

NHS 24 BOARD

16 JUNE 2022
ITEM NO 10.1
FOR ASSURANCE

CORPORATE PERFORMANCE REPORT MAY 2022

Executive Sponsor:	Director of Service Delivery
Lead Officer/Author:	Head of Corporate Performance
Action Required	The Board is asked to note quality and performance of services provided for period ended 31 May 2022, capturing the ongoing focus on improvement for assurance
Key Points for the Board to consider	<p>The key points in relation to May 2022 performance:</p> <ul style="list-style-type: none"> • Calls Offered 162,826 – consistent with previous month and 7% lower than May 2021. • There was a higher demand on all Mental Health Services in May with increased volumes to Mental Health Hub, Breathing Space and Living Life. • There was also increased volumes to RUC pathway, which experienced its highest volumes since September 2021. • Despite continued high volumes to service, the time to access service and overall patient journey continued to improve. <p>The performance framework continues to be reported on an interim basis until final sign off is received from Cabinet Secretary.</p>
Timelines/Governance	Noted by EMT at the meeting on 06.06.22.
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.

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-left edge of the pink circle.

Board Corporate Performance Report

Performance relating to May 2022

Connecting – Caring - Collaborating

1. Summary of May 2022 performance

Calls Offered 162,826 – consistent with previous month and 7% lower than May 2021.

COVID pathway volume continued to drop significantly. **44% drop in volume to 3,687**. COVID split now accounts for 2% of overall volume.

45,782 patients selected **RUC pathway, the highest volume since September 2021**.

Use of Non English IVR continues to increase since go-live in April, with 717 patients selecting this route. Mandarin and Polish are most commonly selected languages.

Mental Health accounts for 7.6% of overall volume, the second highest % split on record. Other Mental Health services Breathing Space and Living Life also experienced notable increases in volume in May

% Answered in 5 minutes - challenges continue with meeting target for access, however there was a slight increase to 28.9%.

The longer times to access the service (90th percentile) is at its **lowest level since May 2021 (33min 9ecs)**. This is also reflected in the lowest average time to abandon, which is also at its lowest level in 12 months.

Endpoint split profile has experienced large month on month changes due to decommissioning of In Hours COVID pathway. **GP Telephone advice continued to drop to levels not seen in over 2 years**, down 3.4% to 17.6%. **Urgent Care Centre returned to the most commonly used endpoint with 23.1%** of overall endpoints.

COVID Helpline

Coronavirus Helpline (managed by Ascensos) received **3,489** calls, this was a 37% decrease on previous month. This is the lowest ever volume for helpline since it opened in March 2020.

Absence Summary

Attendance was **92.2%** resulting in target missed by 3.8 percentage points. This was an improvement of 0.9 percentage points on May 2021.

Overall NHS 24 total **Coronavirus absence figure equates to 3.7%** which means the combined NHS 24 sickness and coronavirus absence percentage equates to 88.5% attendance. *See pp18 for more detail*

2. Summary of Key SG Performance Measures

Telephony Access									
		Target	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
% Calls Answered in 5 minutes	Unscheduled Care*	50%	29.2%	25.6%	33.1%	34.7%	19.9%	27.4%	27.5%
	Mental Health Hub	50%	36.6%	33.3%	31.1%	36.4%	38.7%	41.9%	46.9%
	Breathing Space	50%	48.5%	47.9%	43.7%	37.1%	38.1%	46.7%	39.8%
% Abandoned After 5 Minutes	Unscheduled Care*	10%	13.5%	16.5%	13.6%	11.0%	18.0%	12.1%	11.4%
	Mental Health Hub	10%	13.5%	15.5%	16.3%	15.1%	13.4%	13.4%	12.8%
	Breathing Space	10%	6.8%	6.7%	7.3%	9.3%	10.2%	8.5%	9.1%
Median Time to Answer (mm:ss)	Unscheduled Care*	5 mins	13:11	14:34	08:25	09:37	19:13	13:02	13:08
	Mental Health Hub	5 mins	02:32	03:01	03:39	02:02	01:23	00:49	00:06
90th Percentile TTA (mm:ss)	Unscheduled Care*	30 mins	49:37	56:16	54:17	39:34	53:15	38:44	33:24
	Mental Health Hub	30 mins	24:34	27:08	28:08	28:53	26:01	25:58	21:56
Access to Health Information (% answered in 5 minutes)		50%	94.1%	71.2%	82.7%	97.2%	97.0%	97.1%	79.8%

Staff Wellbeing									
		Target	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Staff Attendance		96%	90.1%	90.2%	91.7%	93.2%	92.9%	93.2%	92.2%
i-matter		77	75	75	75	75	75	75	75

Omni Channel - Digital									
Measure		Target	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
NHS inform - core service (excl COVID)		-	10,453,574	10,713,204	8,758,641	6,841,651	7,894,384	7,026,512	6,706,617
% change on previous month		-	10.7%	2.5%	-18.2%	-21.9%	15.4%	2.7%	-4.6%
COVID Content (as per C19 Dashboard)		-	2,557,786	5,737,322	3,879,269	1,902,274	2,721,420	1,703,693	647,789
% change on previous month		-	44.7%	124.3%	-32.4%	-51.0%	43.1%	-10.4%	-62.0%
microsite		-	4,145,555	4,670,810	2,394,760	1,301,995	981,496	856,840	699,480
% change on previous month		-	-7.4%	12.7%	-48.7%	-45.6%	-24.6%	-34.2%	-18.4%
Scotland Service Directory		-	280,837	267,892	307,603	243,411	262,374	252,190	300,526
% change on previous month		-	-0.6%	-4.6%	14.8%	-20.9%	7.8%	3.6%	19.2%
Digital User Experience		90%	-	-	-	-	-	-	-

