

Three overlapping circles in the top-left corner: a large dark blue circle, a medium pink circle, and a small light blue circle.

Planning and Performance Corporate Performance Report

Performance relating to January 2022

Connecting – Caring - Collaborating

1. Summary of January 2022 performance

Calls Offered in January (178,547) – volume dropped by 2% on previous month, however it is important to note that this was the busiest January since 2005.

COVID calls offered fell by the biggest margin month on month (12%), Urgent Care volume fell by 2%. Mental Health Hub (8%) and Dental (7%) both experienced an increase.

Monday 3rd January. **15,303 calls** were received, which was the **highest daily total in 11 years**

% Answered in 5 minutes - 32.9% in January, the **highest percentage achieved since May'21**. % answered figured improved as month progressed away from festive period – from 11th to 31st January % answered was 50.2%. *See pp11 for detail of January excluding 1st to 4th January*

GP Telephone Advice % split dropped to its lowest level since August'21 (**29.9%**), primarily due to a reduction in COVID records. Consequently other endpoints experienced a % split increase, notable **Urgent Care Centre, which increased to its highest level since August at 15.1%**

NHS inform helpline volume dropped by 31% month on month, to its lowest level since April'21.

Digital activity, NHS inform vaccinations microsite experienced a notable decrease (49%) in page views month on month, resulting in lowest level of traffic experienced since April'21

Average Handle Time

Inbound **Average Handle Time (AHT)** for Call Takers was **21 minutes 49 seconds**, which was an 13 second increase on previous month.

Absence Summary

Attendance was **91.7%** resulting in target missed by 4.3 percentage points. *See pp18 for more detail*

2. Summary of Key SG Performance Measures

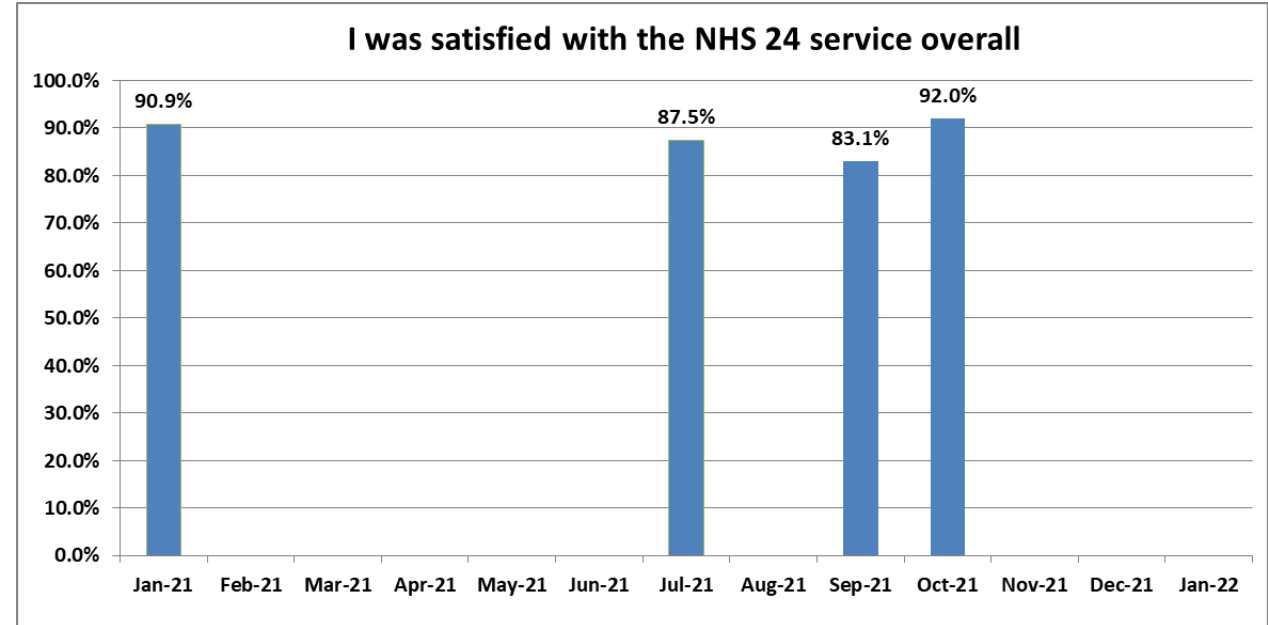
Telephony Access								Omni Channel - Digital								
		Target	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Measure	Target	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
% Calls	Unscheduled Care*	50%	20.4%	11.7%	21.1%	29.2%	25.6%	33.1%	NHS inform - core service (excl COVID)	-	6,540,911	8,088,405	9,446,583	10,453,574	10,713,204	8,758,641
Answered in 5 minutes	Mental Health Hub	50%	30.1%	24.7%	30.1%	37.2%	33.3%	31.1%	% change on previous month	-	-2.9%	23.7%	16.8%	10.7%	2.5%	-18.2%
	Breathing Space	50%	48.1%	42.3%	42.1%	48.5%	47.9%	43.7%	COVID Content (as per C19 Dashboard)	-	1,883,409	2,328,797	1,767,515	2,557,786	5,737,322	3,879,269
% Abandoned After 5 Minutes	Unscheduled Care*	10%	16.1%	23.8%	18.0%	13.5%	16.5%	13.6%	% change on previous month	-	14.8%	23.6%	-24.1%	44.7%	124.3%	-32.4%
	Mental Health Hub	10%	17.0%	19.9%	17.8%	13.5%	15.5%	16.3%	NHS inform – COVID-19 vaccinations microsite	-	2,472,443	3,861,716	4,475,784	4,145,555	4,670,810	2,394,760
Median Time to Answer 90th Percentile TTA (mm:ss)	Unscheduled Care*	5 mins	17:00	26:03	20:15	13:11	14:34	08:25	% change on previous month	-	-20.4%	56.2%	15.9%	-7.4%	12.7%	-48.7%
	Mental Health Hub	5 mins	04:40	07:18	04:37	02:32	03:01	03:39	Scotland Service Directory	-	167,342	214,756	282,512	280,837	267,892	307,603
Access to Health Information (% answered in 5 minutes)	Unscheduled Care*	30 mins	47:11	01:13:40	01:00:57	49:37	56:16	54:17	% change on previous month	-	8.6%	28.3%	31.6%	-0.6%	-4.6%	14.8%
	Mental Health Hub	30 mins	31:25	38:12	33:29	24:34	27:08	28:08	Digital User Experience	90%	-	-	-	-	-	-
Staff Wellbeing								Patient Experience								
		Target	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Measure	Target	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
Staff Attendance		96%	91.4%	91.8%	90.5%	90.1%	90.2%	91.7%	Patient Experience	90%	-	83.1%	92.0%	-	-	-
i-matter		77	75	75	75	75	75	75	Complaints	95%	-	83.3%	0.0%	100.0%	100.0%	100.0%
									Care Delivered at First Point of Contact	90%	95.3%	95.9%	95.5%	96.1%	95.4%	94.6%
									NHS 24 Patient Journey - Unscheduled Care*	-	32:53	41:40	39:04	31:25	37:05	35:27
									NHS 24 Patient Journey Mental Health Hub	-	26:47	28:00	27:18	23:29	24:30	24:03

