

**NHS 24  
BOARD MEETING**

**OCTOBER 2021  
ITEM NO 10.1  
FOR ASSURANCE**

**CORPORATE PERFORMANCE REPORT – SEPTEMBER 2021**

<b>Executive Sponsor:</b>	Director of Strategy, Planning and Performance
<b>Lead Officer/Author:</b>	Senior Performance Analyst / Performance Team
<b>Action Required</b>	This paper is presented to the Board to provide assurance on the quality and performance of services provided for period ended 30 September 2021.
<b>Key Points</b>	<p>The key points in relation to September 2021 performance:</p> <ul style="list-style-type: none"> <li>• Call demand for September (over 190,000) continues with trend of higher volumes in 2021/22. Q2 2020/21 recorded the highest ever demand in a Quarter (550k)</li> <li>• COVID demand was the highest experienced since August 2020</li> <li>• There is a higher demand for Cancer Treatment helpline – which has seen its highest demand levels since March 2020</li> <li>• Digital COVID content remained high in September, with NHS inform increasing 24% month on month to 8.1 million unique page views</li> </ul> <p>The final sign off from Cabinet Secretary on the new proposed Performance Framework is not expected until the end of the year. It is intended that the new framework will start to be reported on an interim basis until final sign off is received.</p>
<b>Financial Implications</b>	All financial and workforce implications arising from current and projected performance levels are reflected in the routine functional reports.
<b>Timing</b>	This is a monthly report covering September 2021.
<b>Contribution to NHS 24 strategy</b>	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 corporate objectives.
<b>Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)</b>	Effective performance across NHS 24 supports delivery across the wider health and social care system.
<b>Equality and Diversity</b>	All equality and diversity issues arising from maintaining and continuously improving performance management are integrated with service planning.