

Three overlapping circles in dark blue, pink, and light blue are positioned in the top-left corner of the slide.

# **NHS 24 Board Corporate Performance Report**

## **Performance relating to September 2021**

**Connecting – Caring - Collaborating**

# 1. Summary of September 2021 performance

## Call demand

Demand in September (190,223) was 8% higher than previous month and 42% higher than September 2020.

Q2 (Jul/Aug/Sep) demand was the **highest on record at 550k.**

## Demand by Call Type

All call types increased month on month, with most notable increase on COVID telephony queue - Urgent Care (+2%), Mental Health (+3%), Dental (13%) and **COVID (+46%).**

**More than 1:3 111 calls had an endpoint of GP Telephone advice (38,256 records), an increase of 7%. In addition, there was a 48% increase in GP Tel COVID records month on month (17,090 to 25,362).**

**COVID demand (31,480) was the highest since August 2020.**

NHS inform helpline had demand of 9,499, a 31% increase on previous month and the 5th consecutive month on month increase.

Demand on **Cancer Treatment Helpline (CTH)** saw highest levels seen since March 2020. *Demand has been steadily increasing from c1200 six months ago to 1700 calls per month.*

## 2. Summary of Key SG Performance Measures

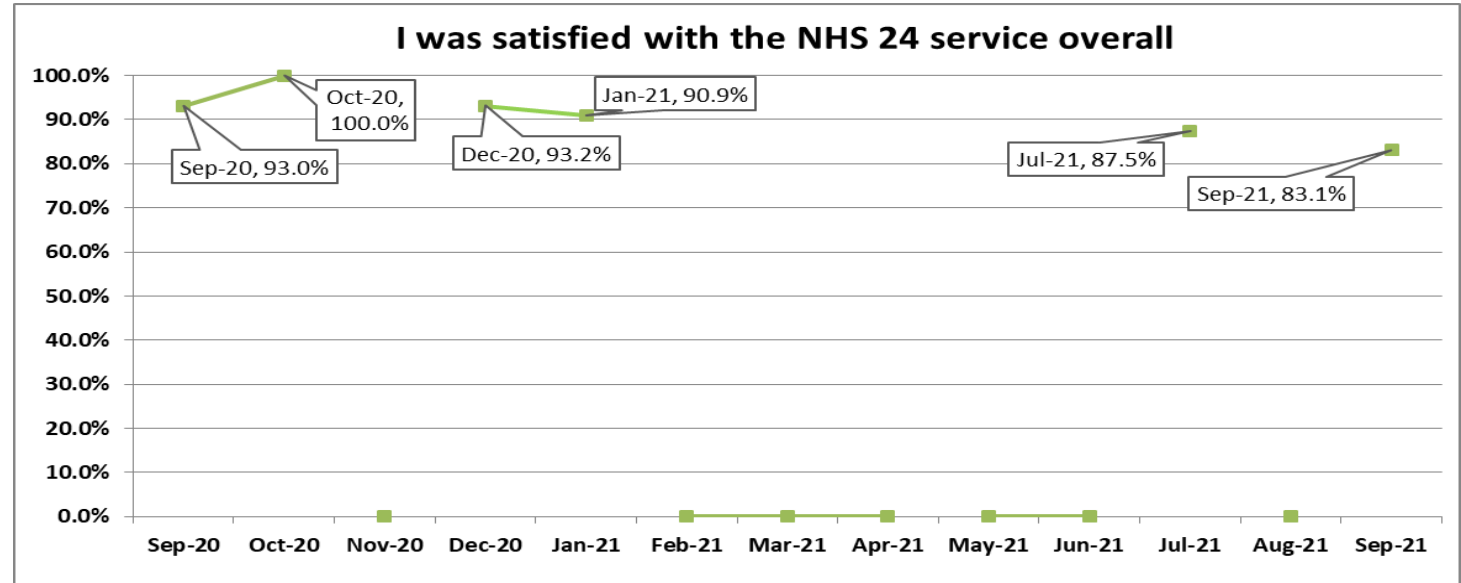
Measure	Key Performance Indicator - Target	Target	RAG Thresholds	Sep-21	Sep-20	Aug-21	6 month trend
<b>111 Service</b>							
Patient experience - satisfaction, helpfulness, usefulness	90% of service users surveyed record overall satisfaction with the service	90%	Amber 80-90% Red <80%	83.1%	93.0%	0 returns	
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%	83.3%	100.0%	N/A*	
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%	95.9%	91.4%	95.3%	
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%	34.2%	12.3%	25.1%	
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%	7.4%	40.7%	14.5%	
Average Time to Answer	Target to answer 111 calls within an average of 3 minutes (mm:ss)	3m	Amber 2m 30s - 3m Red > 3 min	31:56	08:29	20:16	
Median Time to Answer (Time at 50% of calls have been answered)	New measure (mm:ss)			25:10	01:41	16:02	
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%	100.0%	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%	100.0%	89.2%	100.0%	
<b>Workforce</b>							
Staff attendance rates	Achieve and maintain an average attendance rate of 96%	96%	Amber 90-96% Red < 90%	91.8%	92.6%	91.4%	
<b>Digital/Public Health</b>							
Provision of self-care advice	Provide at least 30% of patients with self care advice	30%	25% [...] 30%	24.4%	30.9%	26.2%	
<b>Mental Health Services</b>							
Breathing Space	80% of Breathing Space Calls to be answered in 30 seconds	80%	Amber 70-80% Red <70%	28.5%	39.8%	35.2%	

\*No Stage 2 complaints were upheld in August

# 3. Person Centred

## 3.1 Patient Feedback (111 only)

- There were 83 patient survey returns in September 2021, which is highest level of returns since January 2021.
- Large majority (83%) agreed that they were satisfied with service overall (70/83).