* Unscheduled Care includes COVID and Dental

3 Person Centred

3.1 Patient Feedback (111 only)

- There were 0 patient survey returns in January
- A paper is being collated to look at receiving Patient Feedback via SMS due to the low level of postal returns being received.



3.1 Complaints

- 42 stage 1 complaints and 2 stage 2 complaint in December*
- 100% of Stage 2 complaints responded in time
- The main themes of complaint were:
 - Inappropriate outcome/assessment

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

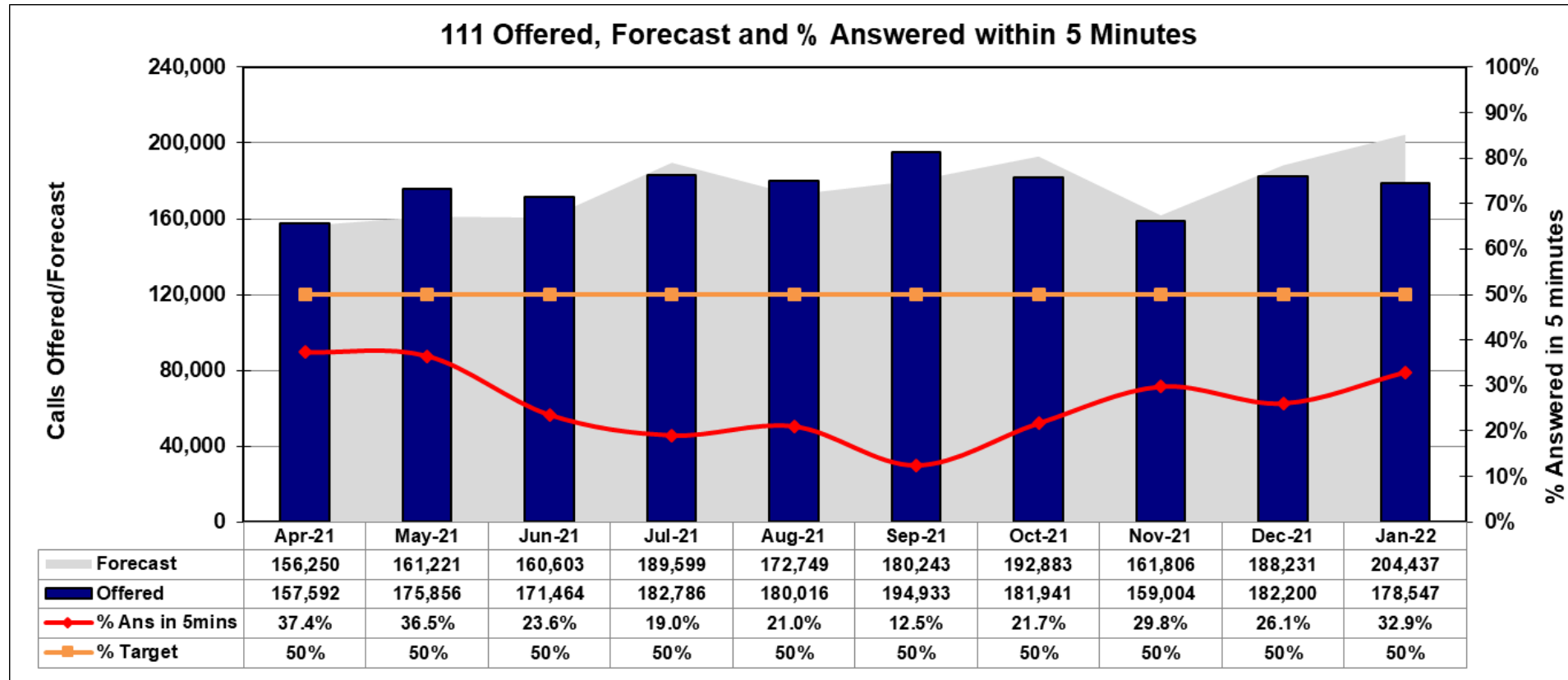
Calls Offered in December	Complaint Type	Number	% of complaints vs. calls offered
182,200	Stage 2	2	0.001%

