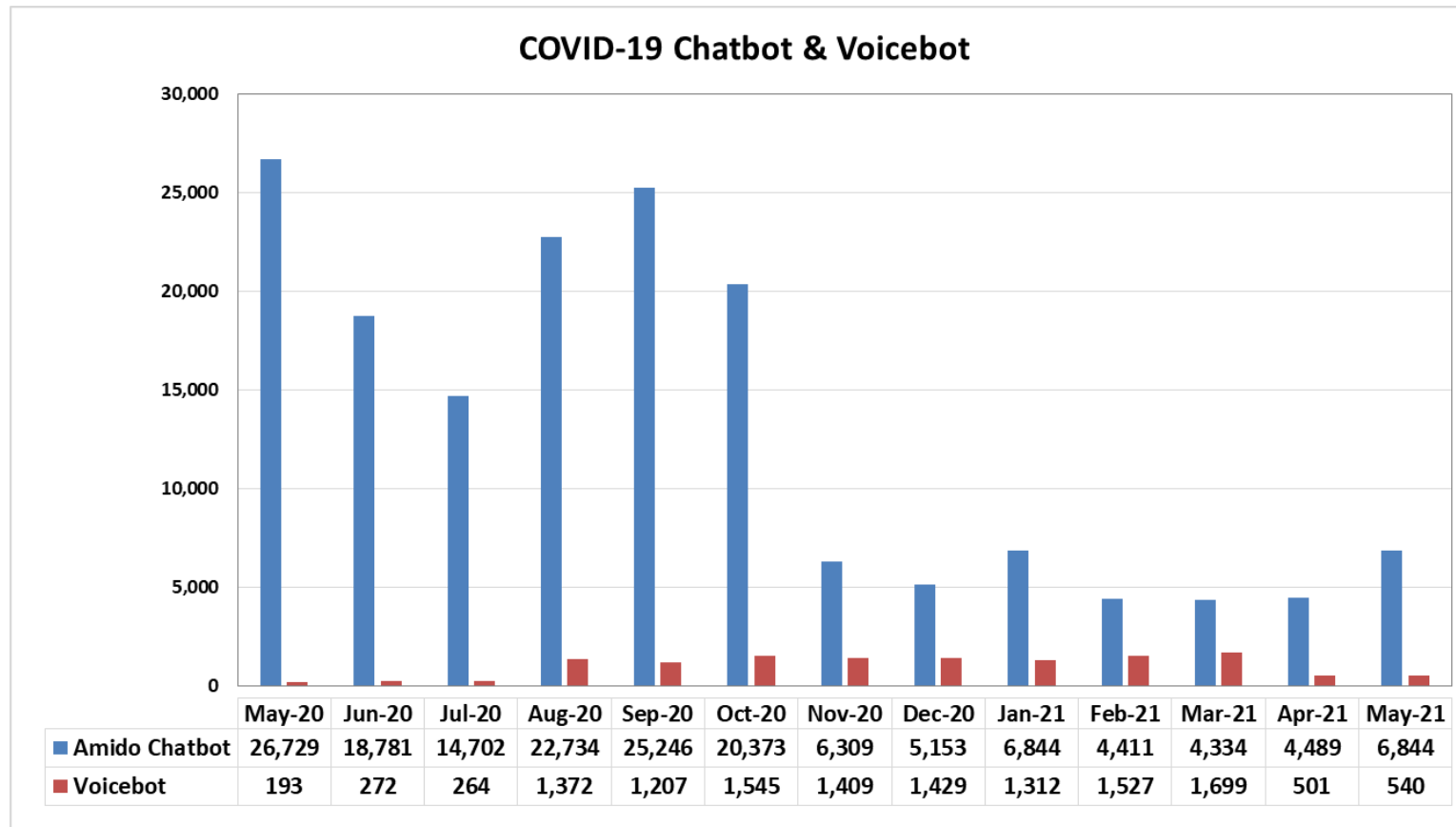
- COVID-19 chat experienced a notable increase of 66% on previous month
- COVID-19 non clinical Helpline - continues to dominate activity with 89% of overall demand (this is largely related to availability of resource for Webchat).
- Breathing Space had its highest ever demand for 6th month in a row for webchats – 389 in May