## 3.2 Complaints

- 36 stage 1 complaints and 6 stage 2 complaints (2 not upheld) in August\*, compared to 37 Stage 1 complaints reported in July 2021.
- The main themes of complaint were:
  - Inappropriate outcome/assessment
  - Interpersonal

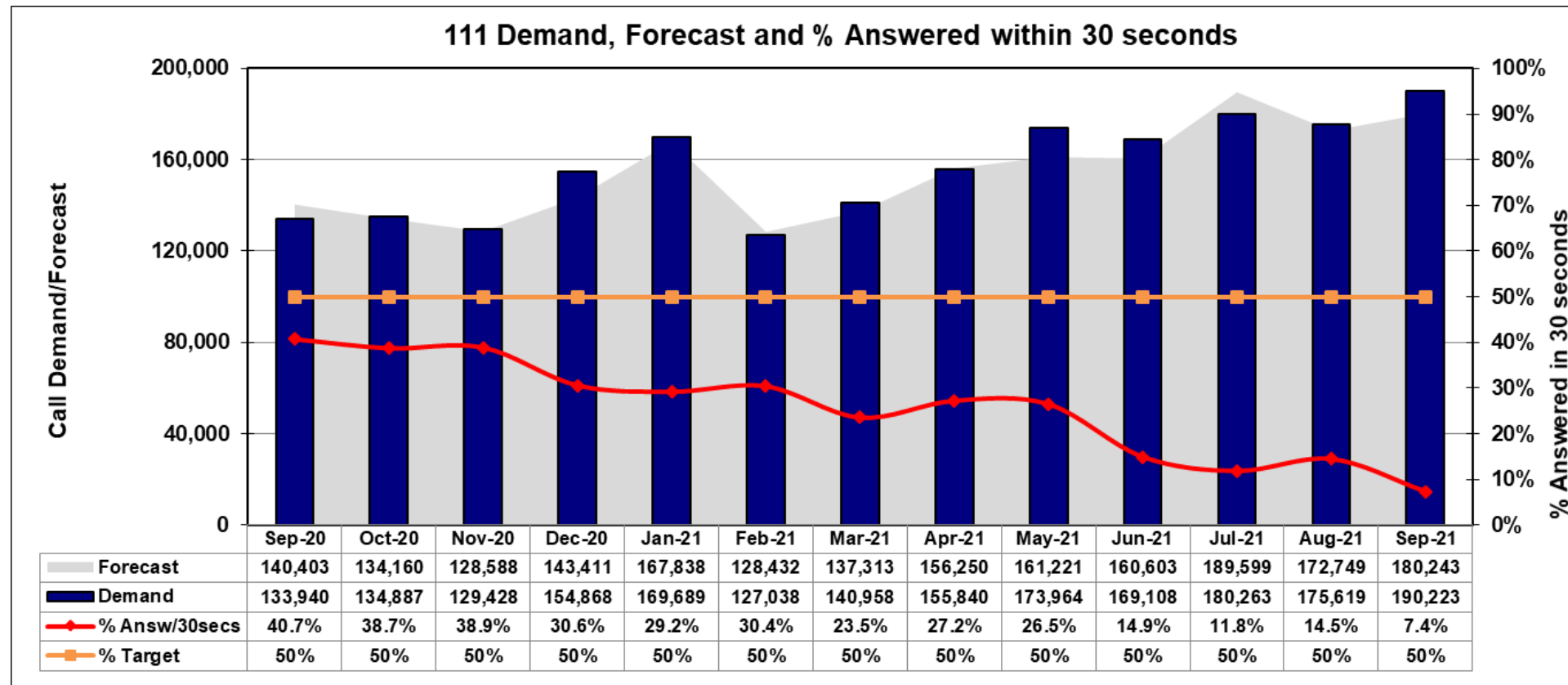
Stage 1 Complaints													
Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	
25	25	22	25	18	15	29	33	24	18	42	37	35	
Stage 2 Complaints													
Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	
2	2	3	3	2	2	4	5	2	1	1	1	6	

