

Corporate Performance Report

Performance relating to March 2022

Connecting – Caring - Collaborating

1. Summary of March 2022 performance

Calls Offered 158,463 – only one March since 2009 has had a higher call volume, this was in March 2020 which was the peak of pandemic in terms of volume.

Whilst all call routes for 111 increased, **the most significant increase was experienced on COVID-19 pathway.**

Compared to previous month there was a **67% increase in calls offered on COVID pathway.** There was more than 9,000 extra calls to manage via COVID pathway (9,257).

From April 1st COVID pathway has been decommissioned during In Hours period and patients are redirected to their GP.

% Answered in 5 minutes - 21.2%, it was a challenging month in terms of access, this was due to increased call volumes, coupled with staff absence increasing due to the prevalence of a new COVID variant.

GP Telephone Advice % split experienced the largest month on month increase (2.7 percentage points) to 29.3%, primarily due to the increase in COVID calls. Consequently other endpoints experienced a % split decrease, notably Urgent Care Centre **which is now at its lowest level since April 2020 at 13.4%.**

Digital activity, **COVID content** experienced a notable month on month increase (43%) to **2.7 million page views.**

COVID Helpline

Coronavirus Helpline (managed by Ascensos) received **11,924** calls in March, this was a 37% increase on previous month. The average number of calls per day increased from 311 calls in February, to 385 calls in March.

Absence Summary

Attendance was **92.9%** resulting in target missed by 3.1 percentage points. This was an improvement of 1.1 percentage points on March 2021.

2. Summary of Key SG Performance Measures

Telephony Access								
		Target	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
% Calls Answered in 5 minutes	Unscheduled Care*	50%	21.1%	29.2%	25.6%	33.1%	34.7%	19.9%
	Mental Health Hub	50%	29.5%	36.6%	33.3%	31.1%	36.4%	38.7%
	Breathing Space	50%	42.1%	48.5%	47.9%	43.7%	37.1%	38.1%
% Abandoned After 5 Minutes	Unscheduled Care*	10%	18.0%	13.5%	16.5%	13.6%	11.0%	18.0%
	Mental Health Hub	10%	17.8%	13.5%	15.5%	16.3%	15.1%	13.4%
	Breathing Space	10%	8.2%	6.8%	6.7%	7.3%	9.3%	10.2%
Median Time to Answer 90th Percentile TTA (mm:ss)	Unscheduled Care*	5 mins	20:15	13:11	14:34	08:25	09:37	19:13
	Mental Health Hub	5 mins	04:37	02:32	03:01	03:39	02:02	01:23
Access to Health Information (% answered in 5 minutes)	Unscheduled Care*	30 mins	01:00:57	49:37	56:16	54:17	39:34	53:15
	Mental Health Hub	30 mins	33:29	24:34	27:08	28:08	28:53	26:01
		50%	93.7%	94.1%	71.2%	82.7%	97.2%	97.0%

Staff Wellbeing								
		Target	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Staff Attendance		96%	90.5%	90.1%	90.2%	91.7%	93.2%	92.9%
i-matter		77	75	75	75	75	75	75

* Unscheduled Care includes COVID and Dental

Omni Channel - Digital								
Measure		Target	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
NHS inform - core service (excl COVID)		-	9,446,583	10,453,574	10,713,204	8,758,641	6,841,651	7,894,384
% change on previous month		-	16.8%	10.7%	2.5%	-18.2%	-21.9%	15.4%
COVID Content (as per C19 Dashboard)		-	1,767,515	2,557,786	5,737,322	3,879,269	1,902,274	2,721,420
% change on previous month		-	-24.1%	44.7%	124.3%	-32.4%	-51.0%	43.1%
NHS inform – COVID-19 vaccinations microsite		-	4,475,784	4,145,555	4,670,810	2,394,760	1,301,995	981,496
% change on previous month		-	15.9%	-7.4%	12.7%	-48.7%	-45.6%	-24.6%
Scotland Service Directory		-	282,512	280,837	267,892	307,603	243,411	262,374
% change on previous month		-	31.6%	-0.6%	-4.6%	14.8%	-20.9%	7.8%
Digital User Experience		90%	-	-	-	-	-	-