6.3 Chatbot and Voicebot

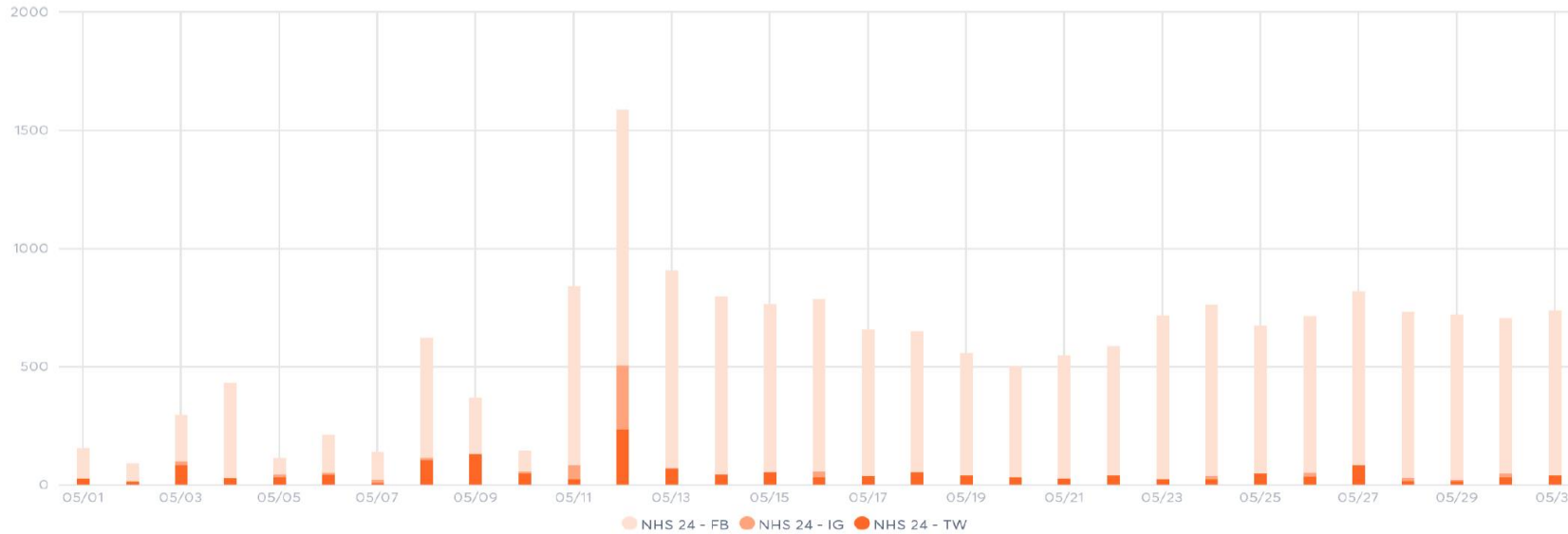
Summary

- Voicebot took 540 completed calls in May, which is a slight increase on previous month
- 67% of completed calls had a “Not At Risk Information Available at NHS inform” outcome
- Amido Chatbot took 6,844 calls, which is a 52% increase on previous month, and second consecutive month on month increase



6.4 Social Media Engagement

Number of audience's interactions with your social profiles during the selected period.



NHS 24	17K
NHS 24	483
NHS 24	1.6K
Total interactions	19K



The total engagement is
19,117 interactions
 representing a variation of **-70.8 %**
 compared to **Apr. 1 2021 - Apr. 30 2021**

New Followers

NHS 24	52
NHS 24	116
NHS 24	60
New Fans / Followers	228

7. WORKFORCE

7.1 Attendance Rate

One of the key Scottish Govt. measures relating to workforce. A low attendance in the organisation will impact the organisations ability to deliver services to patients. The attendance rate excludes COVID related absence.