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

# 4.1 Call Demand, Forecast and % Answered within 30 seconds

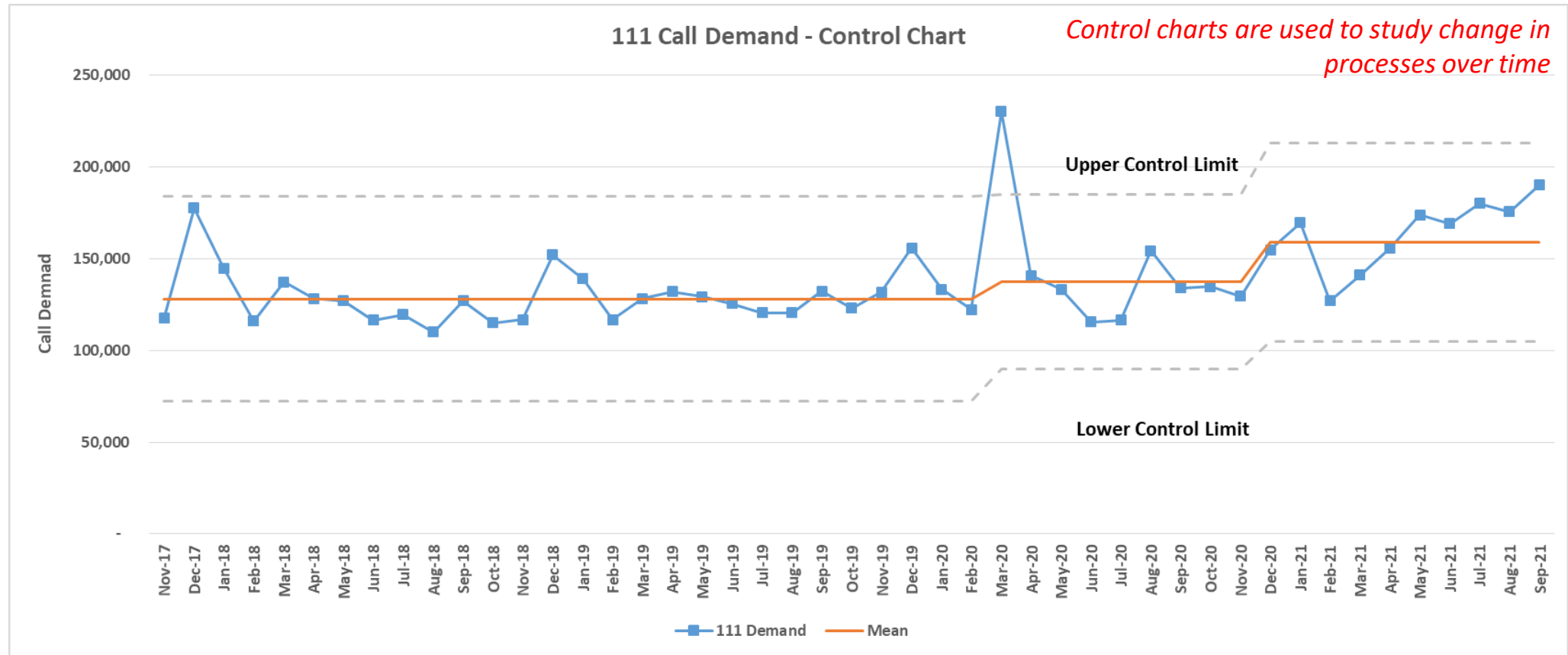
## Summary

- Call Demand of 190,223, 5.3% over forecast (180,243) and up 8.3% on previous month.
- Calls answered **within 30 seconds** threshold was 7.4%, down 7.1 percentage points on previous month.



## 4.2 Call Demand

- Demand in September (190,223) was up 8% on previous month and 20% over current mean (158,966), making it the second highest on record.



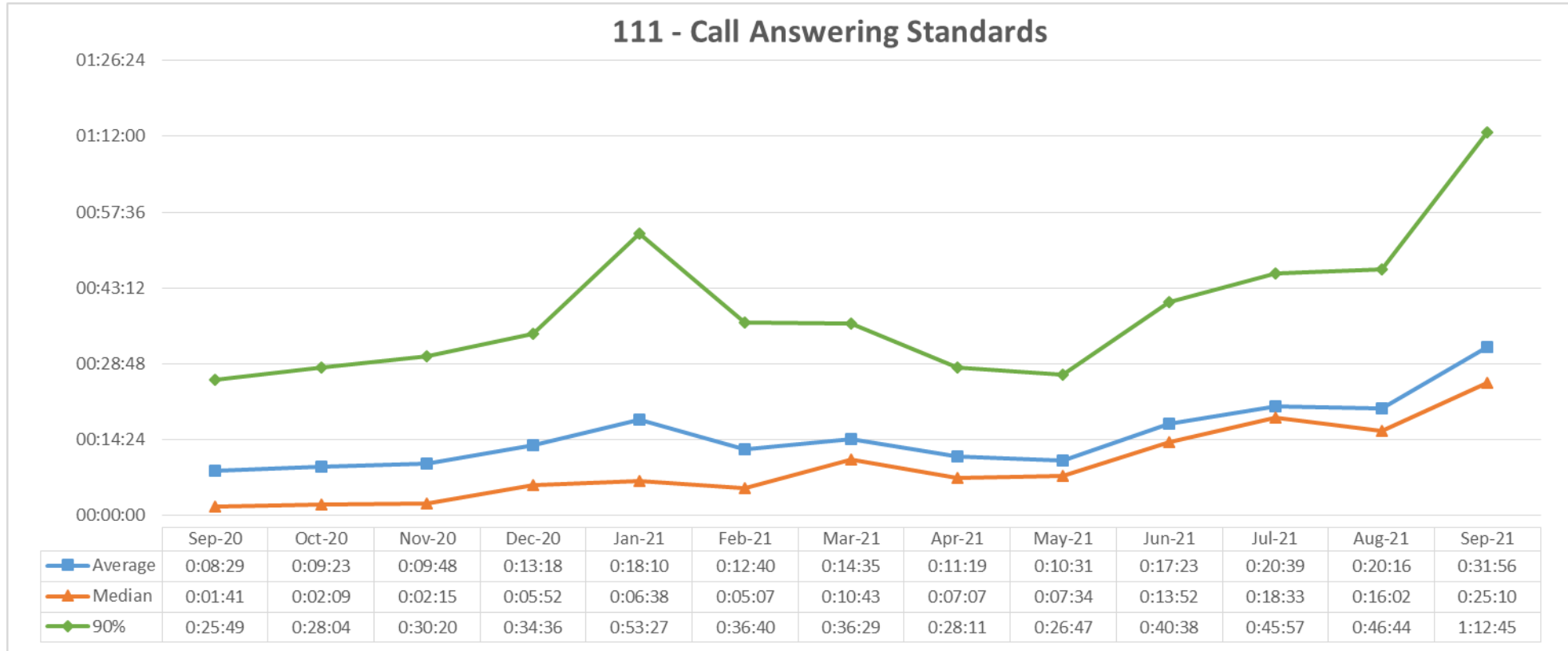
*There have been two changes to process that prompted a re-basing of Control Limits\* and Mean for call demand control chart - in March 2020 COVID pandemic and in December 2020 a more notable change to limits has resulted from Redesign of Urgent Care pathway.*