Patient Experience									
Measure		Target	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Patient Experience		90%	-	-	-	-	-	-	-
Complaints		95%	100.0%	100.0%	100.0%	100.0%	0 complaints	100.0%	100.0%
Care Delivered at First Point of Contact		90%	96.1%	95.4%	94.6%	95.1%	95.6%	94.0%	94.8%
Patient Journey - Unscheduled Care*		30 mins	31:25	37:05	35:27	33:03	37:35	34:30	32:33
Patient Journey - Mental Health Hub		30 mins	23:29	24:30	24:03	24:50	24:26	25:10	24:38

* Unscheduled Care includes COVID and Dental

3. Person Centred

3.1 Patient Feedback (111 only)

- There have been 0 Patient Surveys returned since November 2021.
- Therefore a new SMS survey is being put in place and this will be operational by Q3 2022/23

3.1 Complaints

- 24 stage 1 complaints and 3 stage 2 complaint in April*
- The main themes of complaint were:
 - Inappropriate Outcome
 - Access

Number of Stage 2 complaints received in April	3
% responded to within 20 working days	100%

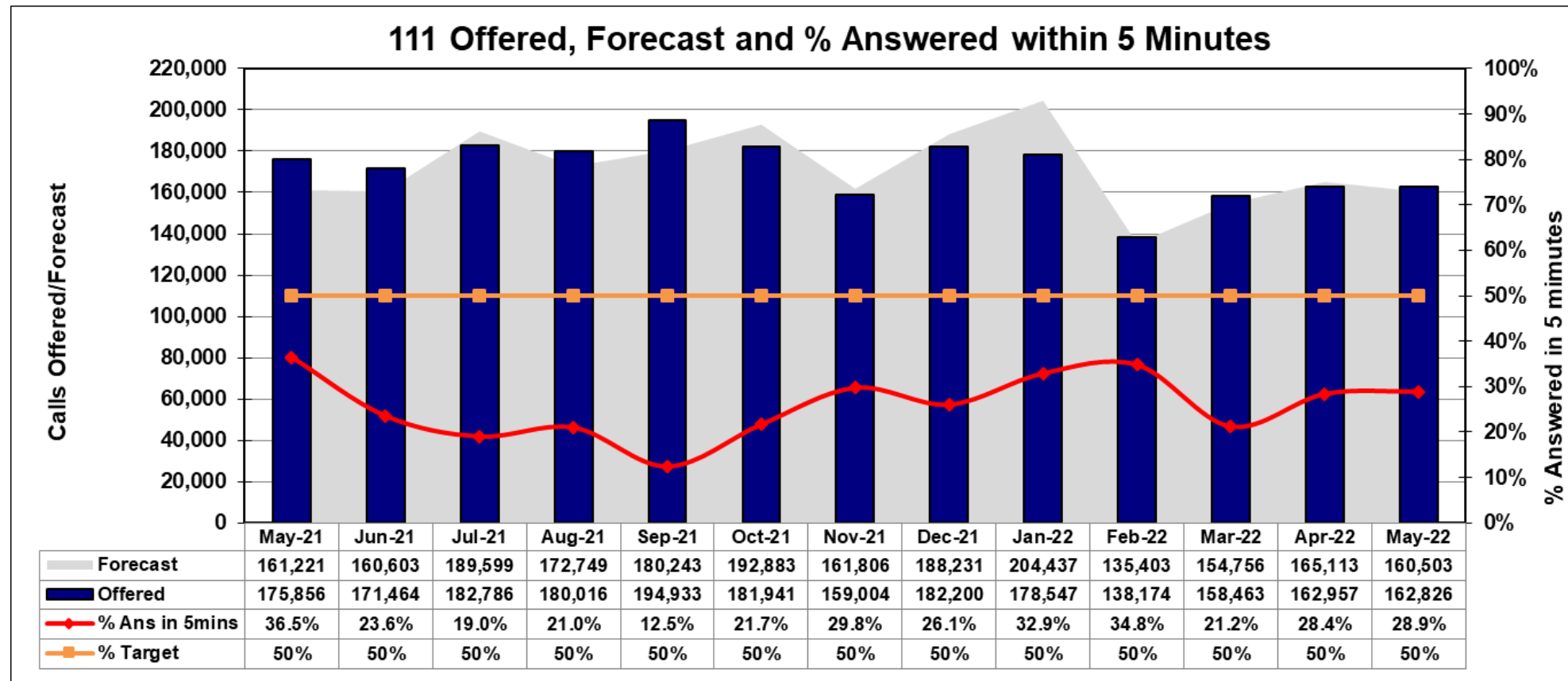
Calls Offered in April	Complaint Type	Number	% of complaints vs. calls offered
162,957	Stage 2	3	0.001%