Patient Experience								
Measure		Target	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Patient Experience		90%	92.0%	-	-	-	-	-
Complaints		95%	0.0%	100.0%	100.0%	100.0%	100.0%	0 complaints
Care Delivered at First Point of Contact		90%	95.5%	96.1%	95.4%	94.6%	95.1%	95.6%
NHS 24 Patient Journey - Unscheduled Care*		30 mins	39:04	31:25	37:05	35:27	33:03	37:35
NHS 24 Patient Journey Mental Health Hub		30 mins	27:18	23:29	24:30	24:03	24:50	24:26

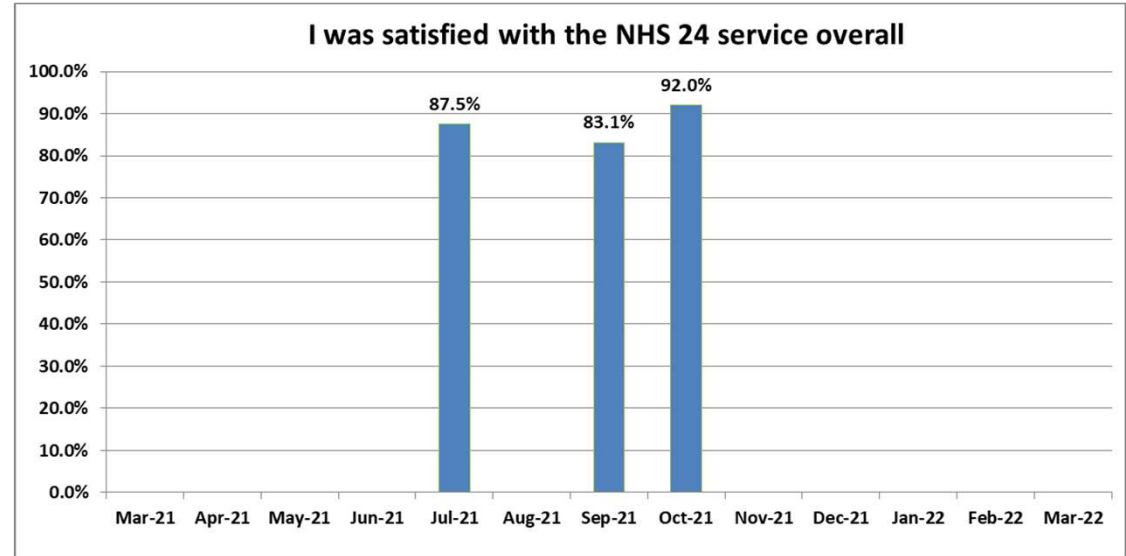
3. Person Centred

3.1 Patient Feedback (111 only)

- There were 0 patient survey returns in March.
- 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

- 30 stage 1 complaints and 0 stage 2 complaint in February*
- 11 of the stage 1 complaints were upheld, 16 Not Upheld and 3 Part Upheld
- The main themes of complaint were:
 - Inappropriate outcome/assessment
 - Interpersonal



Number of Stage 2 complaints received in February	0
% responded to within 20 working days	Not Applicable