*\* Due to March 2020 being a notable outlier it was removed from rebasing calculations.*

# 4.3 Call Answering standards

## Summary

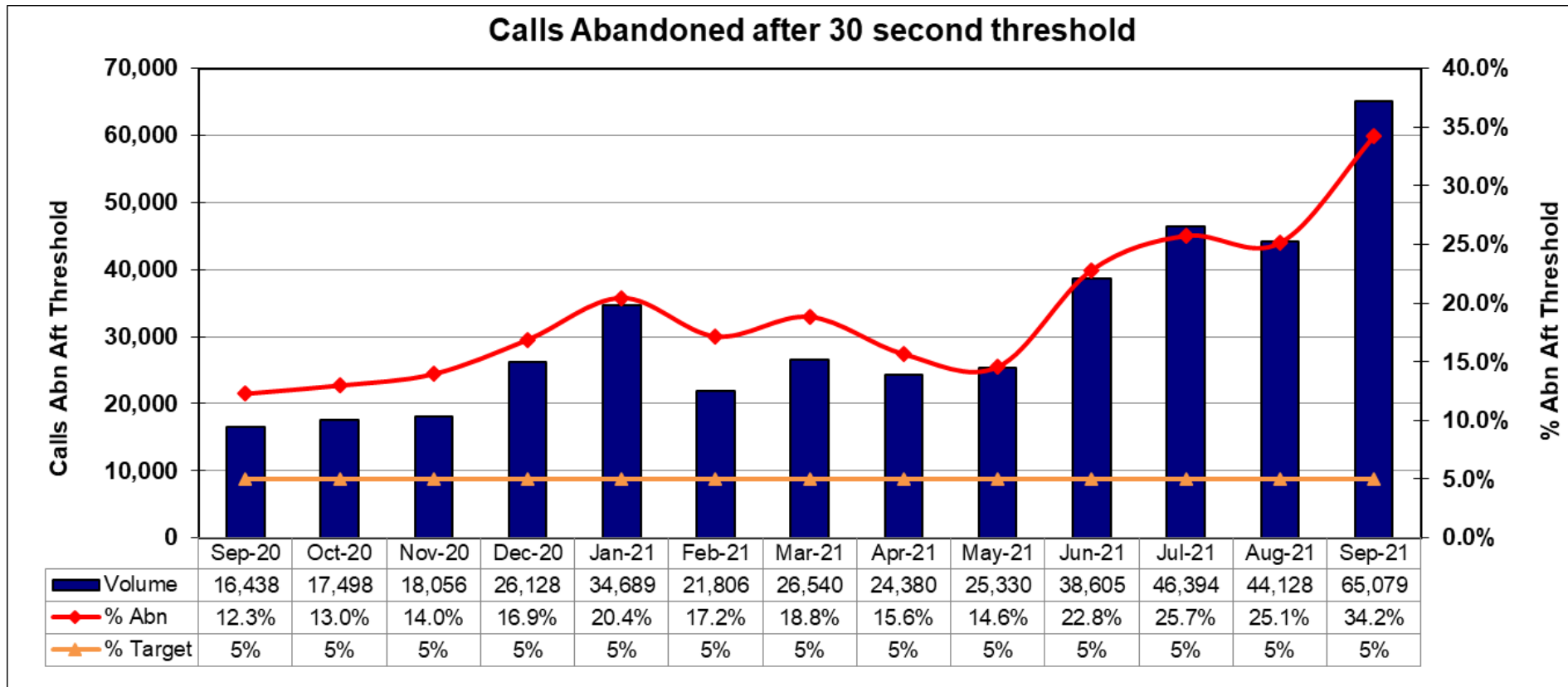
- **Average time to answer:** 31 minutes 56 seconds
- **Median time to answer :** half of all patients waited 25 minutes 10 seconds or less to be answered (a total of 62,572 patient calls)