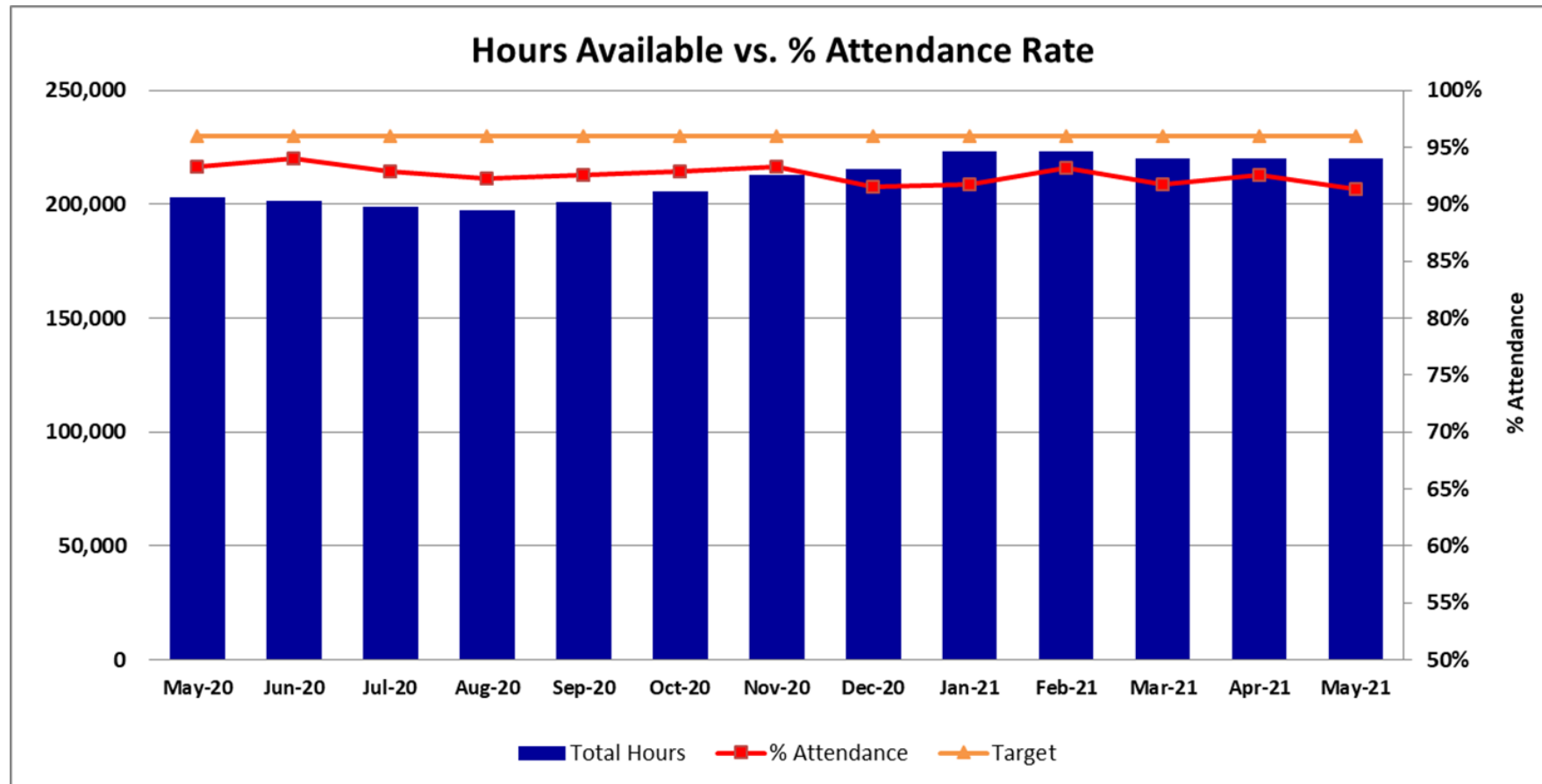
7.2 Workforce: absence above threshold

Attendance rates are affected by absence, each skillset is tracked individually

7.1 Workforce: Attendance Rates

Summary

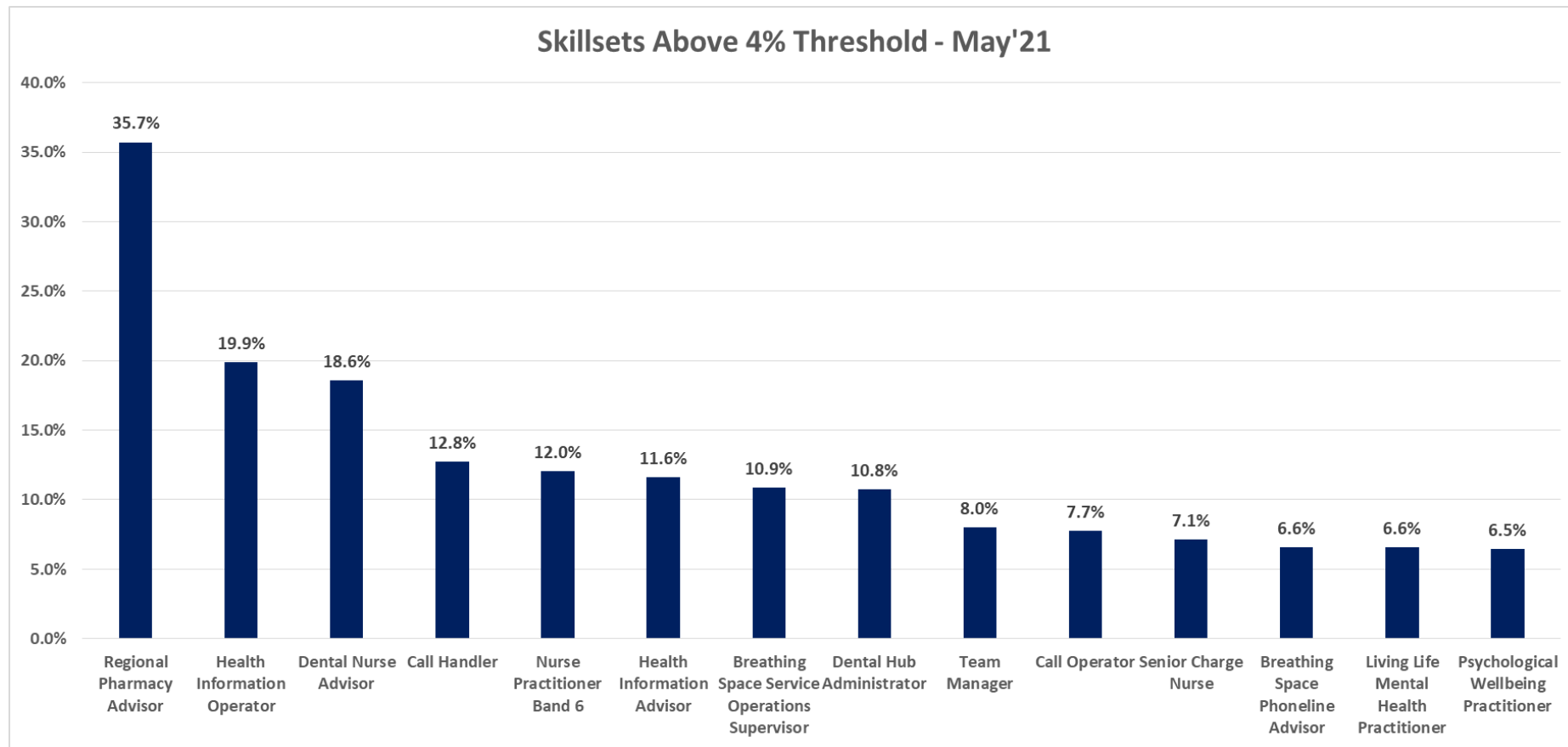
- Attendance in May was 91.3% resulting in target missed by 4.7 percentage points
- Attendance rate was 2.0 percentage points lower than May 2020.
- Overall NHS 24 total **Coronavirus absence** figure for May 2021 equates to **2.0%** which means the combined **NHS 24 sickness and coronavirus absence percentage** equates to **89.3% attendance**