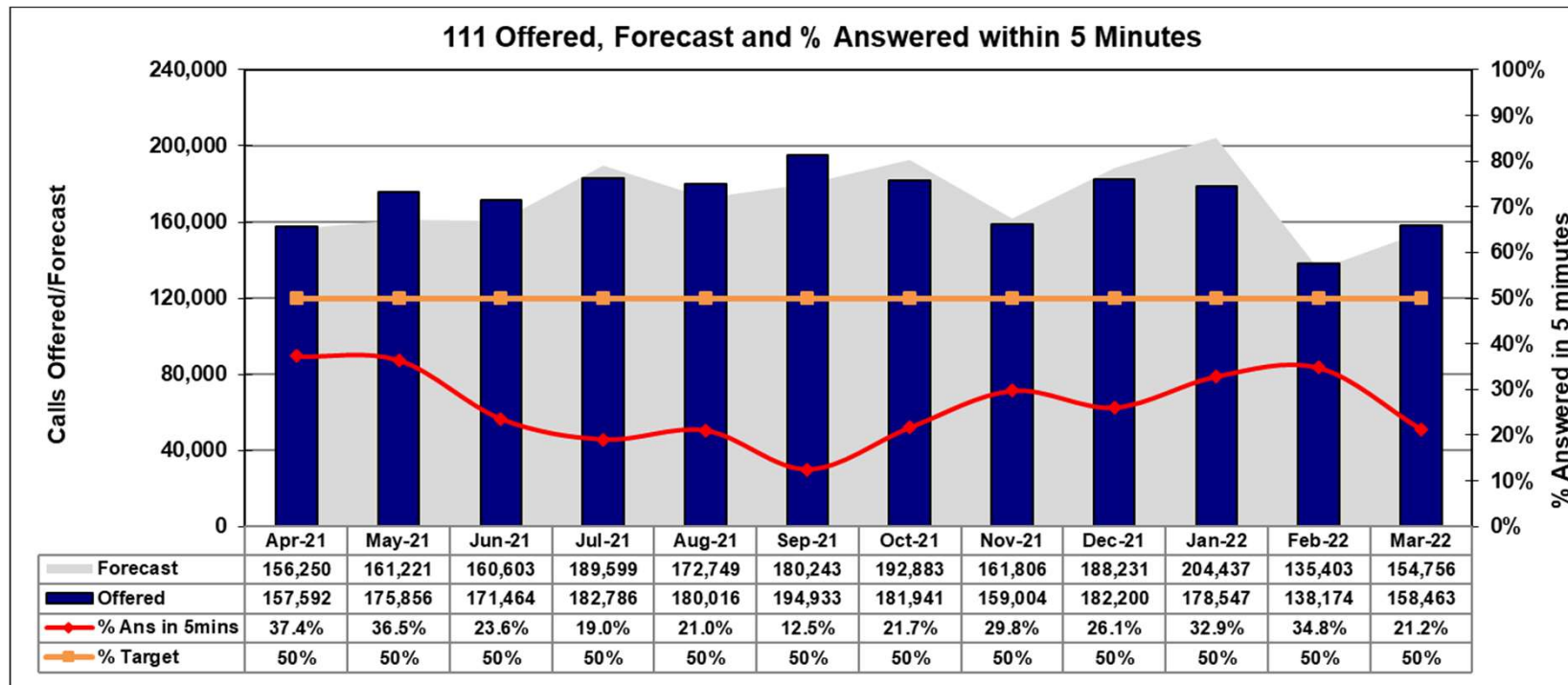
Calls Offered in February	Complaint Type	Number	% of complaints vs. calls offered
138,174	Stage 2	0	0.0%