* 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

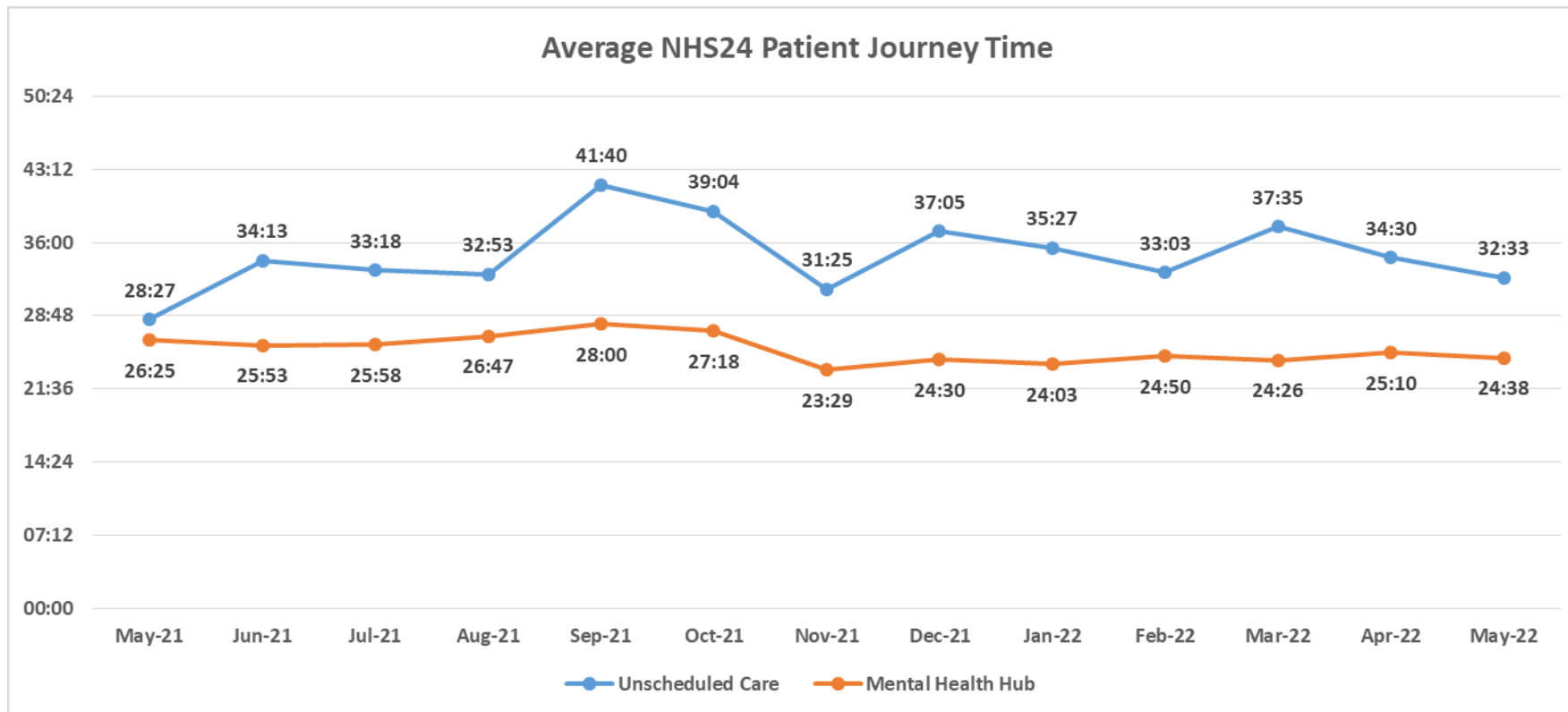
- Calls Offered – **162,826**, which was consistent with previous month, however it was 7% lower than May 2021 (175,856 offered)
- 79% of calls to service were answered.
- Calls answered within 5 minute threshold was **28.9%**, which was a slight increase on previous month (0.5%)