7.2 Workforce: absence above threshold

Summary

- 14 skillsets breached 4% absence threshold individually
- 28 skillsets were within 4% threshold with 10 skillsets of those skillsets having 0% absence
- Please note the highest percentage absences are often from smaller skillset groups i.e. Regional Pharmacy Advisor lost 162 hours from a total of 454 available hours.
- In terms of total hours lost Call Handler skillset lost the most at 10,850 hours



8. Key ICT - BT April Service/Delivery overview

<p>Highlights</p> <ul style="list-style-type: none"> • Service Continuity – Service Delivery SLA achieved 92.5% against 90% target. • Applications, Network and Infrastructure Management Availability 100% • Patching & AV Compliance SLA achieved • In a rolling 12-month period BT has met the agreed Service Delivery SLA • SIP Channel Increase to 1800 lines, with 200 configured for outbound calls implemented 	<p>Lowlights</p> <ul style="list-style-type: none"> • Initial removal of ACE loadbalancers failed and instigated P1 • SIP Channels Increase – additional change required to apply CLI configuration on new outbound trunks; • Failed SLA – contact pick up rate >30 seconds for the month of March the result was 36 seconds • Failed SLA - Resolution of P1 incidents < 90 minutes INC000038267884 (DDOS) was kept open for monitoring over the course of a few days • Failed SLA – Abandoned calls < 5% - 7% achieved • ICT Operations escalation as BT Problem Management was below acceptable standards. • ICT Operations have concerns around BT Service Desk knowledge of NHS 24. • CMDB is not accurate and up to date. Asset audit required to be completed
<p>Risks</p> <ul style="list-style-type: none"> • ICT Operations have concerns around BT Service Desk knowledge of NHS 24. • CMDB is not accurate and up to date. Asset audit required to be completed • BT Project Material Management 	<p>Focus Areas</p> <ul style="list-style-type: none"> • Problem Manager change on NHS 24 account • Balborough visit for ICT Operations scheduled 14TH July • Network Security in relation to DDOS attacks • BT Capacity Management reporting to be improved as it is currently below acceptable standards • CMDB – BT to complete asset audit and provide an accurate CMDB

8. Key ICT - Capgemini Service April Update

Service Highlights

- There were no major incidents, in April, in particular on the Easter Bank Holiday weekend raised on Capgemini.
- Change work requested ahead of Easter delivered on time
- Service and License Charge indexation has been issued

Change Request Summary

- 6 Change Request Notes (CRNs) received this month
- 59 Operational Change Requests (CRQs) reviewed
- 9 Change Requests were implemented
- 15.07 days of Value Add provided this month
- 2 Service Improvements closed and 14 in progress
- 4 Acceptance Certificates were issued this month

Service Lowlights

- There has been further issues with the CAG Solution. The team are to be provided with 7 new laptops
- No April invoices issued this month due to not receiving the purchase orders
- SAP Additional License payment is also delayed awaiting the Purchase Order or signed CCN returned.

OTACE

- OTACE for 2019 is 4.25
- The OTACE for 2020 is in progress
- The OTACE criteria for 2021 has been agreed

Contact Summary

- 115 incidents were received this month
- No P1 call outs occurred this month.
- Incidents appear in the Capgemini figures

Escalation and Resolution

- No account escalations have occurred this month

Key Focus for Next Period (Capgemini)

- Continue to progress the resilience of the CAG solution ahead of issuing the CCN for Change of Laptop usage
- Prioritise the Design Office Workshop service improvements

Key Focus for Next Period (NHS 24)

- Schedule annual review following contract anniversary (to be scheduled following Tech Refresh)
- Complete OTACE for 2020
- Confirm NGSD Full Go Live

NHS
24

**The care behind
your care.**