

Three overlapping circles in the top-left corner: a large dark blue circle, a medium pink circle overlapping its bottom-left edge, and a smaller light blue circle overlapping the bottom of the pink circle.

Board Corporate Performance Report

Performance relating to October 2022

Connecting – Caring - Collaborating

1. Summary of October 2022 performance

Calls increased by 4% on previous month to **162,000 calls**. The highest since July. 5 local public holidays were covered across month, highest coverage 15% on 10th October.

Unwell pathway increased by 6% on previous month to 93,600 calls, which is the highest volume for this pathway since October 2021. This is reflected in the increase in seasonal type keywords such as Fever and Throat Pain.

Dental pathway volume increased for second consecutive month to 9,760.

Mental Health Hub performance has maintained positive performance figures – 54% calls answered within 5 minutes. This is a 24% improvement on October 2021 and the second consecutive month that target has been met.

Volumes to MHH increased by 9% on previous month to 11,976 calls, the highest volume since July.

Average talk time for Call Takers increased to 19 minutes 55 seconds in October (please note this excludes wrap up time after call). A number of initiatives and technical reporting developments are being implemented with aim of reducing this overall talk time.

Attendance Summary

Attendance was 91.8% which is down 0.9 percentage points on previous month.

There has been a recent increase in absence due, which is attributed to a rise in seasonal illness and also the previous two months COVID special leave is no longer applicable. It should be noted however that overall absence is improved from October 2021 - 86.2% overall.

2. Summary of Key SG Performance Measures

Telephony Access								
Measure		Target	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
% Calls Answered in 5 minutes	Unscheduled Care*	50%	28%	19%	19%	25%	22%	22%
	Mental Health Hub	50%	47%	39%	32%	40%	55%	54%
	Breathing Space	50%	40%	36%	34%	41%	47%	40%
% Abandoned After 5 Minutes	Unscheduled Care*	10%	11%	17%	18%	14%	17%	15%
	Mental Health Hub	10%	13%	16%	18%	15%	10%	10%
	Breathing Space	10%	9%	12%	11%	8%	8%	9%
Median Time to Answer (mm:ss)	Unscheduled Care*	5 mins	13:08	20:01	20:01	15:46	17:50	16:28
	Mental Health Hub	5 mins	00:06	01:04	02:46	00:49	00:06	00:06
90th Percentile TTA (mm:ss)	Unscheduled Care*	30 mins	33:24	51:08	57:51	47:16	57:36	54:04
	Mental Health Hub	30 mins	21:56	29:10	31:16	27:45	17:42	16:50
Access to Health Information (% answered in 5 minutes)		50%	80%	88%	94%	96%	98%	97%

Omni Channel - Digital								
Measure		Target	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
NHS inform - core service (excl COVID)		-	6,706,617	6,732,586	6,800,599	6,784,802	8,087,330	10,846,756
% change on previous month		-	-5%	0%	1%	0%	19%	34%
COVID Content (as per C19 Dashboard)		-	647,789	798,013	548,836	249,875	237,948	293,776
% change on previous month		-	-62%	23%	-31%	-55%	-5%	23%
microsite		-	699,480	548,365	407,608	300,104	476,531	641,535
% change on previous month		-	-18%	-22%	-26%	-26%	59%	35%
Scotland Service Directory		-	300,526	324,713	321,375	364,939	446,725	421,290
% change on previous month		-	19%	8%	-1%	14%	22%	-6%
Digital User Experience		90%	-	-	-	-	-	-

Staff Wellbeing								
Measure		Target	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
Staff Attendance		96%	92%	93%	94%	94%	93%	92%
i-matter		75	76	76	76	76	76	76

Patient Experience								
Measure		Target	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
Patient Experience		90%	-	-	-	-	-	-
Complaints		95%	100%	67%	100%	0 complaints	67%	100%
Care Delivered at First Point of Contact		90%	95%	95%	95%	95%	95%	95%
Patient Journey - Unscheduled Care*		30 mins	32:33	36:53	38:17	34:38	37:19	37:45
Patient Journey - Mental Health Hub		30 mins	24:38	25:42	25:42	26:09	25:26	25:11

* Unscheduled Care includes COVID and Dental

3. Person Centred Feedback

In total there were 95 pieces of patient feedback:

- Stage 2 complaints is the reportable figure on performance framework. There were 2 stage two complaints. In total there were 28 complaints which represents 0.02% of total demand
- 10 Care Opinion stories were received - 6 of these were complimentary.
- Main themes of complaints were - Inappropriate Outcome//Advice
 - Interpersonal
 - Access