4.2 Average Patient Journey by Call Type

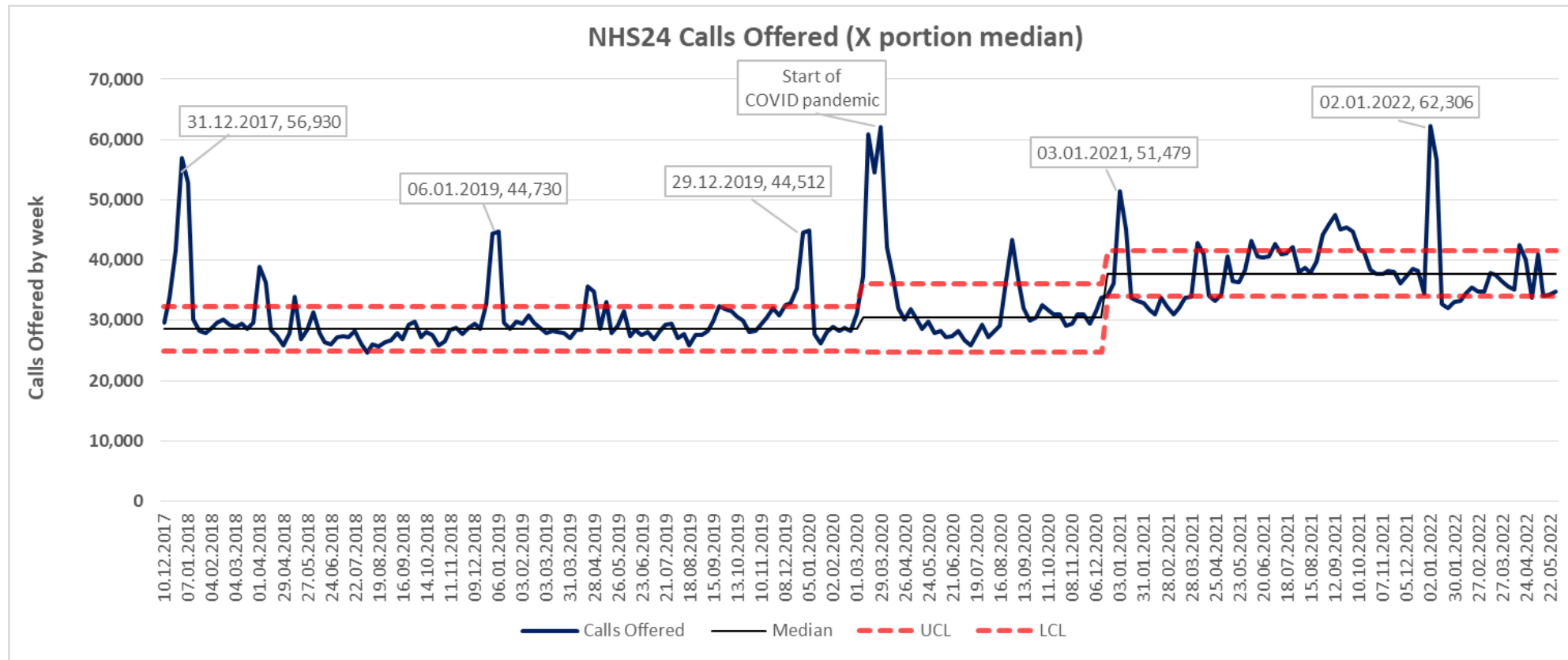
Summary

- 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 **32 minutes 33 seconds**, down 1 minute 57 seconds on previous month. This is the lowest patient journey since November 2021.
- Mental Health Hub journey continues to track notably lower at **24 minutes 38 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

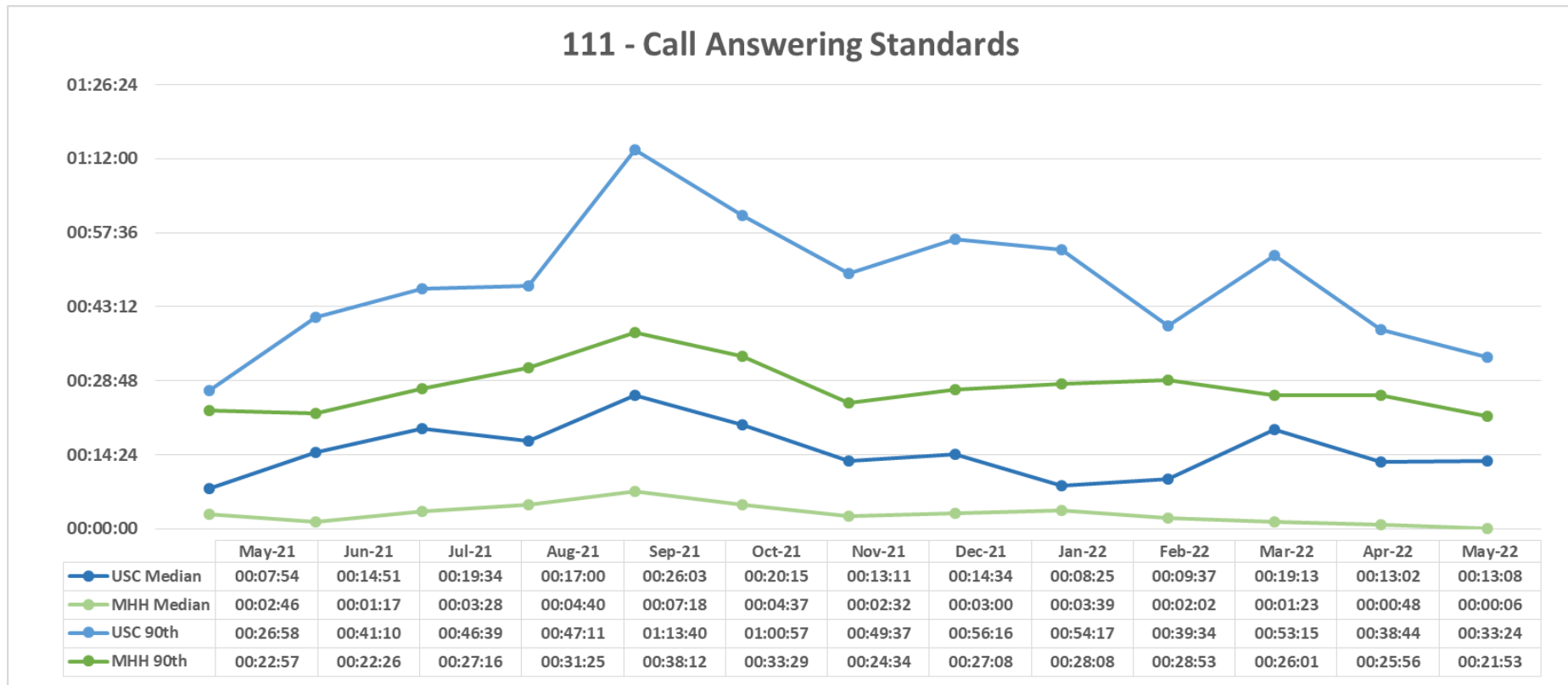
- Upper and Lower control limits have changed twice over past 4 years – the changes to limits occurred in March’20 (COVID pandemic) and December’20 (RUC pathway).
- Current median is 37,790 – the previous 3 weeks have been trending 8% below Median and are within 1% of Lower Control Limit (34,091)



