

NHS 24 BOARD MEETING		28 APRIL 2022 ITEM NO 10.1 FOR ASSURANCE	
CORPORATE PERFORMANCE REPORT MARCH 2022			
Executive Sponsor:		Director of Service Delivery/Steph Phillips	
Lead Officer/Author:		Head of Corporate Performance/Paul McLaughlin	
Action Required		The Board is asked to note quality and performance of services provided for period ended 31 January 2022, capturing the ongoing focus on improvement for assurance	
Key Points for the Board to consider		The key points in relation to January 2022 performance: <ul style="list-style-type: none"> • Calls offered to 111 was 158,4623 - only one March since 2009 has had a higher call volume, this was in March 2020 which was the peak of COVID-19 volume. • Calls offered on COVID pathway increased by 67% month on month, which equated to over 9,000 extra calls. • Attendance was 92.9%, it is with noting this does not include COVID related absence, which experienced a notable increase on previous month to 8%. • A higher call volume coupled with a significant impact of COVID absence resulted in a drop in performance of access figures – % answered/abandoned after threshold and call answering standards were adversely affected 	
Timelines/Governance		This report covers the reporting month of March 2022. Report to EMT 19 th April 2022 for approval	
Strategic alignment and link to overarching NHS Scotland priorities and strategies		Effective performance across NHS 24 supports delivery across the wider health and social care system.	
Financial Implications		All financial and workforce implications arising from current and projected performance levels are reflected in the routine functional reports.	
Equality and Diversity		All equality and diversity issues arising from maintaining and continuously improving performance management are integrated with service planning.	

1 OVERVIEW

- 1.1 Calls offered in March totalled 158,463, taking the overall total for 2021/22 over the 2 million level for the first time. This reflects an increase across the 111 service in terms of urgent care, COVID, mental health and dental calls compared to the previous year with 8 out of the 12 months of the year recorded as the busiest ever in that month.
- 1.2 As the Omicron wave peaked during March and into April, COVID demand increased by 67% compared to the previous month. Work was also undertaken to decommission the 111 route for symptomatic COVID callers throughout March, with this transitioning to in hours primary care as of 1st April 2022 after two full years of operation.
- 1.3 As per normal patterns, where we saw an increase in COVID calls to the 111 service, we saw a corresponding increase in calls to the COVID helpline and to online COVID content through NHS Inform.
- 1.4 Omicron not only impacted on demand, it also impacted on staffing, with 8% COVID special leave recorded in the month. This increase in demand and loss of capacity, notably clinical staff, did impact on access targets for the month unsurprisingly. However, there was continued positive improvement in access times to the mental health hub, which was not so impacted by staff absence.
- 1.5 Care at first contact continued to exceed target performance, at 96.6% for the month and the overall patient journey through 111 remained consistent with previous months at just over 37 minutes. Continued improvement in the average time for mental health calls following system changes made last year and the time to answer being faster for these calls as detailed above.
- 1.6 Demand to Breathing Space continued to increase, up 15% on the previous month at 10,924, with a slight improvement in calls answered within 5 minutes. The average time to answer for Breathing Space was just under 4 minutes.
- 1.7 March saw an increase across the full suite of NHS 24 service, including our health information services, as well as referral services such as Living Life, which saw a 35% increase on the previous month, and Cancer Treatment Helpline, which saw a 21% increase compared to February.
- 1.8 Access to NHS inform increased in March, up 15% on the previous month. Whilst overall COVID content on NHS inform saw a 43% increase in the month, there was a notable drop of almost 25% in access to the vaccination microsite, reflecting the profiling of the vaccination programme.
- 1.9 Key developments in March were the decommissioning of the Covid pathway through 111 for symptomatic callers. This pathway remains in place out of hours, where callers are routed through local Board out of hours services as per normal process, however, in hours, callers are now advised to contact their own GP unless they acutely unwell.

- 1.10 The self-referral service for victims of rape or sexual assault to facilitate access to forensic medical services was also successfully implemented and became available from 31st March. This is a new service provided by NHS 24 as part of a national programme to move FME services from Police to Health and NHS 24 has set up both telephony referral pathway and digital resources and information through NHS inform to support this work.

2. RECOMMENDATION

- 3.1 The Board is asked to note quality and performance of services provided for period ended 31 March 2022, capturing the ongoing focus on improvement for assurance.