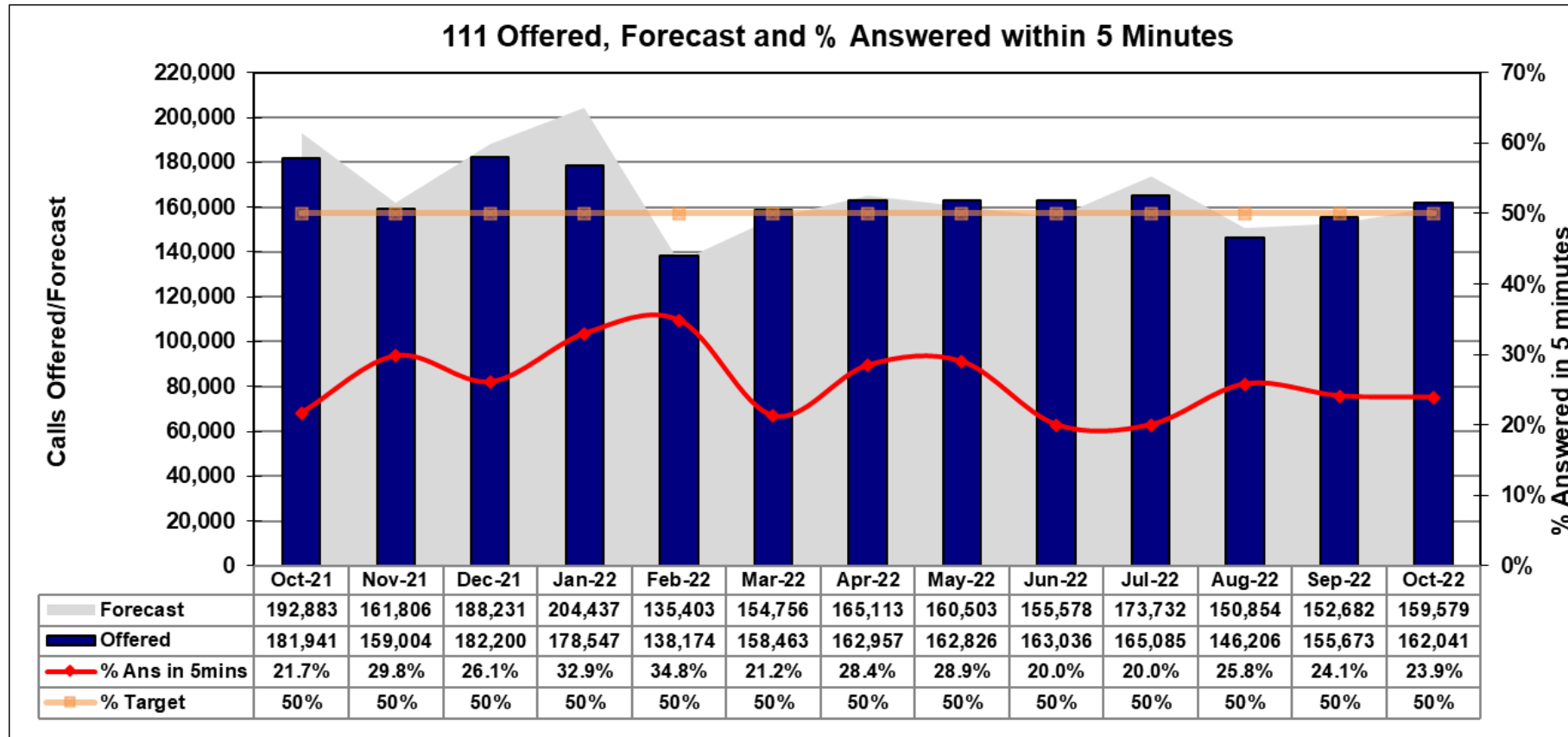
Feedback Type	October 2022
Stage 2 Complaints	2
Stage 1 Complaints	26
Shared Complaints	3
Comments	28
Enquiries	20
Concerns	0
Compliments	16
TOTAL	95

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

4.1 Calls Offered, Forecast and % Answered within 5 minutes

Summary

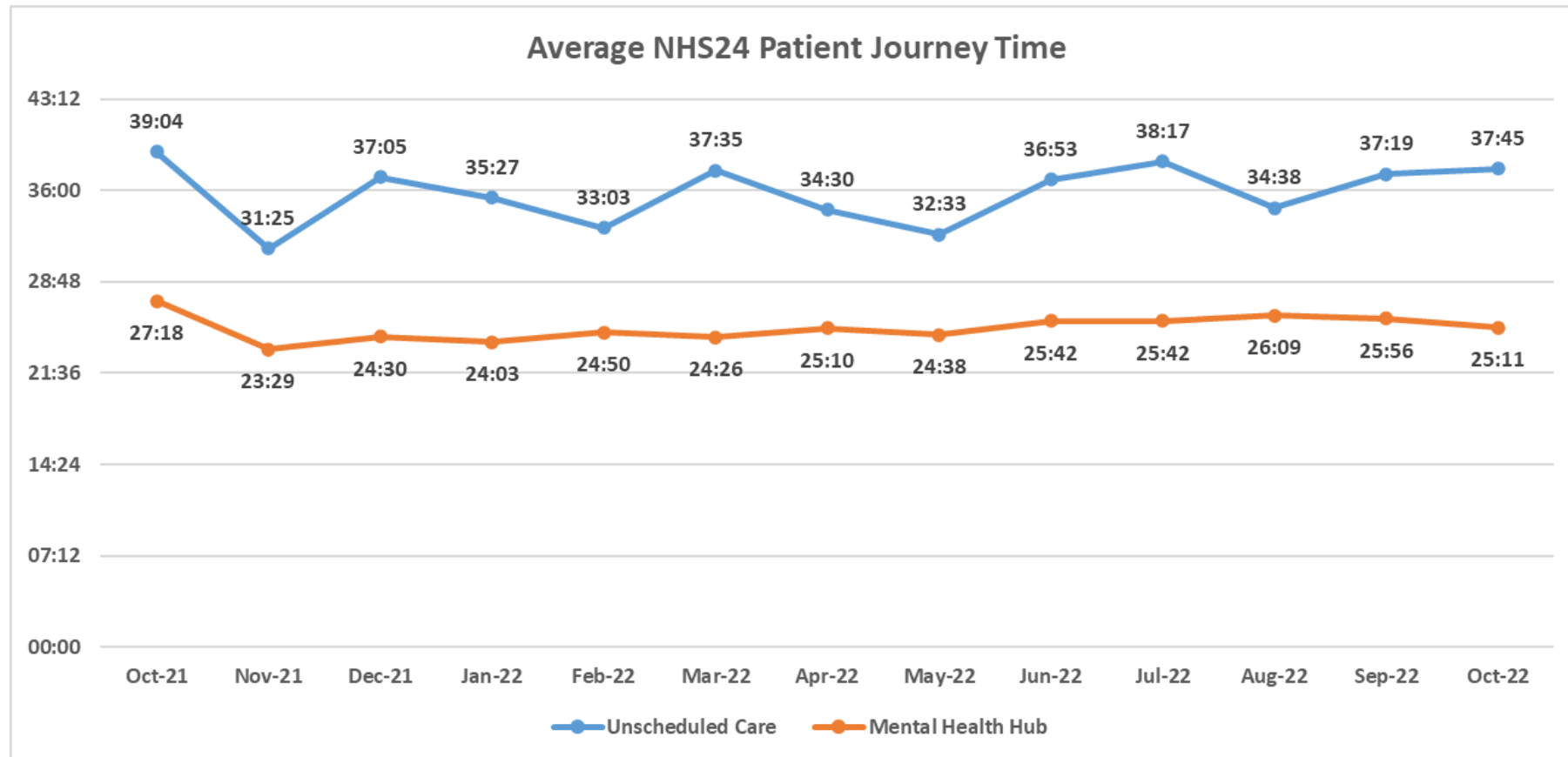
- Calls Offered – **162,041**, which is 4% up on previous month and 11% down on October 2021
- Unwell pathway increased by 6% to 93,600 calls, the highest levels since October 2021. MHH increase by 9% to 11,976 calls
- Calls answered within 5 minute threshold was **23.9%**