* 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

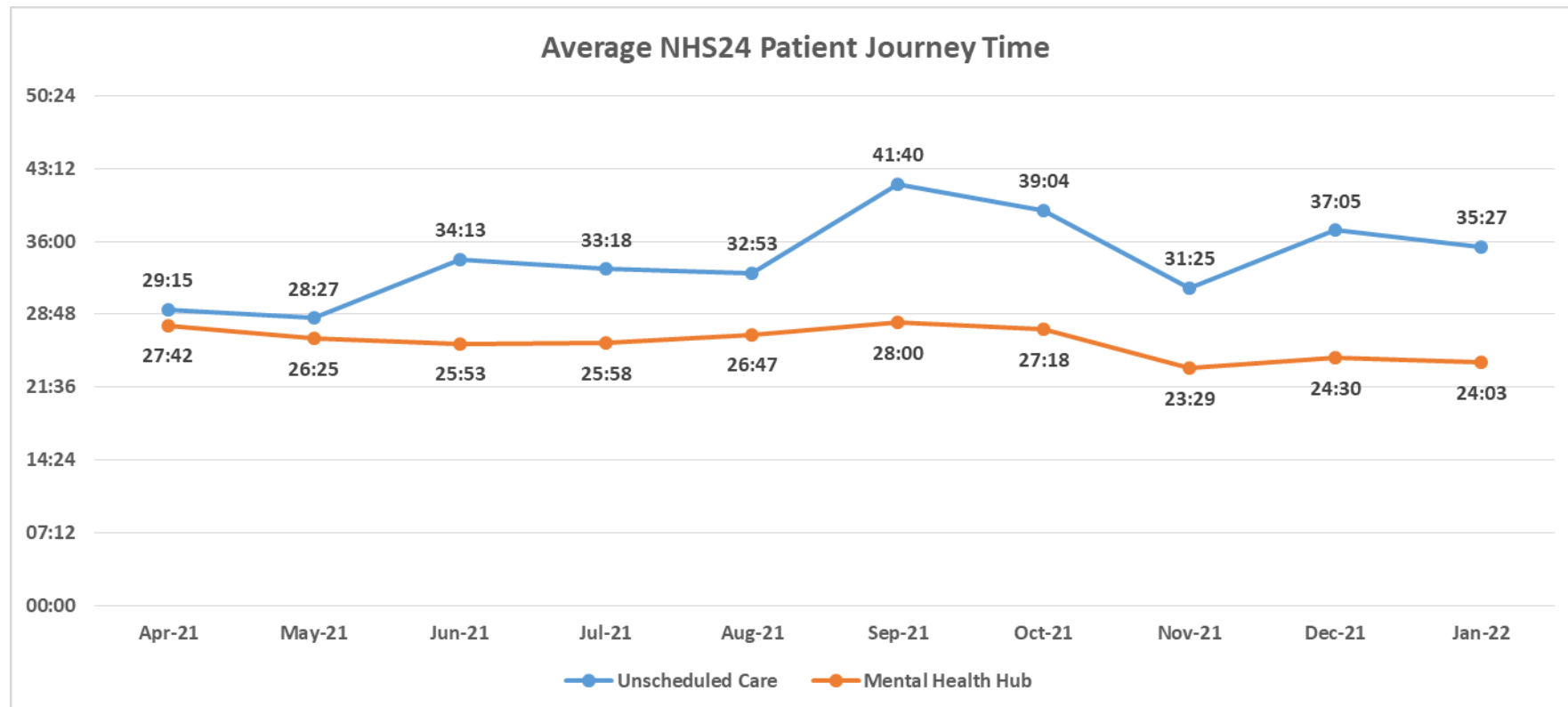
- Calls Offered – **178,547**, was down 2% on previous month, however it was 4% higher than January 2021
- 77% of calls to service were answered, with remaining 23% of calls abandoning
- Calls answered within 5 minute threshold was **32.9%**, up 6.9 percentage points on previous month and the **highest since May 2021**