4.4 Call Answering standards by Call Type

Summary

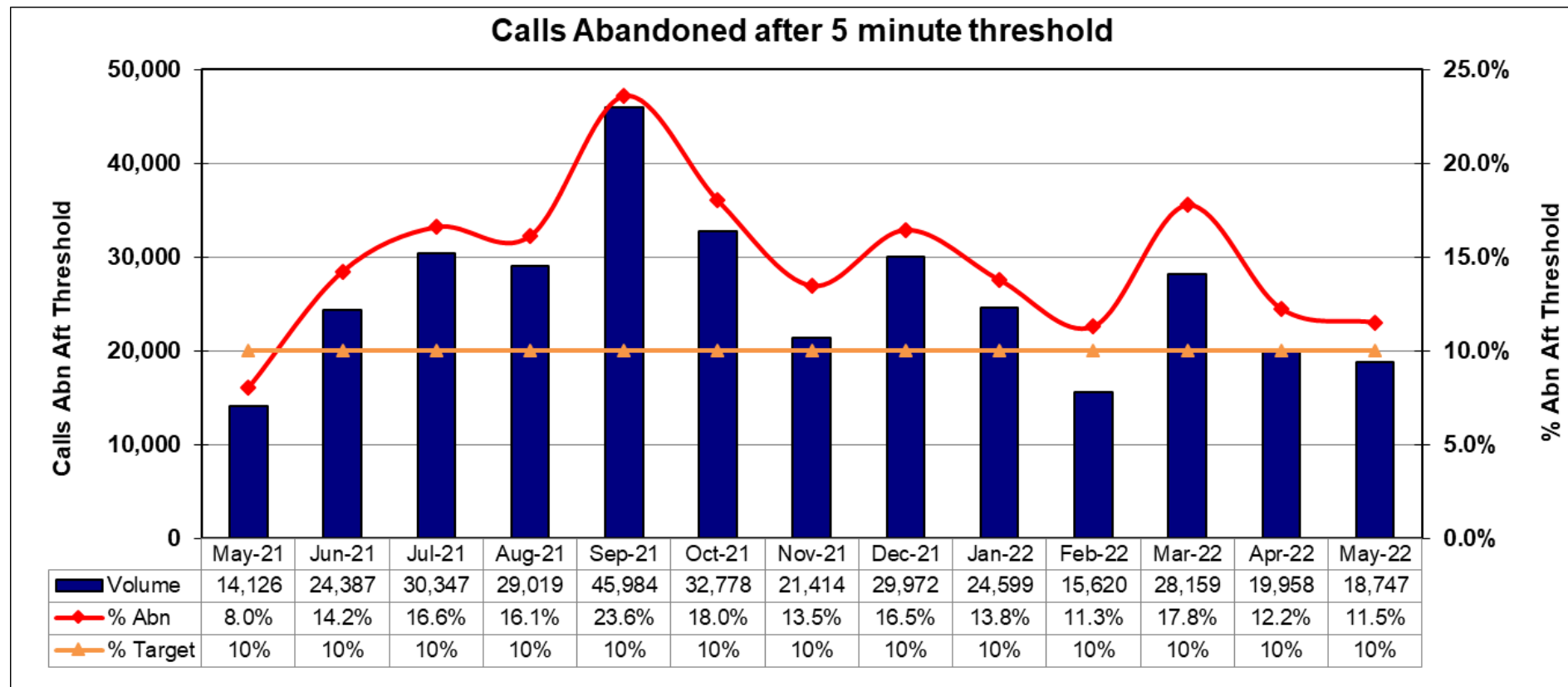
- **Unscheduled Care Median** – missed target at 13 minutes 8 seconds.
- **Unscheduled Care 90th Percentile** – improved to 33 minutes 24 seconds, which is the lowest since May 2021.
- **Mental Health** – both measures improved on previous month and remain well within target with median wait time being just 6 seconds.



4.5 Calls Abandoned After 5 minute threshold

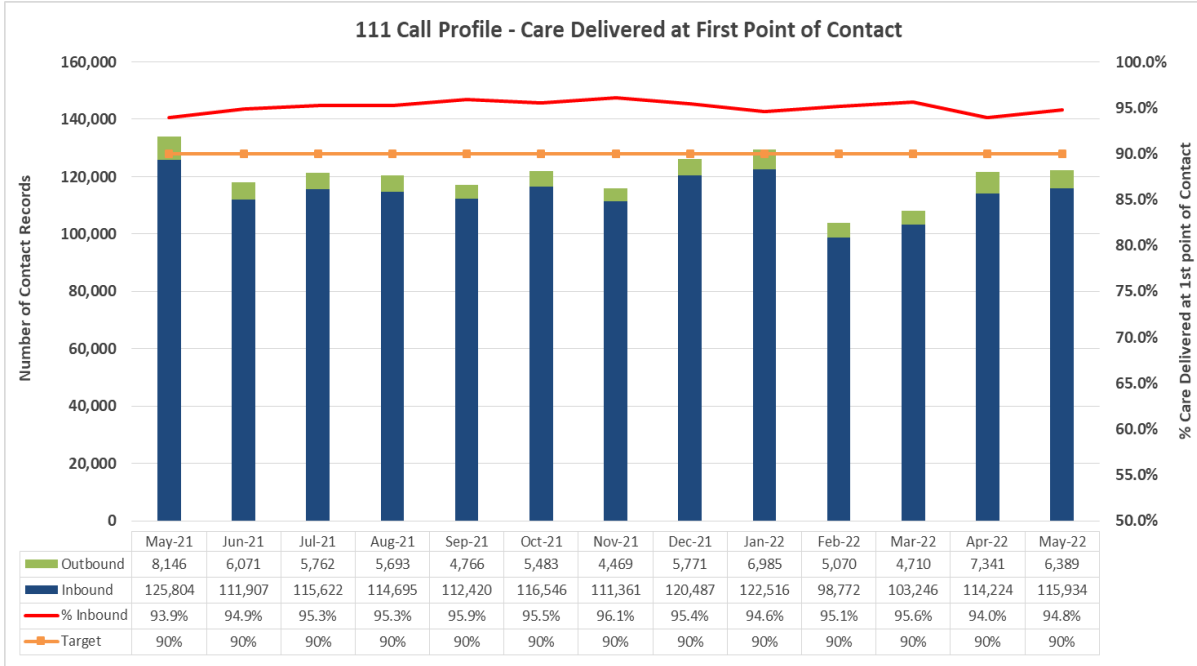
Summary

- Calls abandoned after threshold was 11.5%, one of the lowest abandonment rates achieved in past 13 months.
- Average time to abandon was 9 minutes 9 seconds, which is the lowest average since May 2021.