* 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

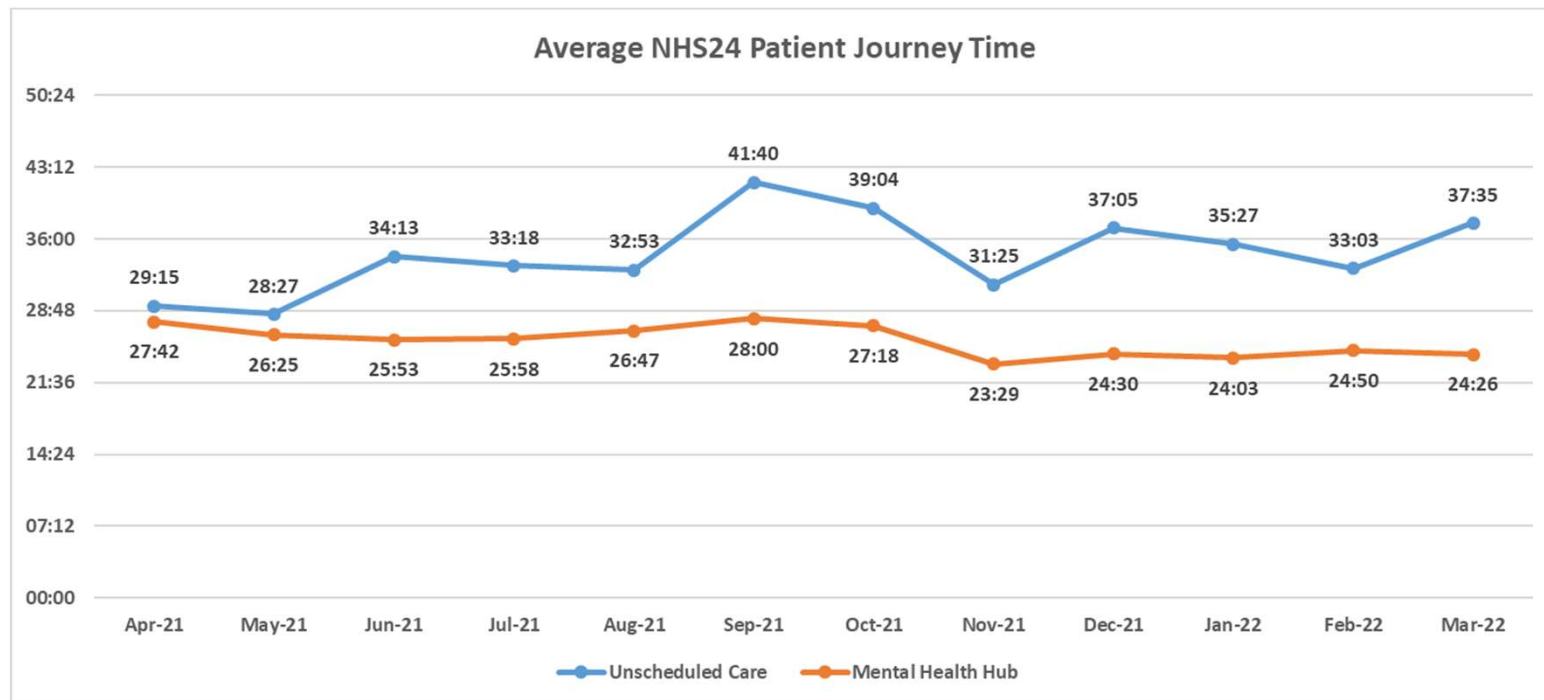
- Calls Offered – **158,463**, which was 15% up on previous month, and it was 11% higher than March 2021.
- 72% of calls to service were answered.
- Calls answered within 5 minute threshold was **21.2%**, which was down 13.6 percentage points on previous month.