4.2 Average Patient Journey by Call Type

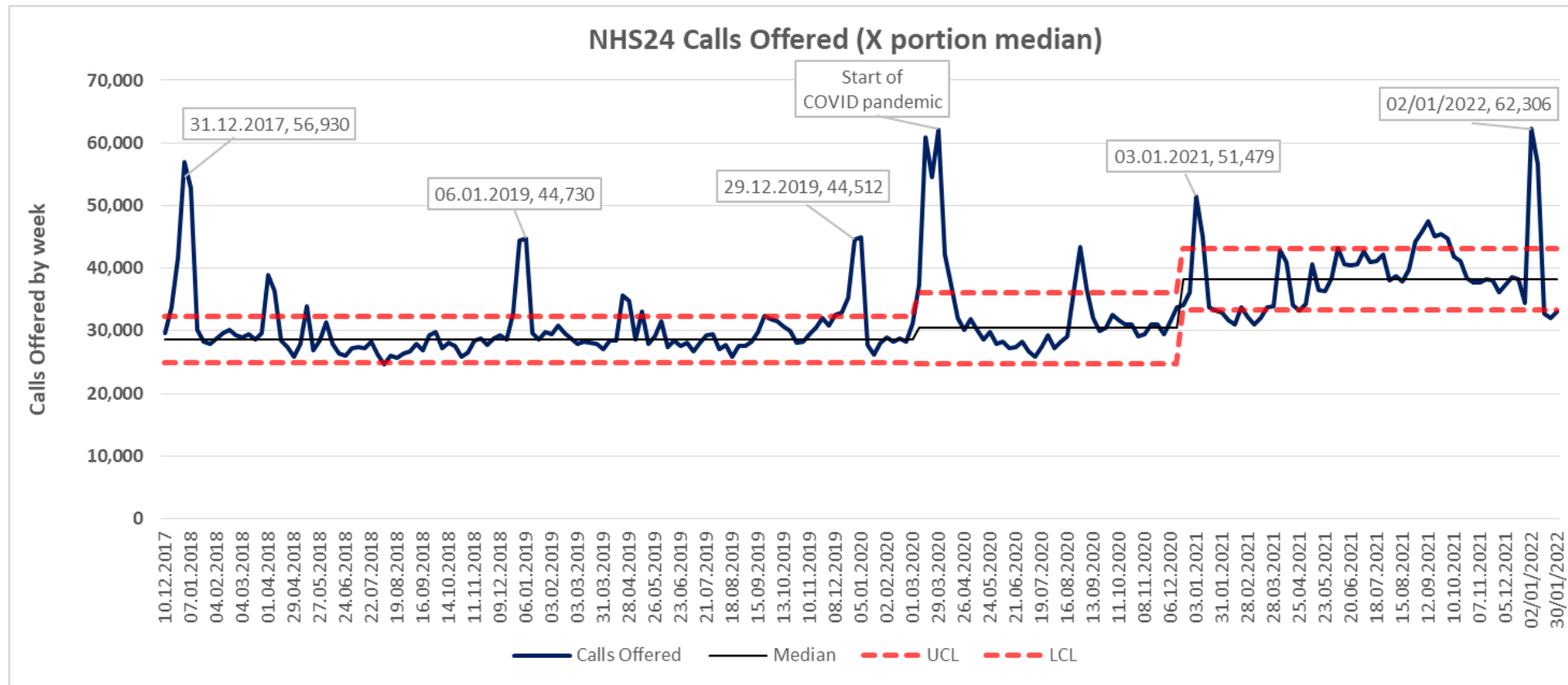
Summary

- 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 **35 minutes 27 seconds**, down 1 minute 38 seconds on previous month
- Mental Health Hub journey continues to track notably lower at 24 minutes 3 seconds, this is partially due to calls being answered quicker on this route (Median and 90th percentile notably lower than USC)



4.3 Calls Offered – Control Chart

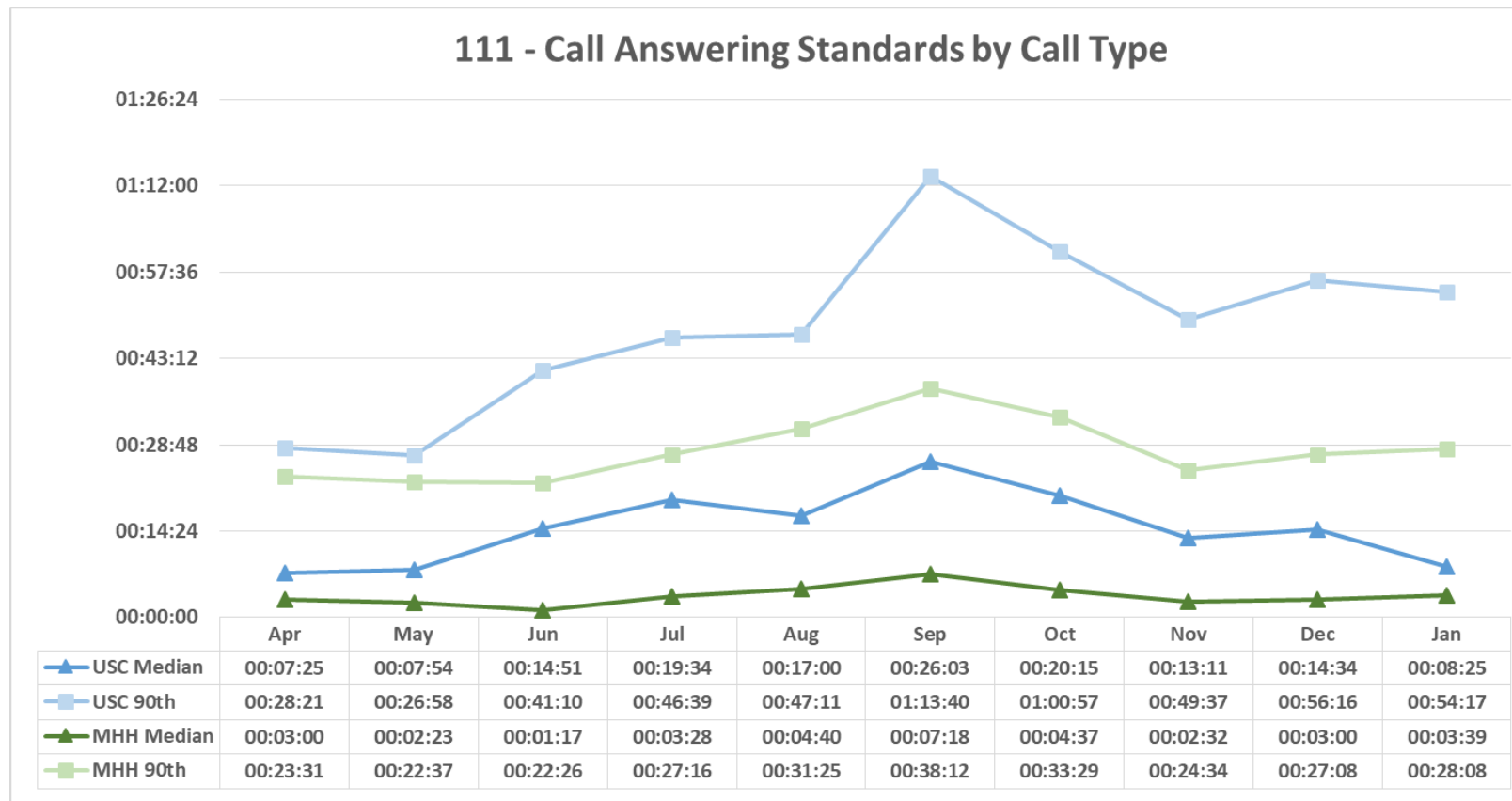
- Please note new Control Chart that has been implemented – with analysis of volumes moving to weekly
- Upper and Lower control limits have changed twice over past 4 years – the changes to limits occurred in March'20 (COVID pandemic) and December'20 (RUC pathway)
- All other points above Upper Control limits are at expected busy festive periods
- The drop off in volume in recent weeks has coincided with significantly improved performance