# 4.4 Calls Abandoned After 30 second threshold

## Summary

- Calls abandoned after 30 second threshold was 34.2%
- Average time to abandon was 17 minutes 25 seconds

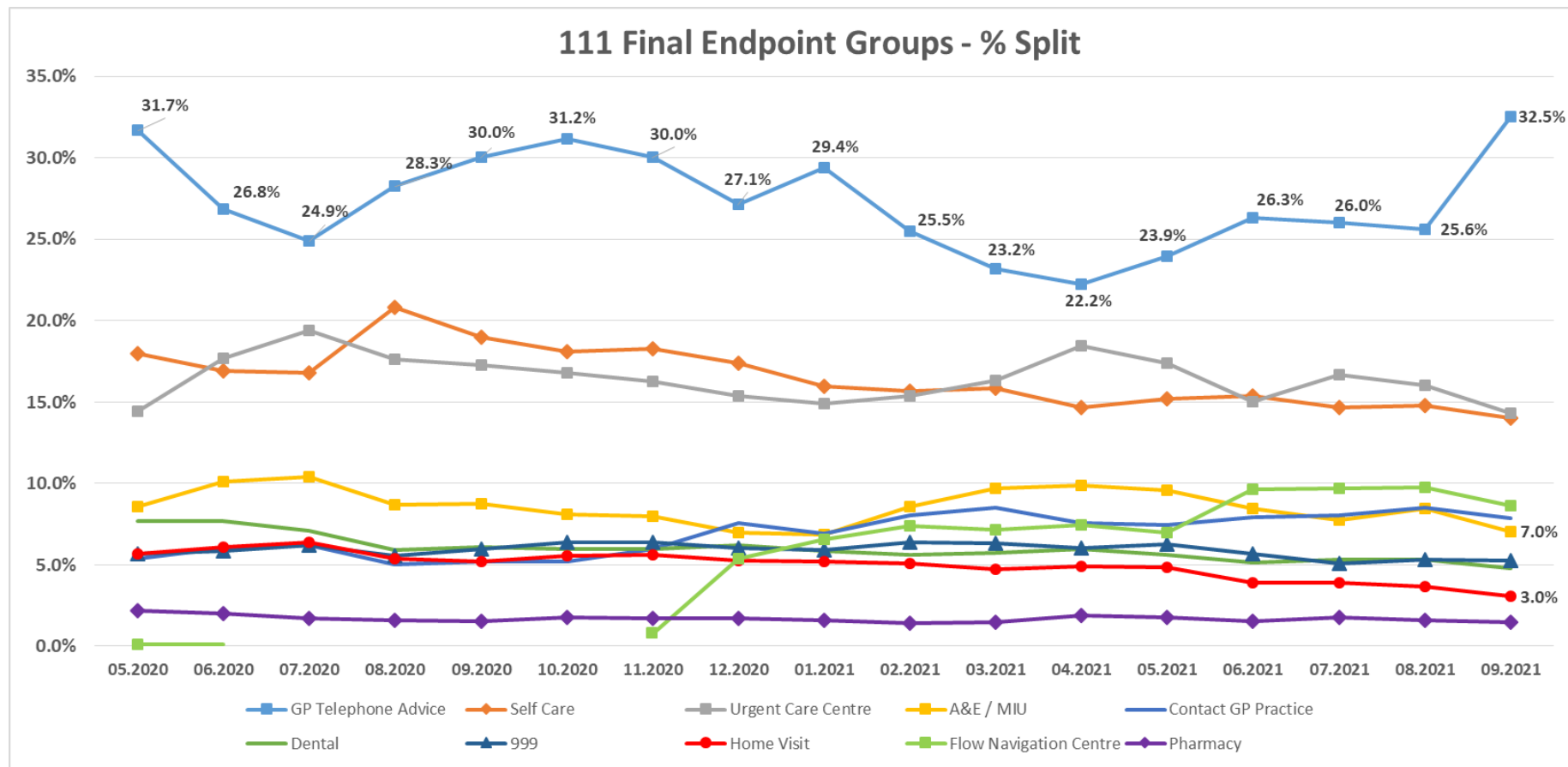




# 4.5 111 Endpoint split

## Summary

- **GP Telephone advice** increased by 6.9 percentage points month on month to 32.5%. This equated to 38,256 records, which is the highest number and % split since April 2020
- A&E record count dropped by 19% to its lowest level since Feb'21 to 8,282 (7.0%)
- Home Visit also dropped by 19% to its lowest ever level at 3,582 (3.0%).