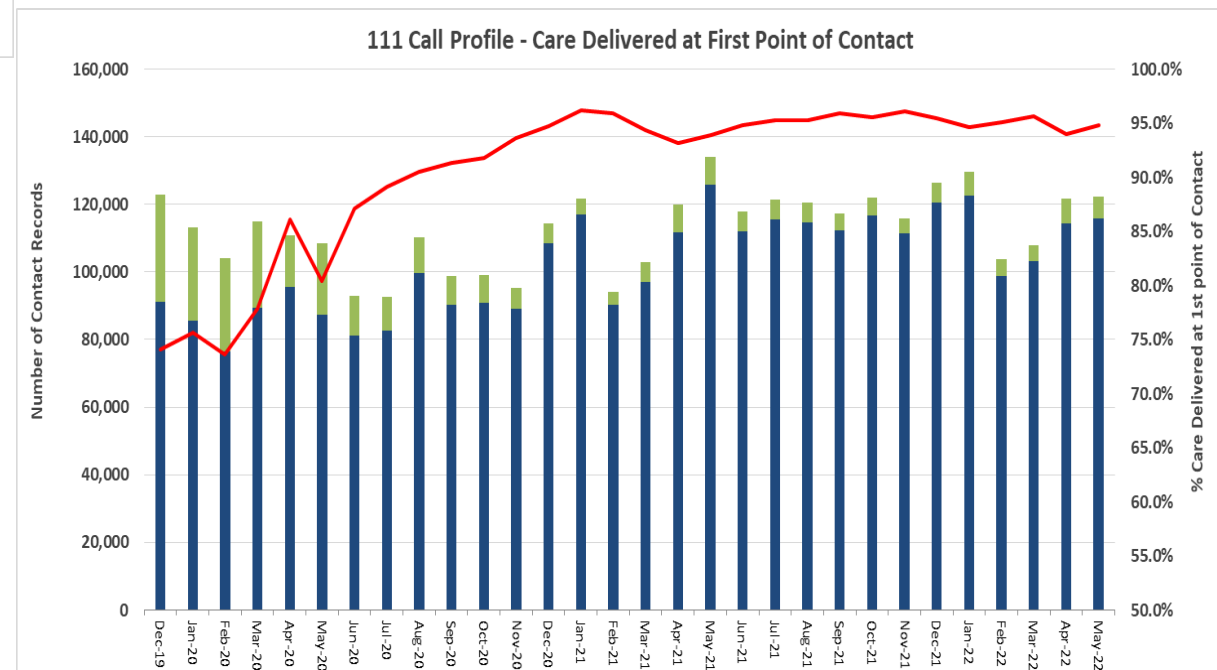


4.6 Care Delivered at First Contact

- Care Delivered at First Contact was 94.8% against a target of 90%.
- Target consistently exceeds target



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

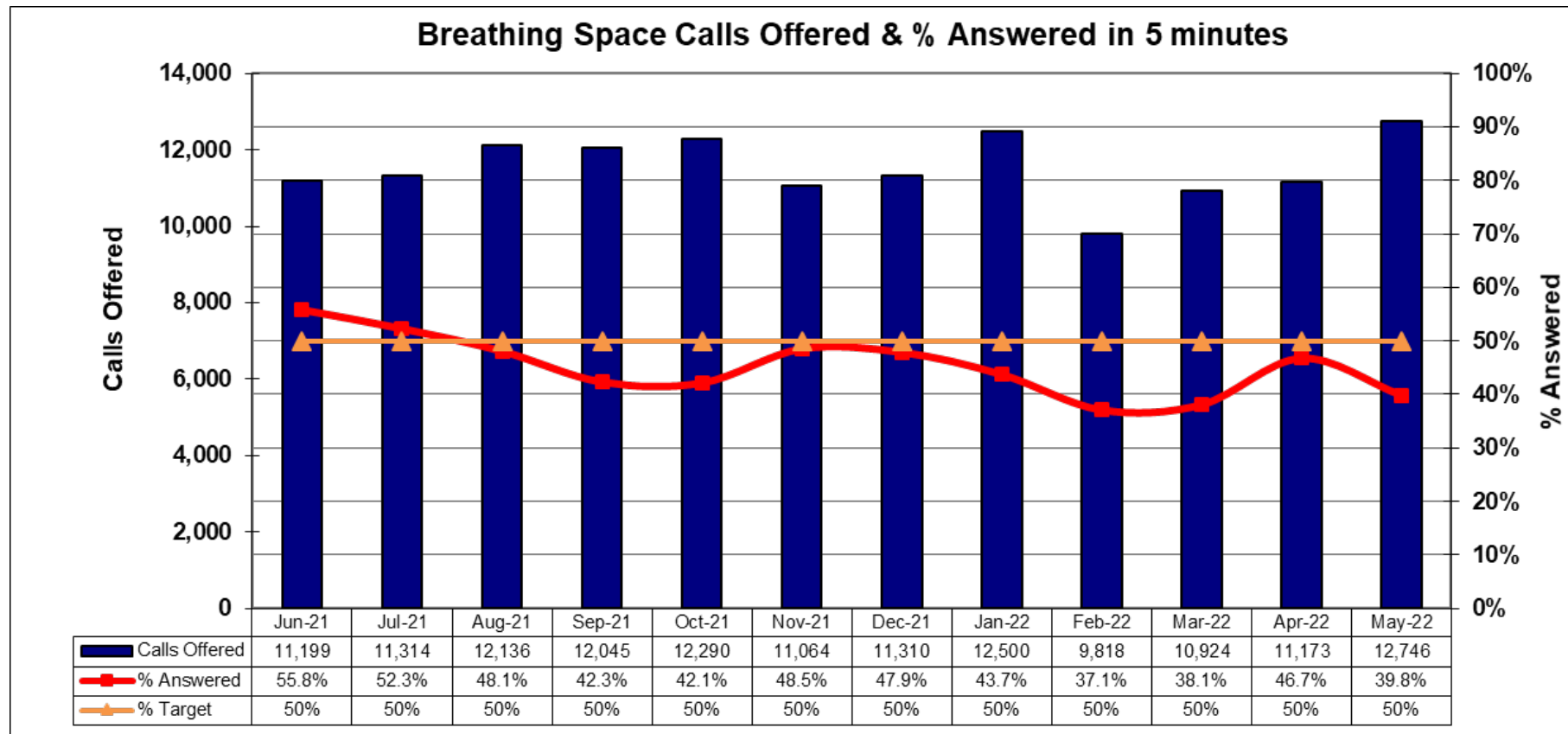
Breathing Space is a confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. Breathing Space is funded by the Scottish Government's Mental Health Unit and is one of the SG target measures.