4.4 Call Answering standards by Call Type

Summary

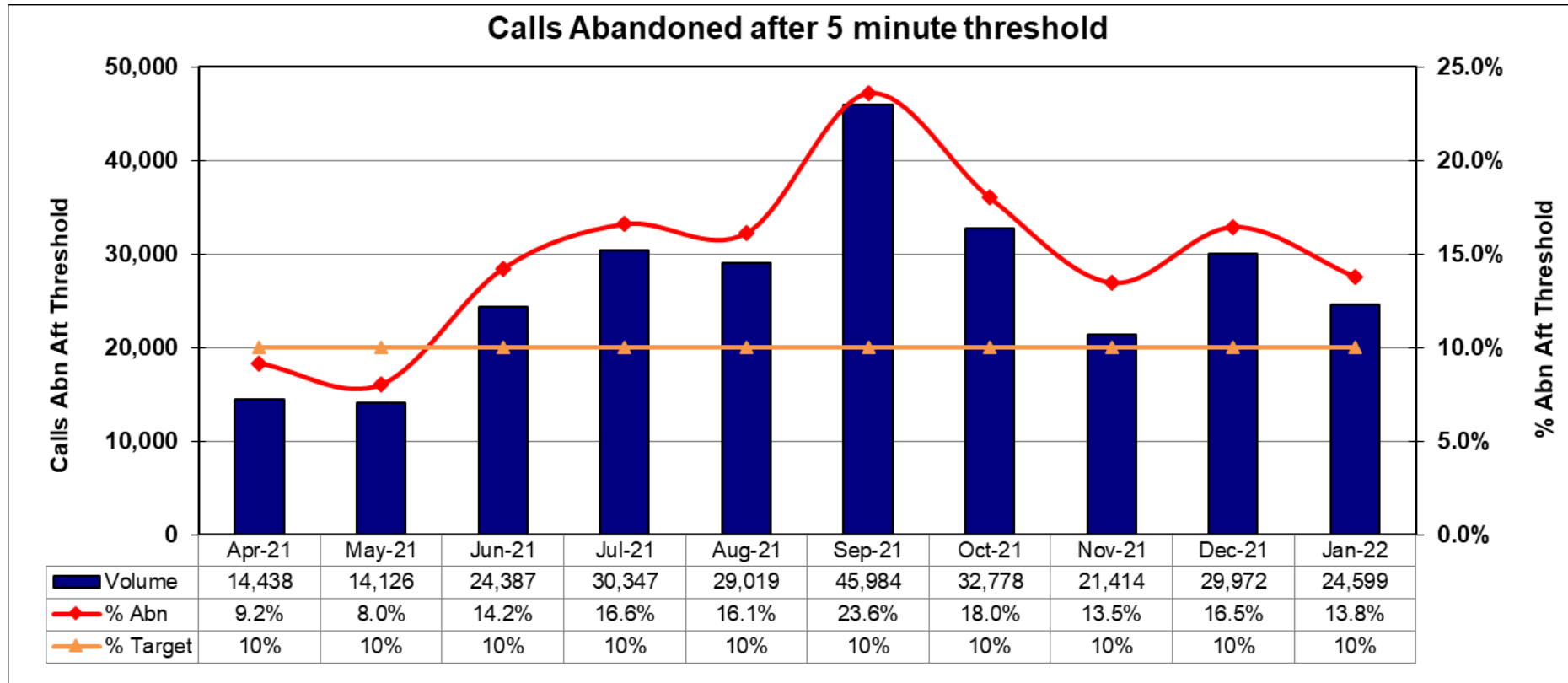
- **Unscheduled Care Median** – met target at 8 minutes 25 seconds – the lowest median since May’21
- **Unscheduled Care 90th Percentile** – 54 minutes 17 seconds, almost a 2 minute improvement on previous month (56:16)
- **Mental Health** – whilst both measures increased slightly on previous month, both remain well within target



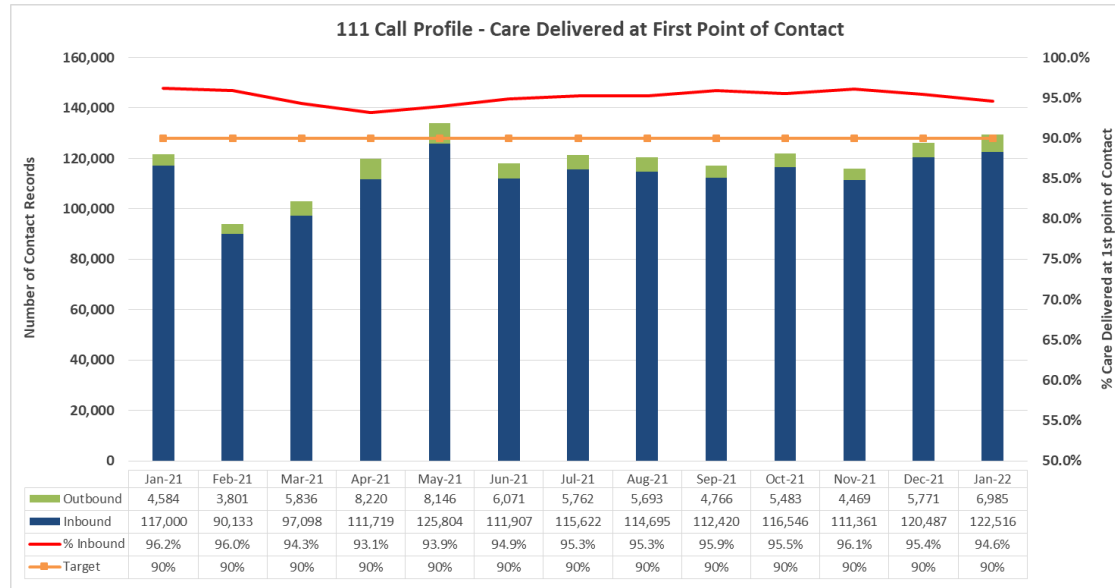
4.5 Calls Abandoned After 5 minute threshold

Summary

- Calls abandoned after threshold was 13.8% against a target of 10%
- Average time to abandon was 15 minutes 47 seconds, which was up 22 seconds on previous month
- Despite a lower over abandonment rate compared to December, two particularly challenging days (3rd/4th) increased overall average time to abandon. The two public holidays increased overall average time to abandon for month by 4 minutes 47 seconds.