4.2 Average Patient Journey by Call Type

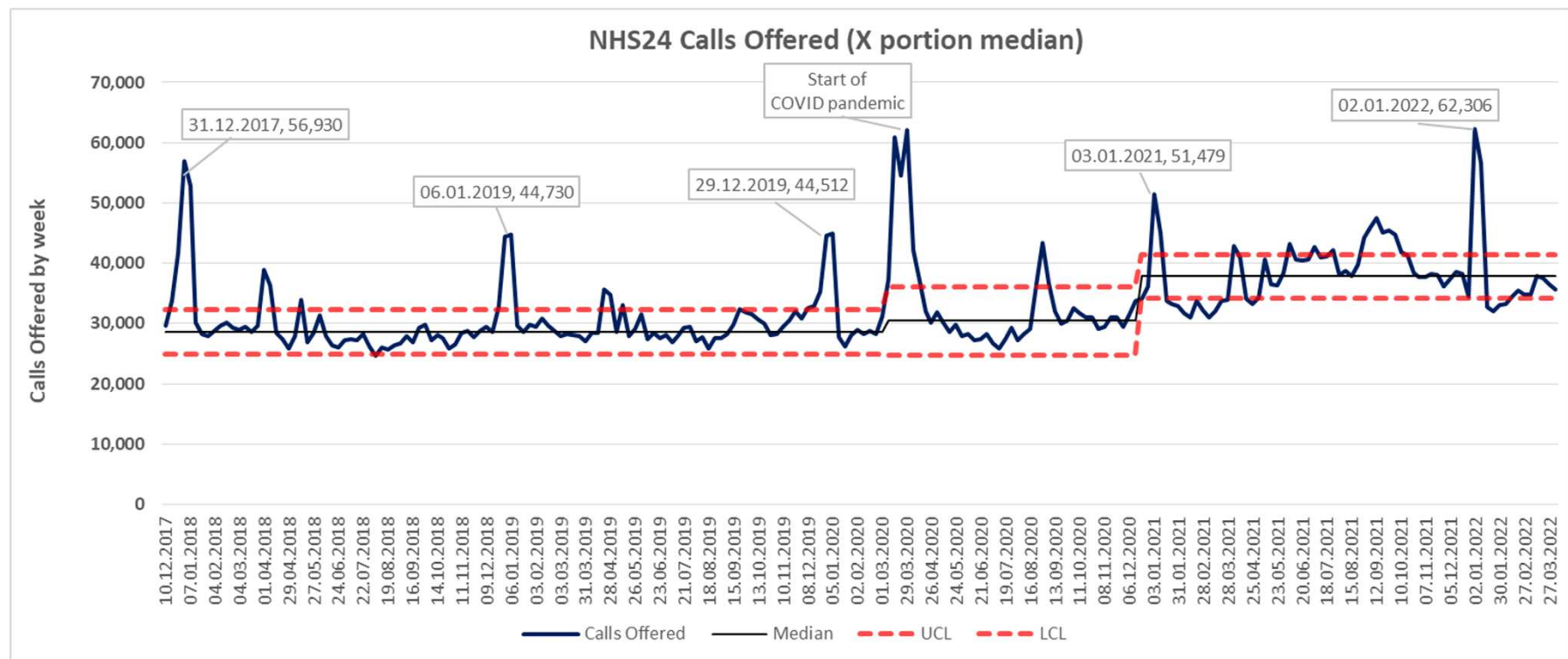
Summary

- 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 **37 minutes 35 seconds**, up 4 minute 32 seconds on previous month.
- Mental Health Hub journey continues to track notably lower at **24 minutes 26 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

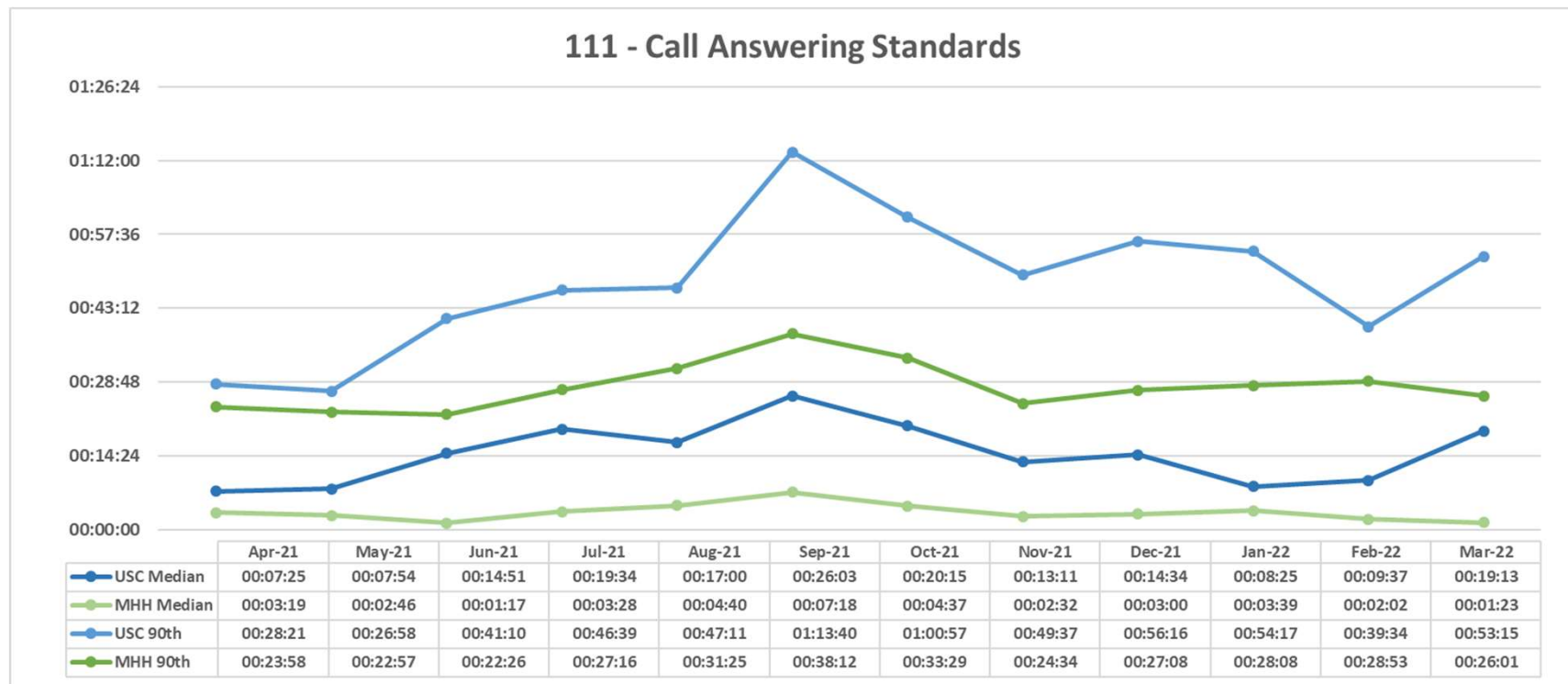
- Upper and Lower control limits have changed twice over past 4 years – the changes to limits occurred in March'20 (COVID pandemic) and December'20 (RUC pathway).
- Current median is 37,799 – the most recent 3 weeks volume has been below the median.