4.2 Average Patient Journey by Call Type

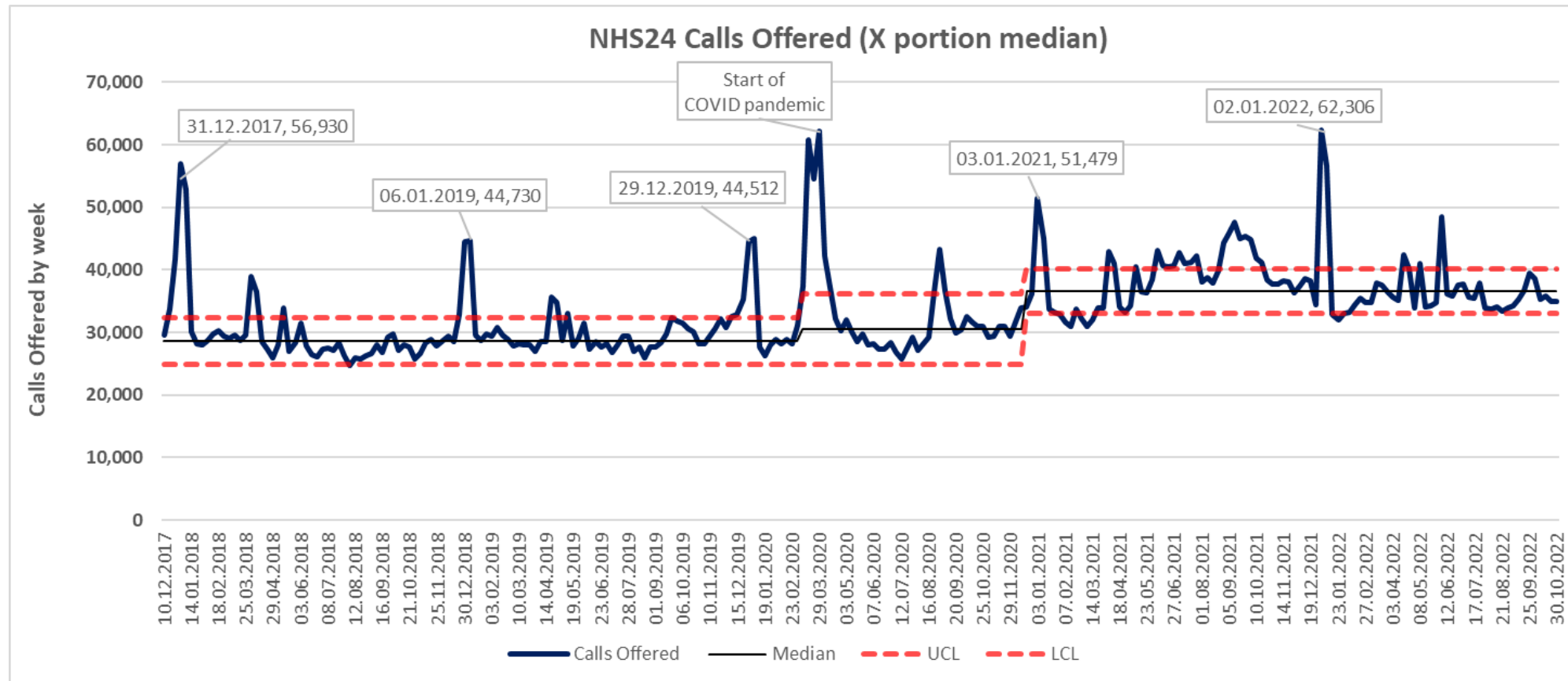
Summary

- Patient Journey is time between when patient selects IVR route (Urgent Care, COVID etc) to when the final endpoint is entered on to the contact record.
- Unscheduled Care (USC) was **37 minutes 45 seconds**, an increase of 26 seconds on previous month
- Mental Health Hub journey continues to track below target at **25 minutes 11 seconds**