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.

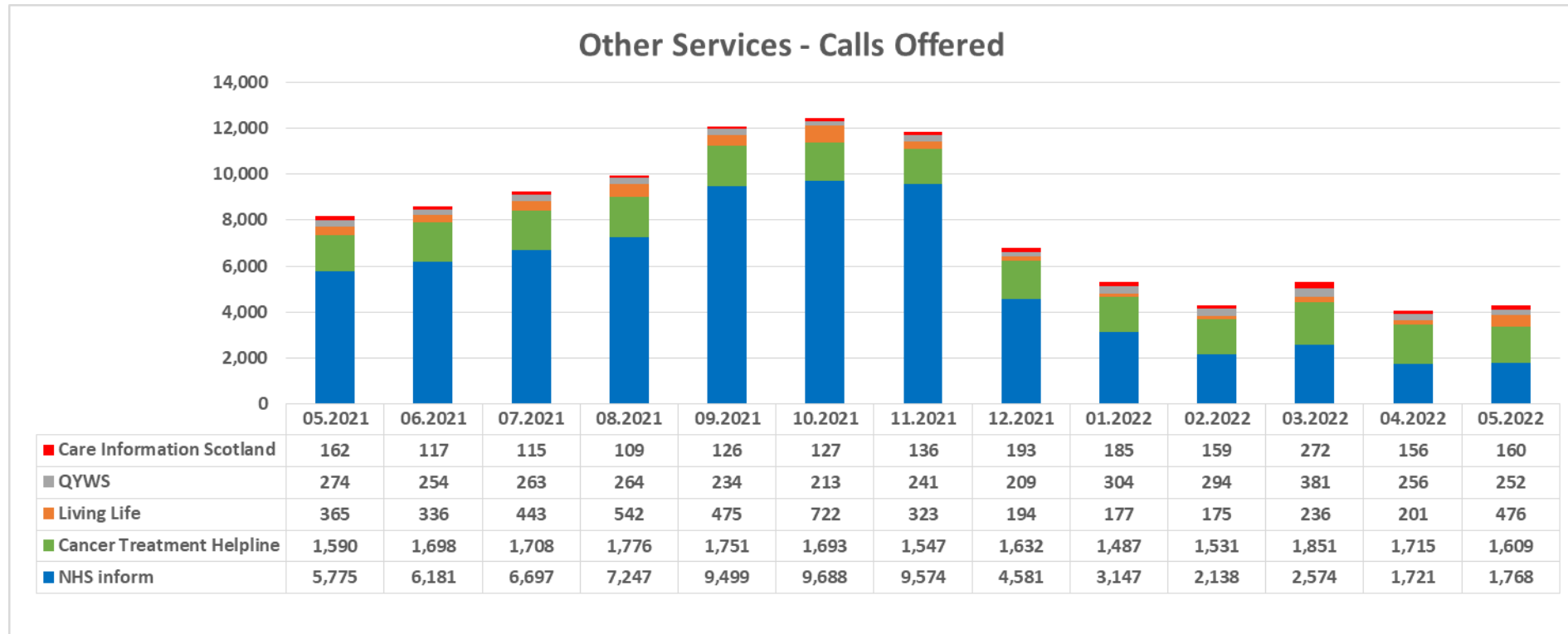
5.1 Breathing Space

- Calls offered, 12,746, which was 14% up on previous month and the second highest ever monthly demand for service
- Calls answered within threshold was 39.8%
- Calls abandoned after 5 minute threshold met target at 9.1%
- Average time to answer for Breathing Space was 3 minutes 53 seconds.



5.2 Other NHS 24 Managed Services – Calls Offered

- **Care Information Scotland (CIS)** – Similar demand in April and May
- **Quit Your Way Scotland (QYWS)** – Demand consistent with April
- **Living Life** – Large increase in demand for service, with calls offered increasing by 137% to 476
- **Cancer Treatment Helpline (CTH)** - 6% decrease in calls offered to 1,609.
- **NHS inform** – has now returned back to in house and calls are managed on SAP platform. Volume consistent with previous month (3% increase)



5.3 Forensic Medical Examinations

A new service managed by NHS 24 went live on 1st April 2022.

The NHS Scotland sexual assault self-referral phone service can help to arrange care for you in the days following a rape or sexual assault. The service may be able to arrange for you to have a forensic medical examination (FME) at a SARCS without making a report to the police.

Summary of first month is below:

- 47 calls offered to service – 46 answered and 1 abandoned call (after 3 seconds)
- Calls to helpline answered within an average of 6 seconds.
- 38 records were created.
- There were 36 records that were deemed appropriate for FME referral.

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, all of the sites dropped in activity when compared to previous month.

- COVID content continues to decrease month on month, page views are now at their lowest level since April 2021
- COVID-19 vaccinations site dropped to 699k, an 18.4% month on month decrease to its lowest level since January 2021.