4.4 Call Answering standards by Call Type

Summary

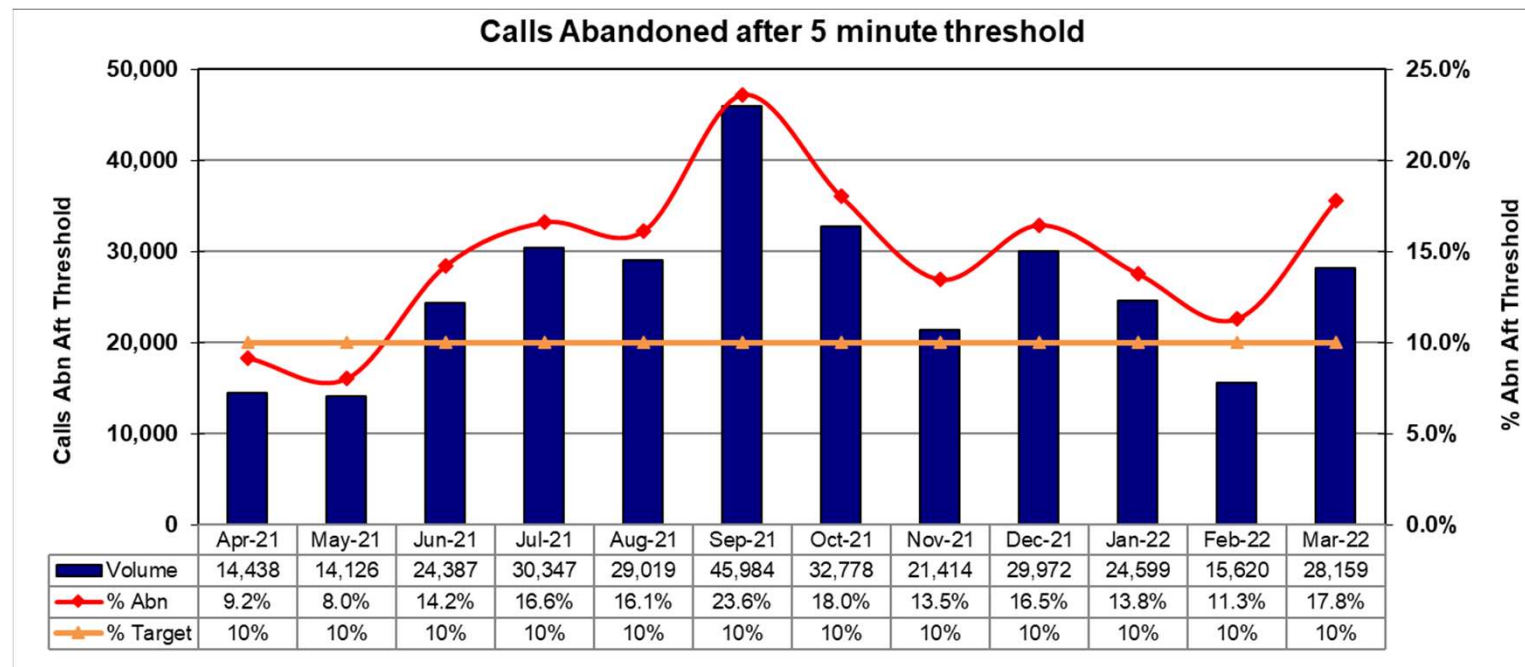
- **Unscheduled Care Median** – missed target at 19 minutes 13 seconds – this was up on last month (9 minute 36 seconds).
- **Unscheduled Care 90th Percentile** – 53 minutes 15 seconds, which is a 13:41 increase on February.
- **Mental Health** – both measures improved on previous month and remain well within target.