4.3 Calls Offered – Control Chart

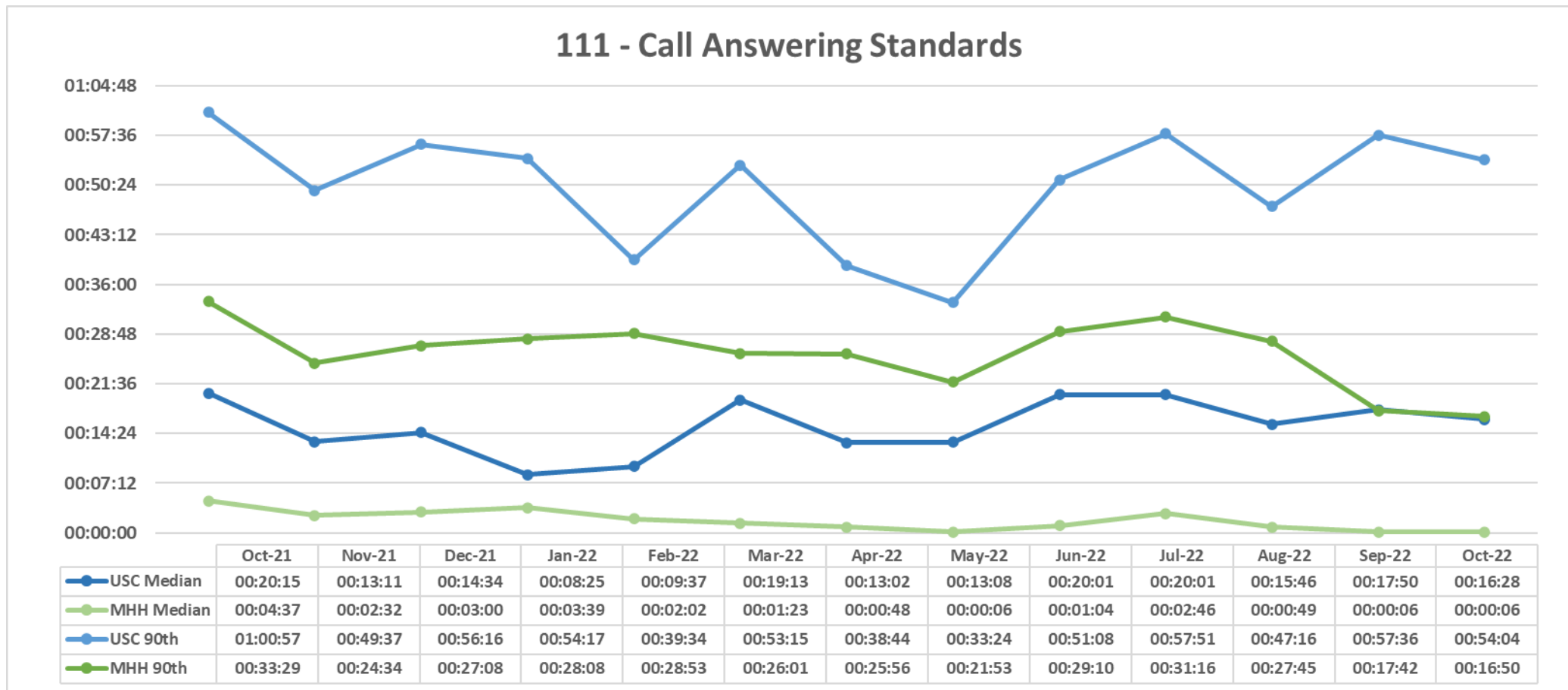
- Upper and Lower control limits have changed twice over past 4 years – the changes to limits occurred in March'20 (COVID pandemic) and December'20 (RUC pathway)
- Current median is 36,559 – the previous 4 weeks have remained below median by between 2-5%



4.4 Call Answering standards by Call Type

Summary

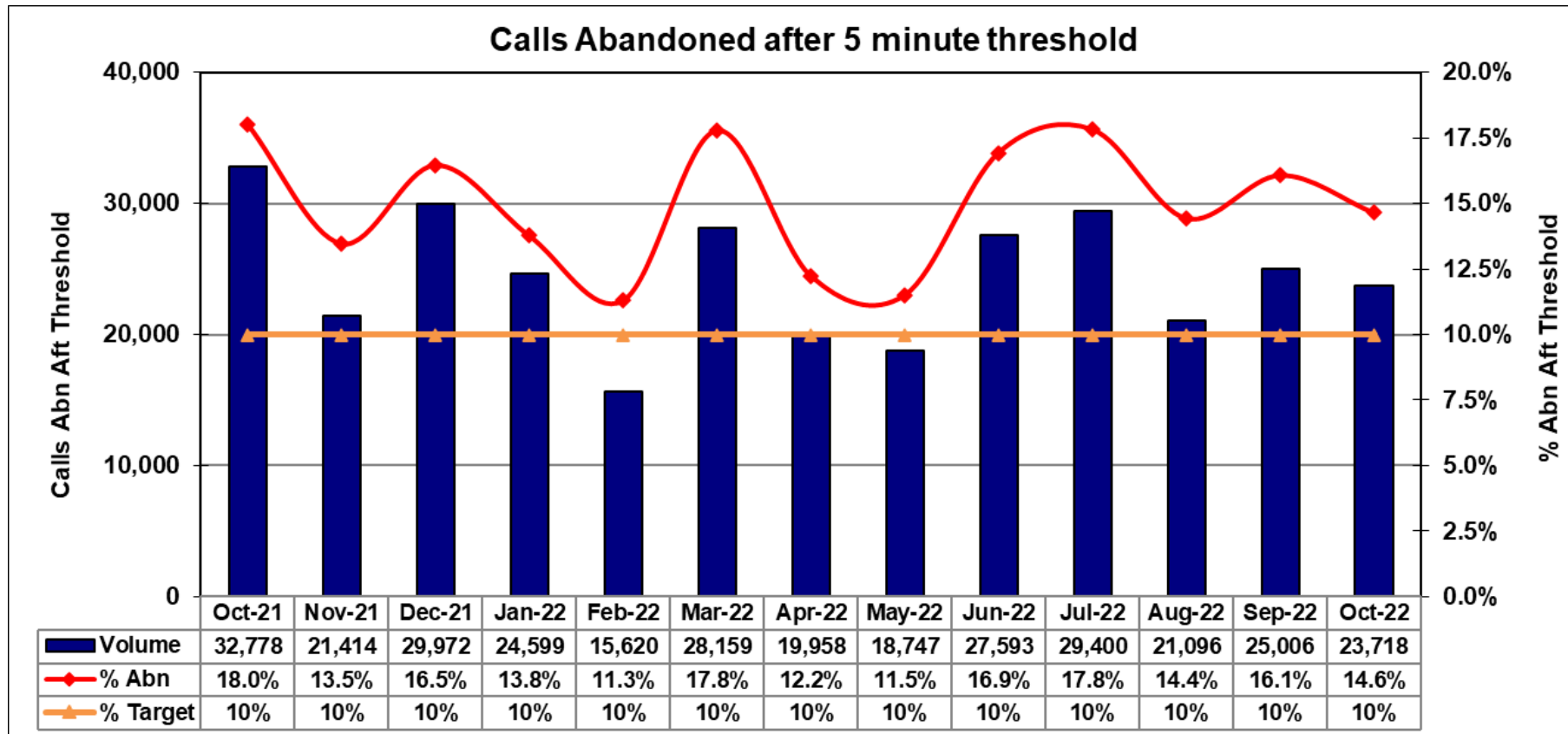
- **Unscheduled Care Median** – 16 minutes 28 seconds, a decrease of 82 seconds
- **Unscheduled Care 90th Percentile** – 54 minutes 4 seconds, a decrease of 3 minutes 32 seconds
- **Mental Health 90th Percentile** – waiting time dropped by 52 seconds to 16:50
- **Mental Health Median** – maintained low level of 6 seconds