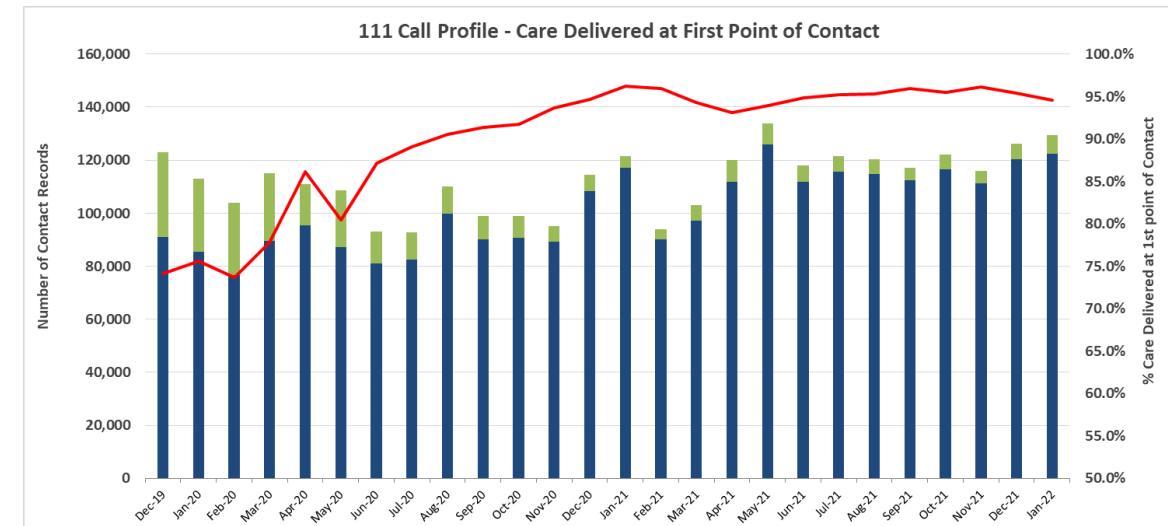


4.6 Care Delivered at First Contact



- Care Delivered at First Contact was 94.6% against a target of 90%.
- July 2020 was the last month where 90% was not reached (89.1%).

- 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.



4.7 111 Performance Measures Comparison

Summary

- Looking at Performance for January vs January excluding the first 4 days
- 1st to 4th January accounted for 27% of Calls Offered to 111 service but only 4% of Calls Answered before Threshold
- Without the first 4 days of the month Average Time To Answer fell by nearly 8 minutes to 9 minutes 35 seconds, Median Time To Answer fell by 3 minutes 30 seconds to 4 minutes 27 seconds and 90th Percentile almost halved to 26 minutes 34 seconds

	Calls Offered	Calls Answered	Calls Answered before Threshold	% Calls Answered before Threshold	Calls Abandoned	Calls Abandoned After Threshold	% Calls Abandoned after Threshold	Average TTA	Median TTA	90th percentile TTA	% Care Delivered at First Contact
Jan-22	178,547	137,149	58,814	32.9%	39,735	24,599	13.8%	1,049	477	3,178	94.6%
Jan-22 excl 1st-4th	129,782	109,269	56,432	43.5%	19,915	10,147	7.8%	575	267	1,594	95.2%

5. OTHER NHS 24 MANAGED SERVICES

5.1 Breathing Space

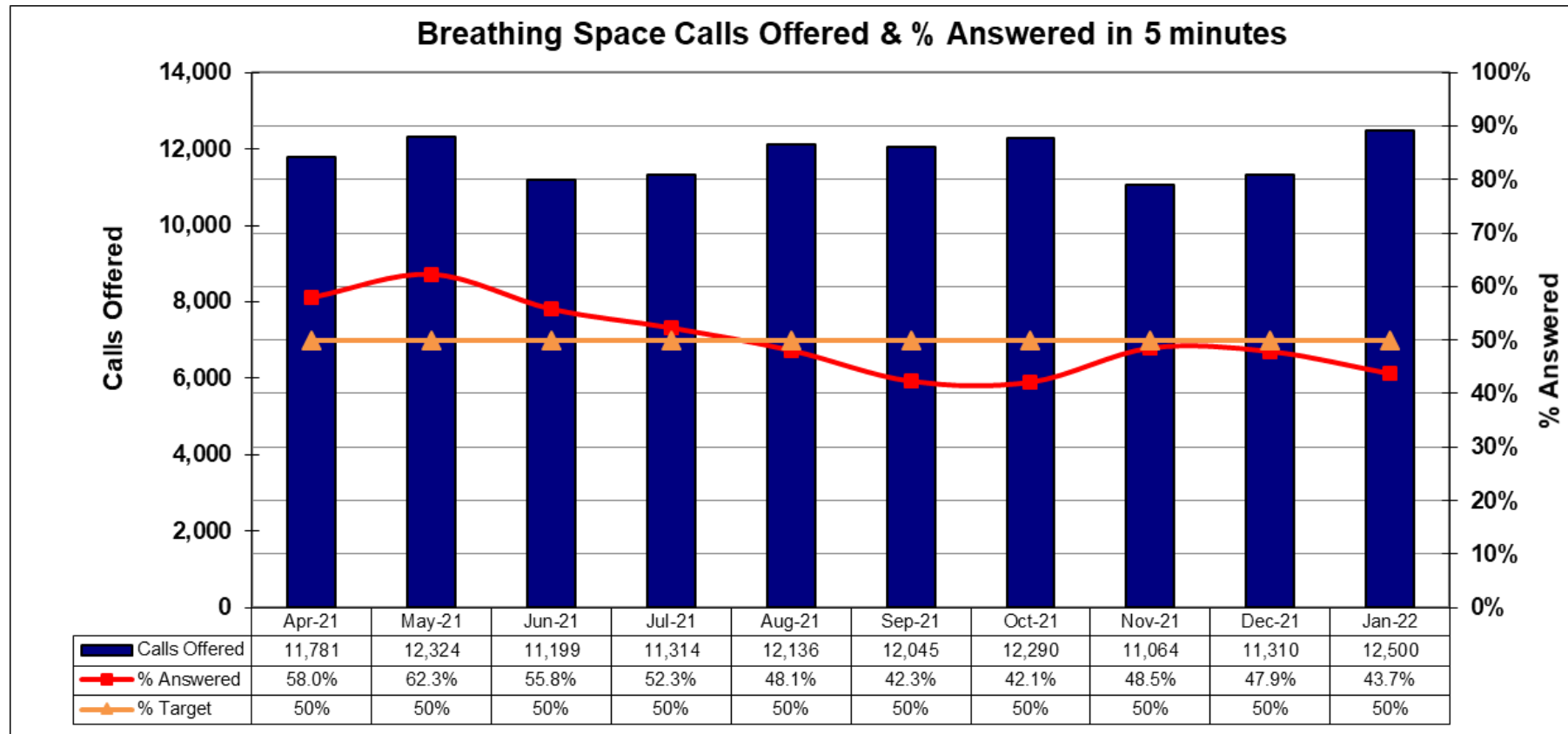
Breathing Space is a confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. Breathing Space is funded by the Scottish Government's Mental Health Unit and is one of the SG target measures.