4.5 Calls Abandoned After 5 minute threshold

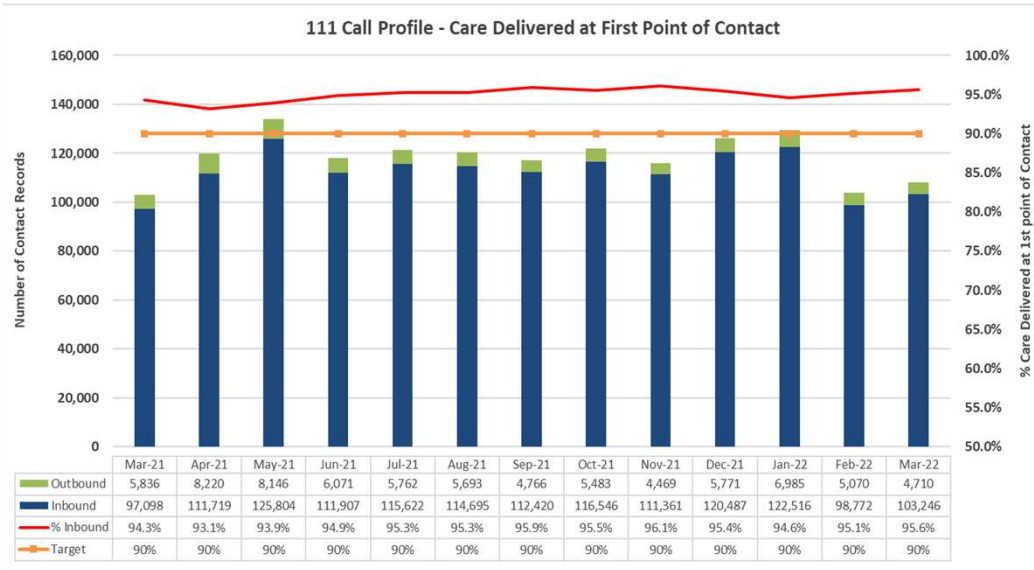
Summary

- Calls abandoned after threshold was 17.8% against a target of 10%.
- Average time to abandon was 13 minutes 32 seconds, which was increase of 3 minutes 20 seconds on February.

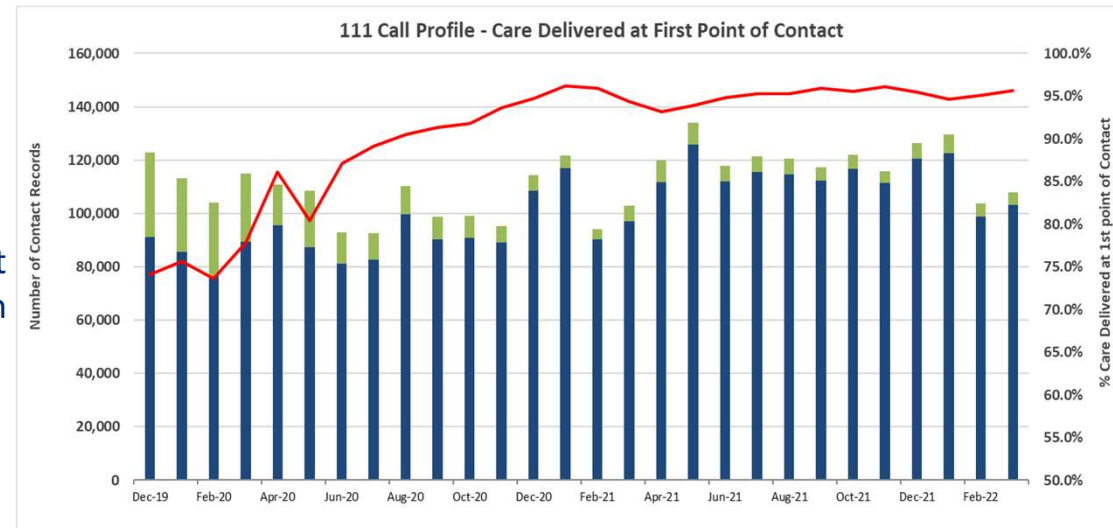


4.6 Care Delivered at First Contact

- Care Delivered at First Contact was 95.6% 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.