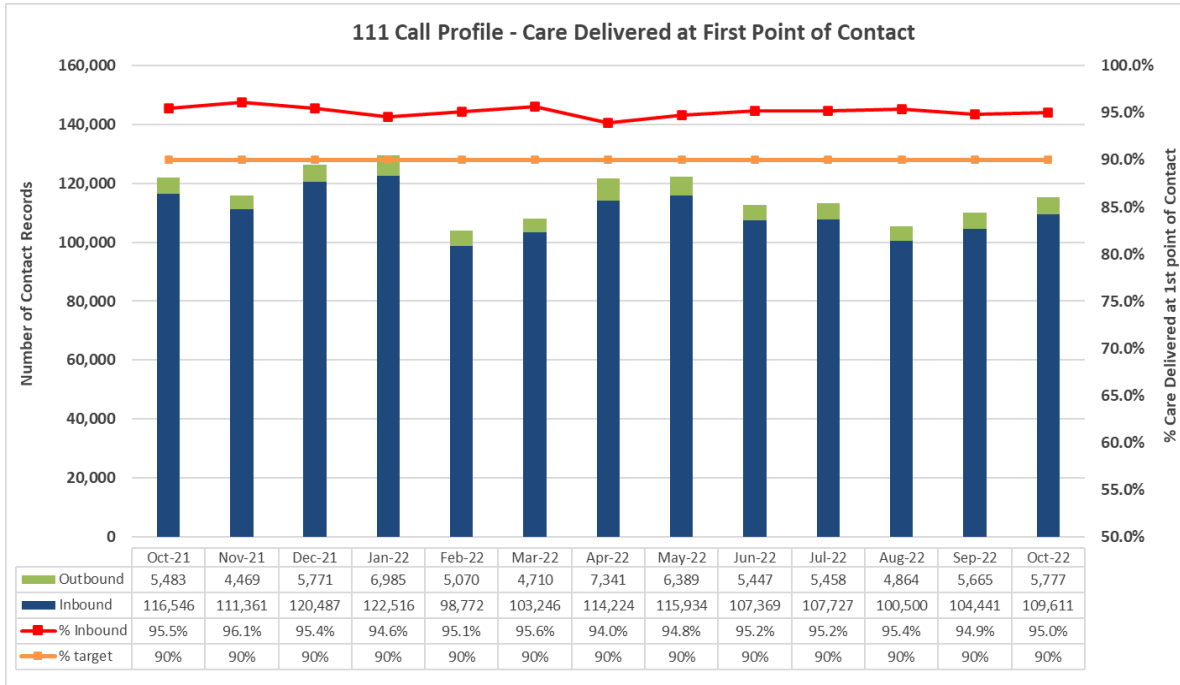
4.5 Calls Abandoned After 5 minute threshold

Summary

- Calls abandoned after threshold was **14.6%**, which is 1.5 percentage points down on previous month
- Average time to abandon dropped to 12 minutes 13 seconds
- Median time to abandon dropped to 7 minutes 27 seconds