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

## 5. OTHER NHS 24 MANAGED SERVICES

### 5.1 Breathing Space

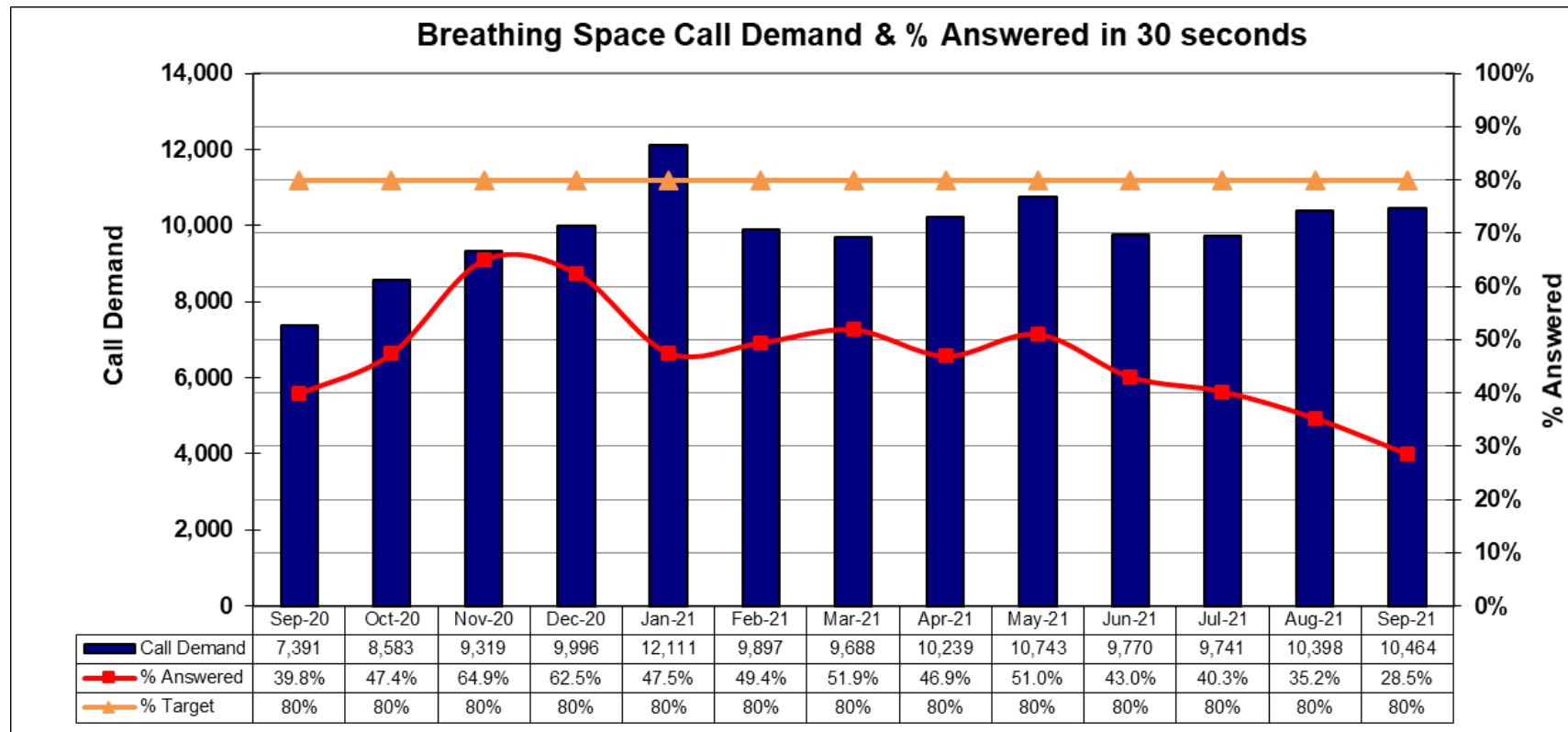
Breathing Space is a confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. Breathing Space is funded by the Scottish Government's Mental Health Unit and is one of the SG target measures.

### 5.2/5.3 Other Services Call Demand and Access

<b>Care Information Scotland (CIS)</b>	Phone and webchat service providing information about care services for people living in Scotland
<b>Quit Your Way Scotland (QYWS)</b>	Phone and webchat advice and support service for anyone trying to stop smoking in Scotland
<b>Cancer Treatment Helpline (CTH)</b>	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
<b>Living Life</b>	Free phone service offering therapy for anyone in Scotland over 16 years of age with low mood, mild to moderate depression or anxiety
<b>Musculoskeletal (MSK)</b>	Phone service for people experiencing symptoms of MSK - such as back pain or sports injuries. <i>This service has been paused as part of COVID-19 response.</i>
<b>NHS inform</b>	The NHS inform helpline for general health information is temporarily suspended as our teams are supporting the management of the COVID-19 helpline