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 for general health information is currently being operated by Ascensos

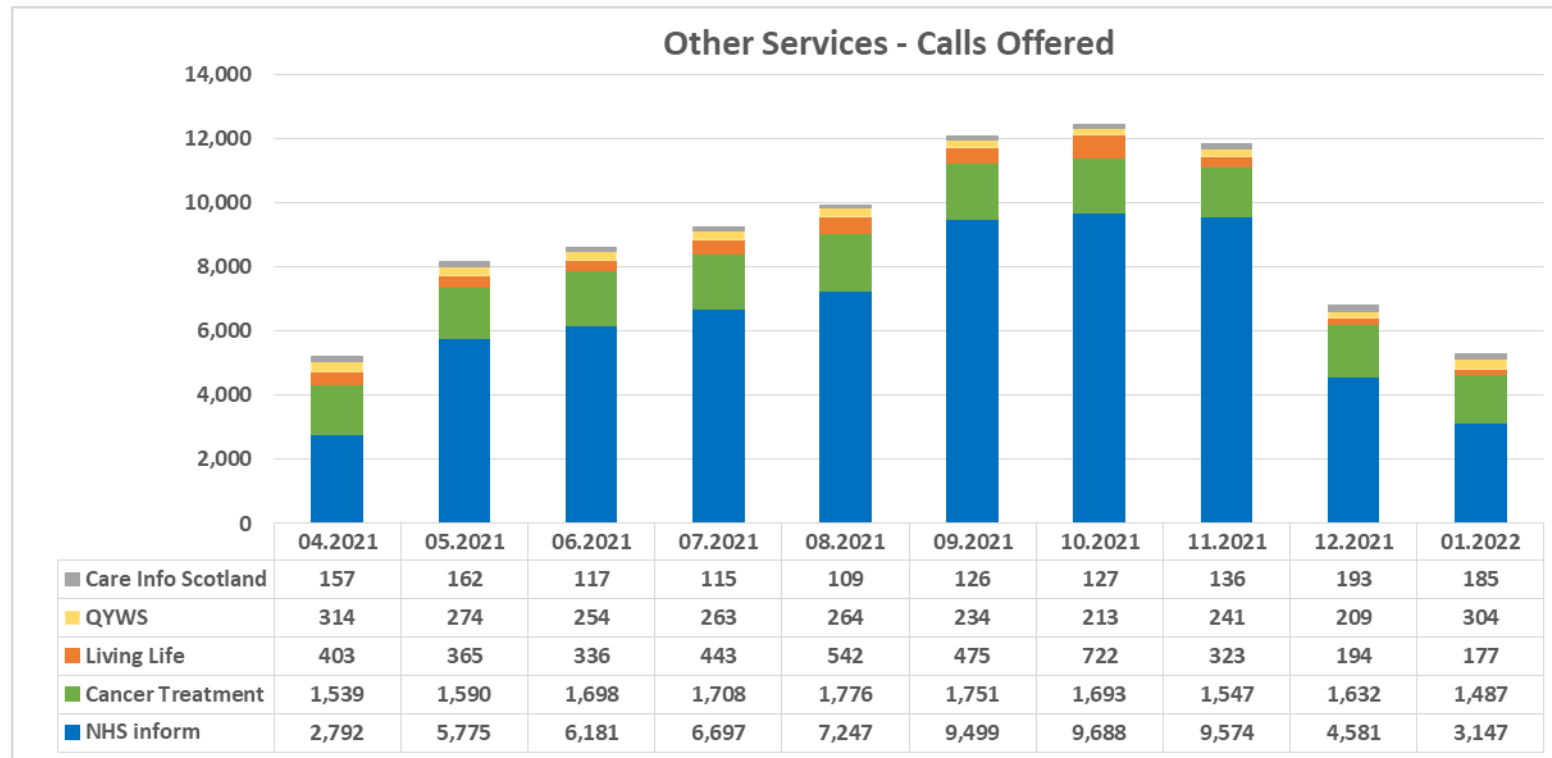
5.1 Breathing Space

- Calls offered, 12,500, was up 10.5% on previous month and the second busiest month on record for service
- Calls answered within threshold was 43.7%, which was down 4.1 percentage points on previous month
- Calls abandoned after 5 minute threshold met target at 7.3%
- Average time to answer for Breathing Space was 2 minutes 58 seconds



5.2 Other NHS 24 Managed Services – Calls Offered

- **Care Information Scotland (CIS)** – Previous two months have been trending higher than average since restarting in Sept’20 (158)
- **Quit Your Way Scotland (QYWS)** – Call volume received an expected 45% increase in volumes when compared to December
- **Living Life** – 177 calls offered, the lowest total since Jan’10
- **Cancer Treatment Helpline (CTH)** - 9% drop in calls offered resulting in lowest volume since Feb’21
- **NHS inform** – Managed by Ascensos, demand 3,147 which is a 31% decrease on previous month and the lowest volume received since April’21



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

Although digital continues to see extremely high levels of activity, most sites fell from the highs seen in December.