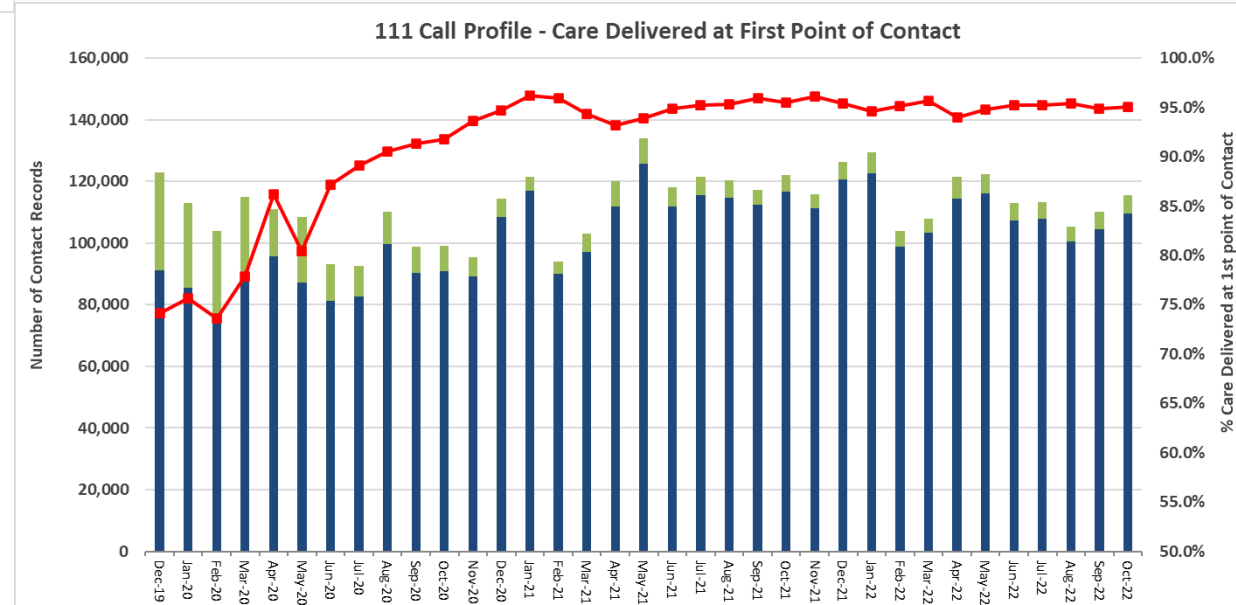


4.6 Care Delivered at First Contact



- Care Delivered at First Contact – 95.0% against a target of 90%.
- Target continuously meets target, which indicates an improved overall patient journey with limited occurrences of calling patient back after initial triage.

The chart to the right shows the increase in Care Delivered at first contact over a longer time frame including operational changes in March 2020.



5. OTHER NHS 24 MANAGED SERVICES

5.1 Breathing Space

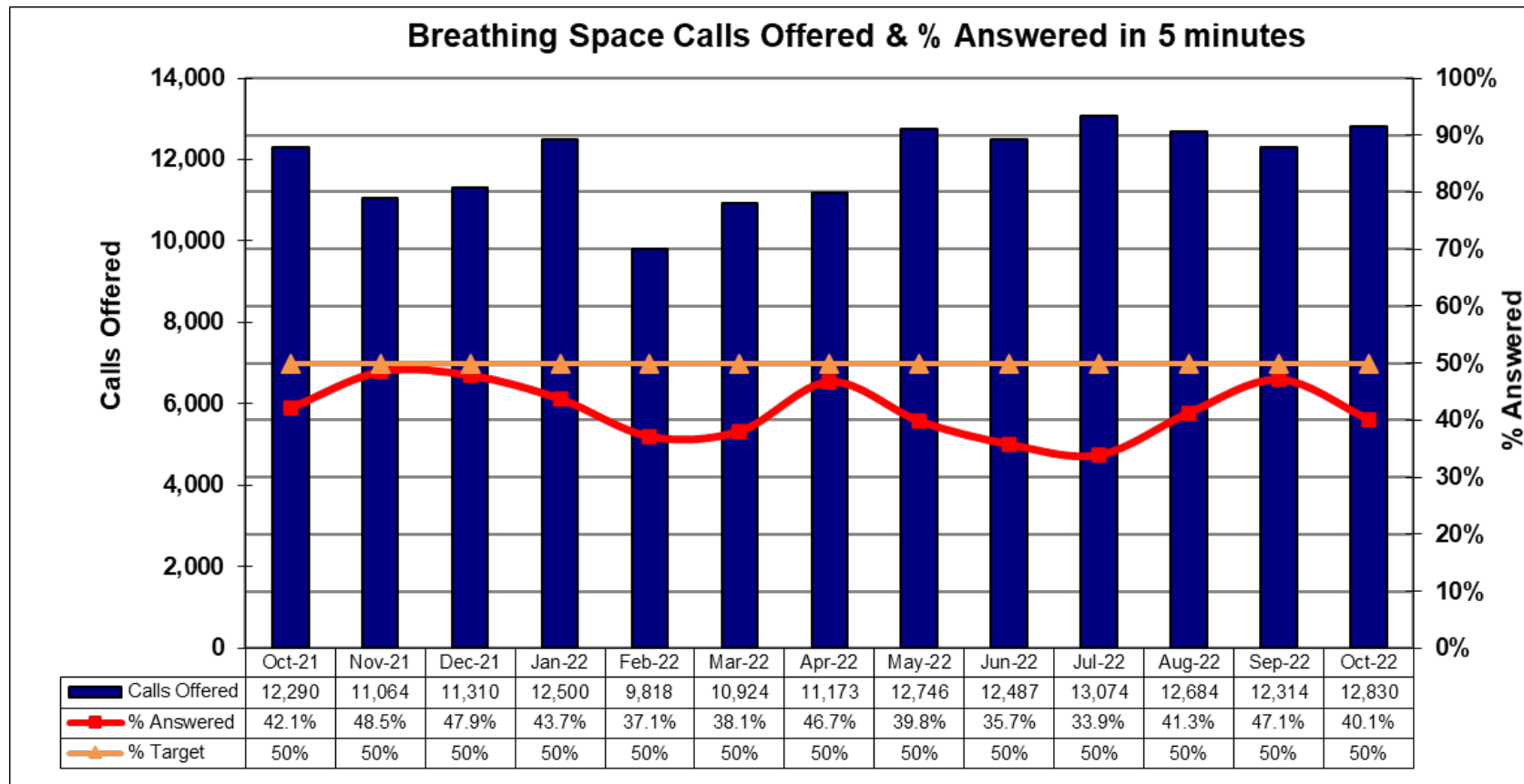
Breathing Space is a confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. Breathing Space is funded by the Scottish Government's Mental Health Unit and is one of the SG target measures.

5.2/5.3 Other Services Calls Offered

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 relates to general health information.