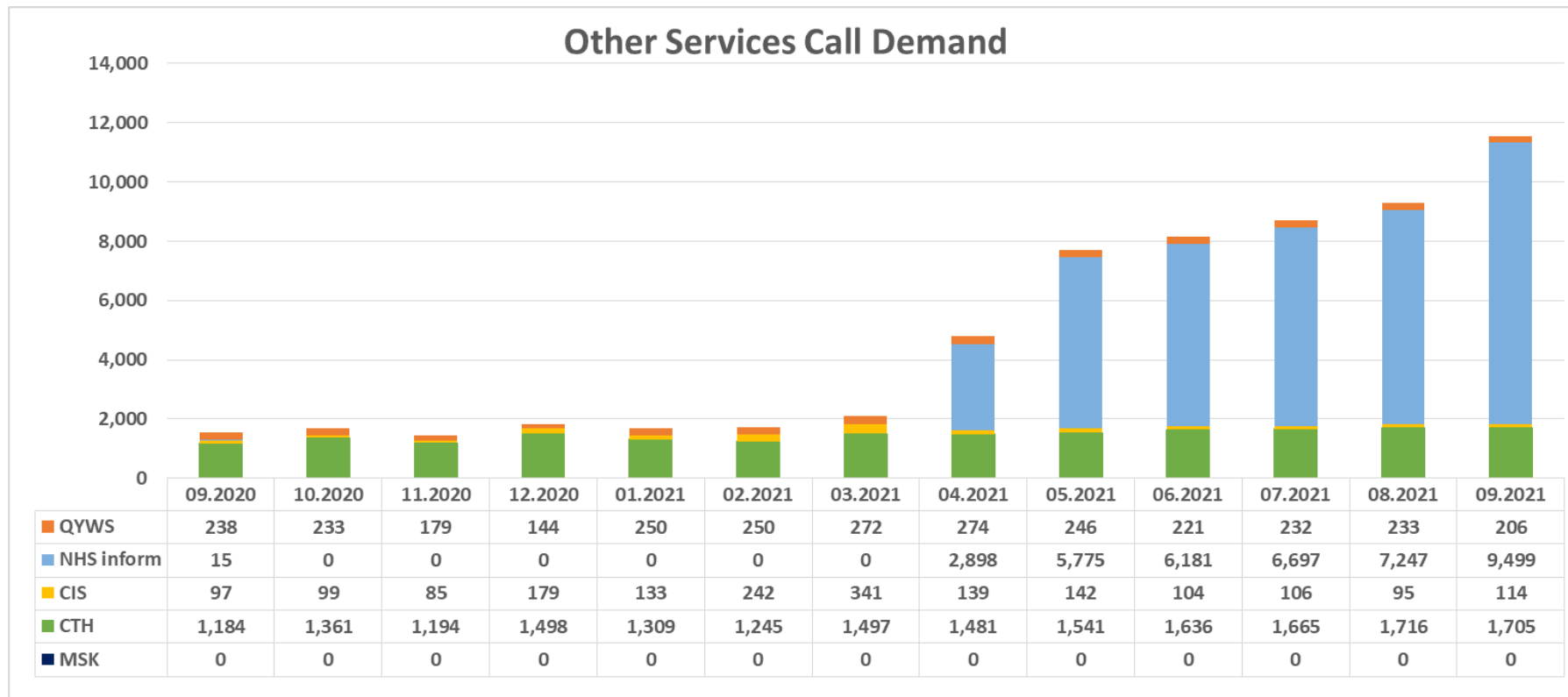
# 5.1 Breathing Space

- Demand of 10,464, which is in line with 2021 average (10,339).
- 28.5% of calls were answered within 30 seconds and average time to answer for calls was 3 minutes 12 seconds.



## 5.2 Other NHS 24 Managed Services – Call Demand

- **Care Information Scotland (CIS)** – Service paused between 26<sup>th</sup> February to 1<sup>st</sup> September. Demand (114) has remained around 100 mark for past 4 months
- **Quit Your Way Scotland (QYWS)** – Paused between 26<sup>th</sup> February to 3<sup>rd</sup> May due to COVID-19 pandemic. Consistent call volume in 2021
- **Cancer Treatment Helpline (CTH)** - Demand was in line with previous month and at highest levels seen since March 2020
- **Musculoskeletal (MSK)** – Services paused on 23<sup>rd</sup> March due to COVID-19 pandemic and has yet to resume
- **NHS inform** – Demand 9,499 which is a 31% increase on previous month and the 5<sup>th</sup> consecutive month on month increase.



# 6.1 Digital Activity

As part of newly proposed performance framework there are a number of new Digital measures which have been proposed:

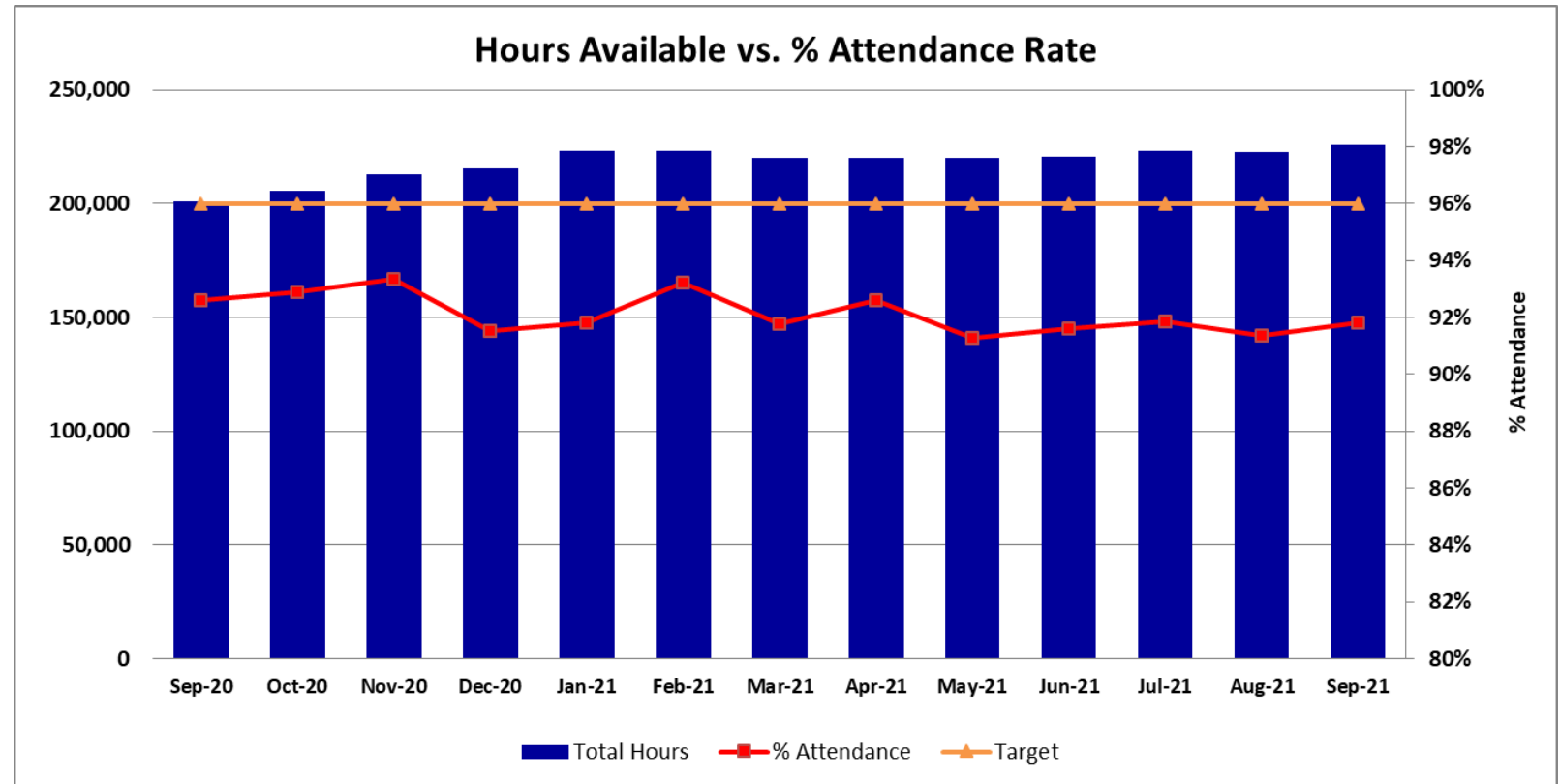
- **NHS inform – core service (excluding COVID-19 activity)** - This measure relates to unique page views on core NHS inform website (excluding COVID-19 related activity).
- **NHS inform – COVID-19 content** – unique page views related to COVID-19 content on NHS inform website
- **NHS inform – COVID-19 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.

Omni Channel - Digital										
Measure	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
NHS inform - core service (excl COVID)	4,618,962	5,667,729	5,274,913	6,223,344	5,430,288	7,074,842	7,156,853	6,736,138	6,540,911	8,088,405
% change on previous month	5.4%	22.7%	-6.9%	18.0%	-12.7%	30.3%	1.2%	-5.9%	-2.9%	23.7%
COVID Content (as per C19 Dashboard)	1,206,333	2,279,382	734,010	620,896	629,842	791,322	1,292,426	1,640,457	1,883,409	2,328,797
% change on previous month	22.3%	89.0%	-67.8%	-15.4%	1.4%	25.6%	63.3%	26.9%	14.8%	23.6%
NHS inform – COVID-19 vaccinations microsite	51,358	225,562	1,347,195	2,817,105	1,914,527	3,921,781	3,776,732	3,105,197	2,472,443	3,861,716
% change on previous month	180.2%	339.2%	497.3%	109.1%	-32.0%	104.8%	-3.7%	-17.8%	-20.4%	56.2%
Scotland Service Directory	111,676	137,973	125,808	156,835	148,589	167,255	160,138	154,144	167,342	214,756
% change on previous month	-8.3%	23.5%	-8.8%	24.7%	-5.3%	12.6%	-4.3%	-3.7%	8.6%	28.3%

# 7.1 Workforce: Attendance Rates

## Summary

- Attendance was **91.8%** resulting in target missed by 4.2 percentage points
- Attendance rate was 0.8 percentage points lower than September 2020.
- Overall NHS 24 total Coronavirus related absence figure equates to 6.0%



## Commentary from Director of Workforce

The Attendance Management Improvement Plan and Health and Wellbeing Action Plan continues to be progressed. Work is ongoing with the Wellbeing Team Managers (WTM), who support line managers manage sickness absence. The main focus at this time is on firming up the AWOL process. WTM now schedule all LTS meetings as close to the 29 day mark also so that managers are not waiting longer than required to hold these meetings

Regular monthly meetings have now been set up with Senior Managers in Service Delivery and Workforce to go over each centres sickness absence. The HR Advisors will now attend CSM huddle meetings to discuss the centre`s sickness absence.

**NHS**  
**24**

**The care behind  
your care.**