Omni Channel - Digital													
Measure	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
NHS inform - core service (excl COVID)	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	6,841,651	7,894,384	7,026,512	6,706,617
% change on previous month	30.3%	1.2%	-5.9%	-2.9%	23.7%	16.8%	10.7%	2.5%	-18.2%	-21.9%	15.4%	-11.0%	-4.6%
COVID Content (as per C19 Dashboard)	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	1,902,274	2,721,420	1,703,693	647,789
% change on previous month	25.6%	63.3%	26.9%	14.8%	23.6%	-24.1%	44.7%	124.3%	-32.4%	-51.0%	43.1%	-37.4%	-62.0%
NHS inform – COVID-19 vaccinations microsite	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	1,301,995	981,496	856,840	699,480
% change on previous month	104.8%	-3.7%	-17.8%	-20.4%	56.2%	15.9%	-7.4%	12.7%	-48.7%	-45.6%	-24.6%	-12.7%	-18.4%
Scotland Service Directory	167,255	160,138	154,144	167,342	214,756	282,512	280,837	267,892	307,603	243,411	262,374	252,190	300,526
% change on previous month	12.6%	-4.3%	-3.7%	8.6%	28.3%	31.6%	-0.6%	-4.6%	14.8%	-20.9%	7.8%	-3.9%	19.2%

7. WORKFORCE

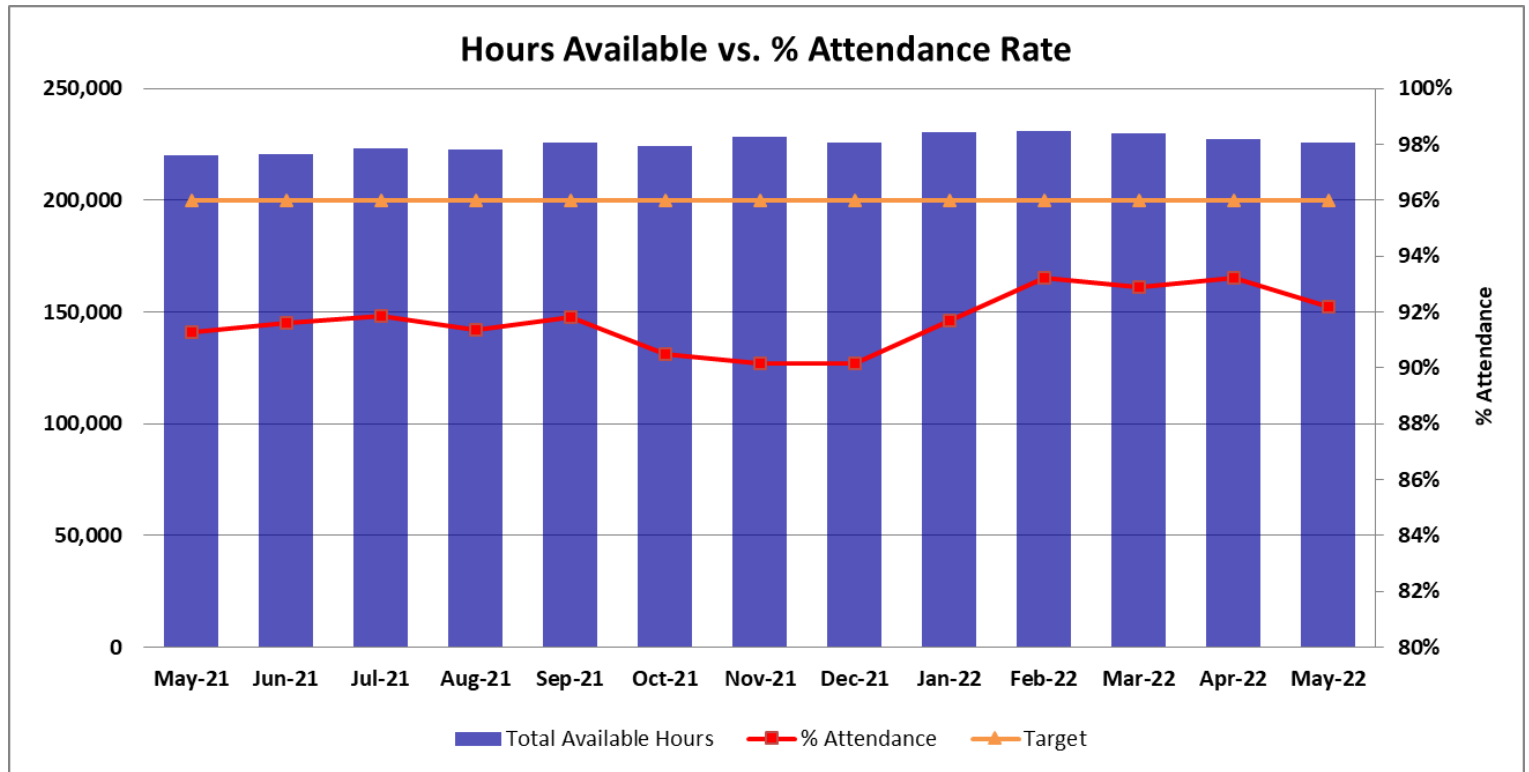
7.1 Attendance Rate

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 **92.2%** which missed target by 3.8 percentage points.
- Attendance rate was 0.9 percentage points higher than May 2021 (91.3%)
- Please note Coronavirus related absence figures are **not included in attendance calculation** above.
- NHS 24 Coronavirus absence in April was 3.7%, therefore overall attendance figure for March was **88.5%**, this is 0.1 percentage points down on previous month.



NHS

24

**The care behind
your care.**