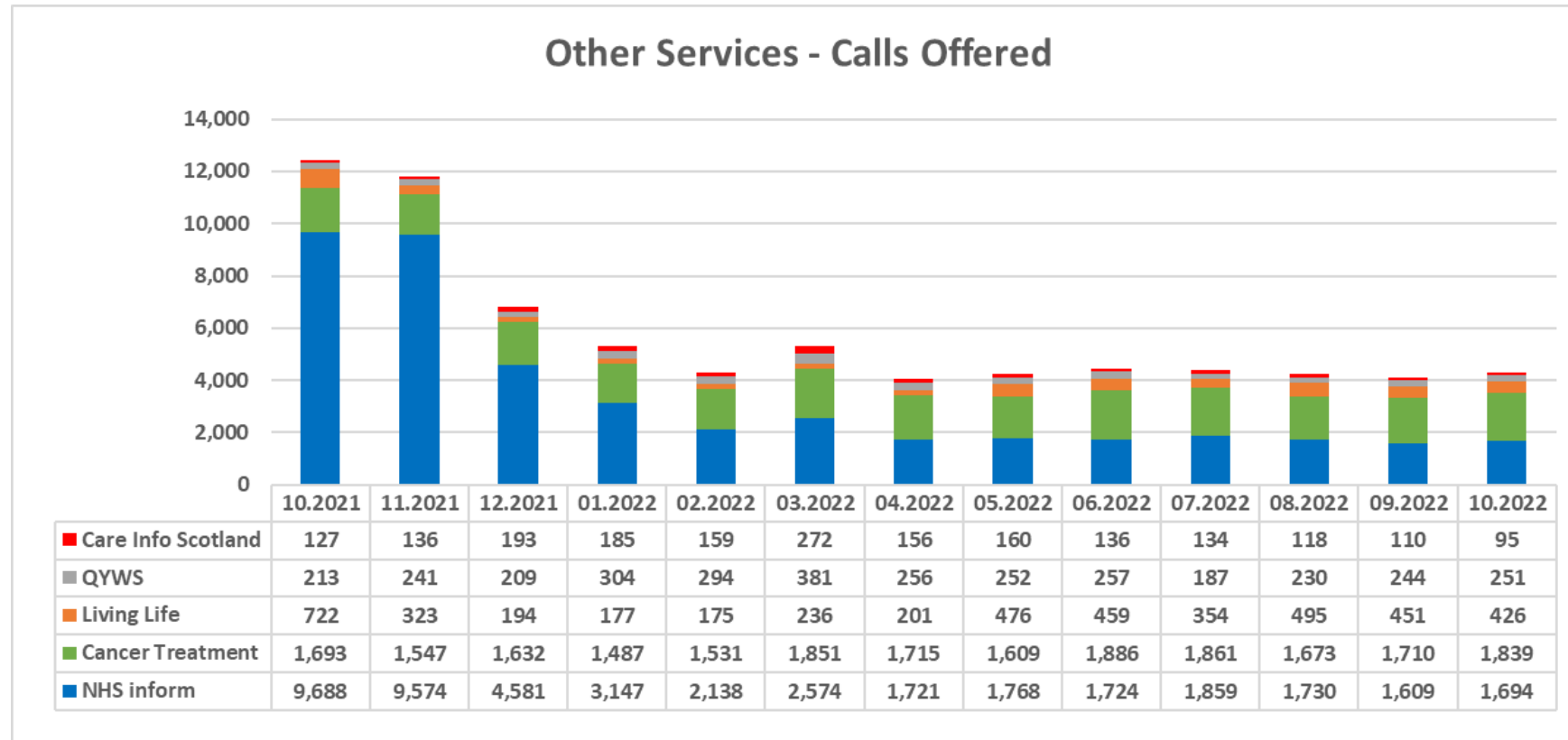
5.1 Breathing Space

- Calls offered, 12,830, which is one of the highest ever demands on service, only two months exceeded this volume
- Calls answered within threshold was 40.1%, which is down on previous month
- Sickness absence for BS advisors was up slightly on previous month (3.2% higher to 7.4%)



5.2 Other NHS 24 Managed Services – Calls Offered

- **Care Information Scotland (CIS)** – Lowest ever demand for service at 95 - service with lowest activity
- **Quit Your Way Scotland (QYWS)** – Demand at similar level to previous month – 251
- **Living Life** – 6% drop in demand to 426
- **Cancer Treatment Helpline (CTH)** - 8% increase in volume to 1,839
- **NHS inform** – 5% increase in demand to 1,694



6. DIGITAL ACTIVITY

6.1 Digital Activity

The provision of digital services continues to grow within NHS 24 and therefore there are now a number measures to reflect this channel of service. In summary, measures relate to core NHS inform website, NHS inform COVID-19, Scotland's Service Directory (SSD) and a new measure related to digital user experience.

- **NHS inform – core service (excluding COVID-19 activity)** - This measure relates to unique page views on core NHS inform website (excluding COVID-19 related activity).
- **NHS inform – COVID-19 content** – unique page views related to COVID-19 content on NHS inform website
- **NHS inform – COVID-19 vaccinations microsite** – unique page views related to COVID-19 vaccinations microsite on NHS inform website.
- **Scotland's Service Directory (SSD)** - Scotland's Service Directory (SSD) sits on NHS inform and provides details of all NHS health services across Scotland, including; Accident & Emergency (A&E), Minor Injury Units (MIUs), Pharmacies etc.