- NHS inform dropped 18.2% on previous month
- COVID content fell by 32.4%, with vaccinations microsite experiencing the highest fall in traffic (48.7%)
- Scotland Service Directory however continues to experience increasing levels of activity. 307,603 is the highest level of traffic it has received in one month

Omni Channel - Digital										
Measure	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
NHS inform - core service (excl COVID)	5,430,288	7,074,842	7,156,853	6,736,138	6,540,911	8,088,405	9,446,583	10,453,574	10,713,204	8,758,641
% change on previous month	-12.7%	30.3%	1.2%	-5.9%	-2.9%	23.7%	16.8%	10.7%	2.5%	-18.2%
COVID Content (as per C19 Dashboard)	629,842	791,322	1,292,426	1,640,457	1,883,409	2,328,797	1,767,515	2,557,786	5,737,322	3,879,269
% change on previous month	1.4%	25.6%	63.3%	26.9%	14.8%	23.6%	-24.1%	44.7%	124.3%	-32.4%
NHS inform – COVID-19 vaccinations microsite	1,914,527	3,921,781	3,776,732	3,105,197	2,472,443	3,861,716	4,475,784	4,145,555	4,670,810	2,394,760
% change on previous month	-32.0%	104.8%	-3.7%	-17.8%	-20.4%	56.2%	15.9%	-7.4%	12.7%	-48.7%
Scotland Service Directory	148,589	167,255	160,138	154,144	167,342	214,756	282,512	280,837	267,892	307,603
% change on previous month	-5.3%	12.6%	-4.3%	-3.7%	8.6%	28.3%	31.6%	-0.6%	-4.6%	14.8%

7. WORKFORCE

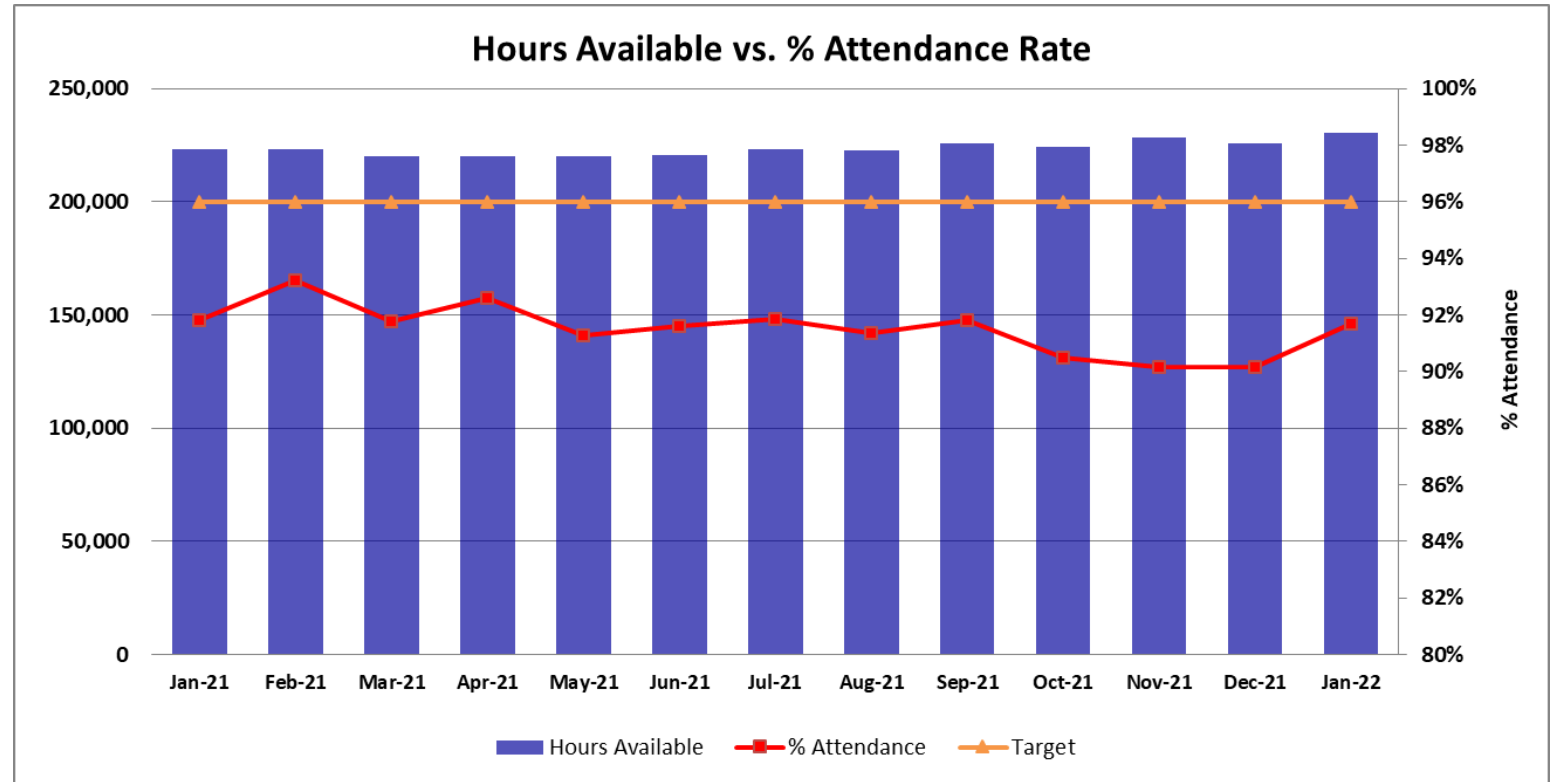
7.1 Attendance Rate

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 **91.7%** resulting in target missed by 4.3 percentage points
- Attendance rate was similar to January 2021 (91.8%)



Commentary from Director of Workforce

Sickness absence during January has reduced and there were 19186 hours lost. Both short term (-0.03) and long term (-1.47%) sickness absence were also down. Of the 2 top reasons for sickness absence there was no increase in mental health absence and gastro increased slightly. There was as significant increase in GI sickness absence. Coronavirus absence continues to decrease. The ER team and managers continue to work together to manage attendance and implement the relevant action plans.

NHS
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**The care behind
your care.**