6.1 Digital Activity

Summary

- NHS inform website notably increased 34.1% to 10.8million, the highest level of monthly activity for site.
- COVID-19 vaccination website also had a notable increase (34.6%) to its highest level since May

Omni Channel - Digital													
Measure	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
NHS inform - core service (excl COVID)	9,446,583	10,453,574	10,713,204	8,758,641	6,841,651	7,894,384	7,026,512	6,706,617	6,732,586	6,800,599	6,784,802	8,087,330	10,846,756
% change on previous month	16.8%	10.7%	2.5%	-18.2%	-21.9%	15.4%	-11.0%	-4.6%	0.4%	1.0%	-0.2%	19.2%	34.1%
COVID Content (as per C19 Dashboard)	1,767,515	2,557,786	5,737,322	3,879,269	1,902,274	2,721,420	1,703,693	647,789	798,013	548,836	249,875	237,948	293,776
% change on previous month	-24.1%	44.7%	124.3%	-32.4%	-51.0%	43.1%	-37.4%	-62.0%	23.2%	-31.2%	-54.5%	-4.8%	23.5%
NHS inform – COVID-19 vaccinations	4,475,784	4,145,555	4,670,810	2,394,760	1,301,995	981,496	856,840	699,480	548,365	407,608	300,104	476,531	641,535
% change on previous month	15.9%	-7.4%	12.7%	-48.7%	-45.6%	-24.6%	-12.7%	-18.4%	-21.6%	-25.7%	-26.4%	58.8%	34.6%
Scotland Service Directory	282,512	280,837	267,892	307,603	243,411	262,374	252,190	300,526	324,713	321,375	364,939	446,725	421,290
% change on previous month	31.6%	-0.6%	-4.6%	14.8%	-20.9%	7.8%	-3.9%	19.2%	8.0%	-1.0%	13.6%	22.4%	-5.7%

7. WORKFORCE

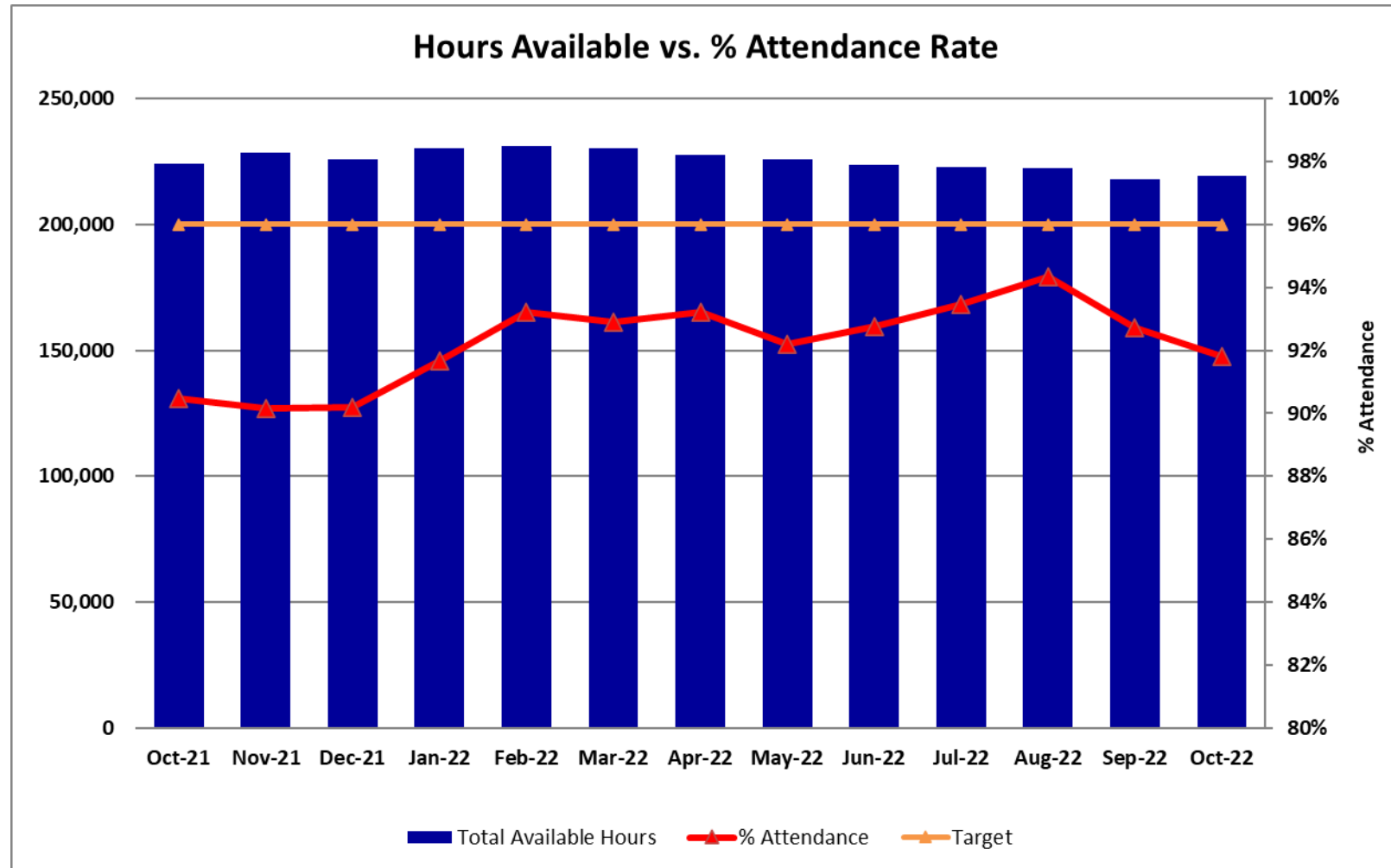
7.1 Attendance Rate

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.

7.1 Workforce: Attendance Rates

Summary

- Attendance was **91.8%** which missed target by 4.2 percentage points.
- Attendance rate was 1.3 percentage points higher than October 2021 (90.5%) and 0.9 percentage points lower than previous month (92.7%)



NHS

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**The care behind
your care.**