5. OTHER NHS 24 MANAGED SERVICES

5.1 Breathing Space

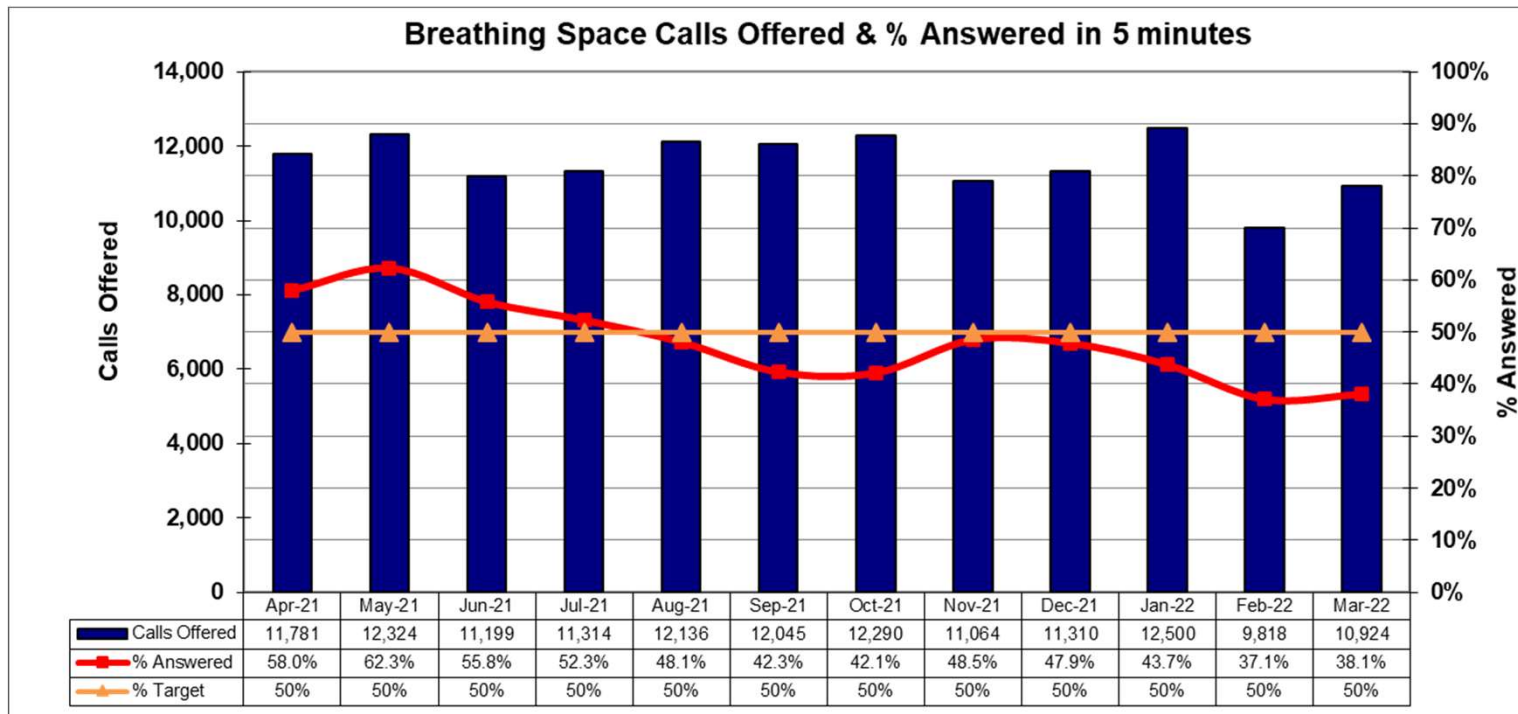
Breathing Space is a confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. Breathing Space is funded by the Scottish Government's Mental Health Unit and is one of the SG target measures.

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

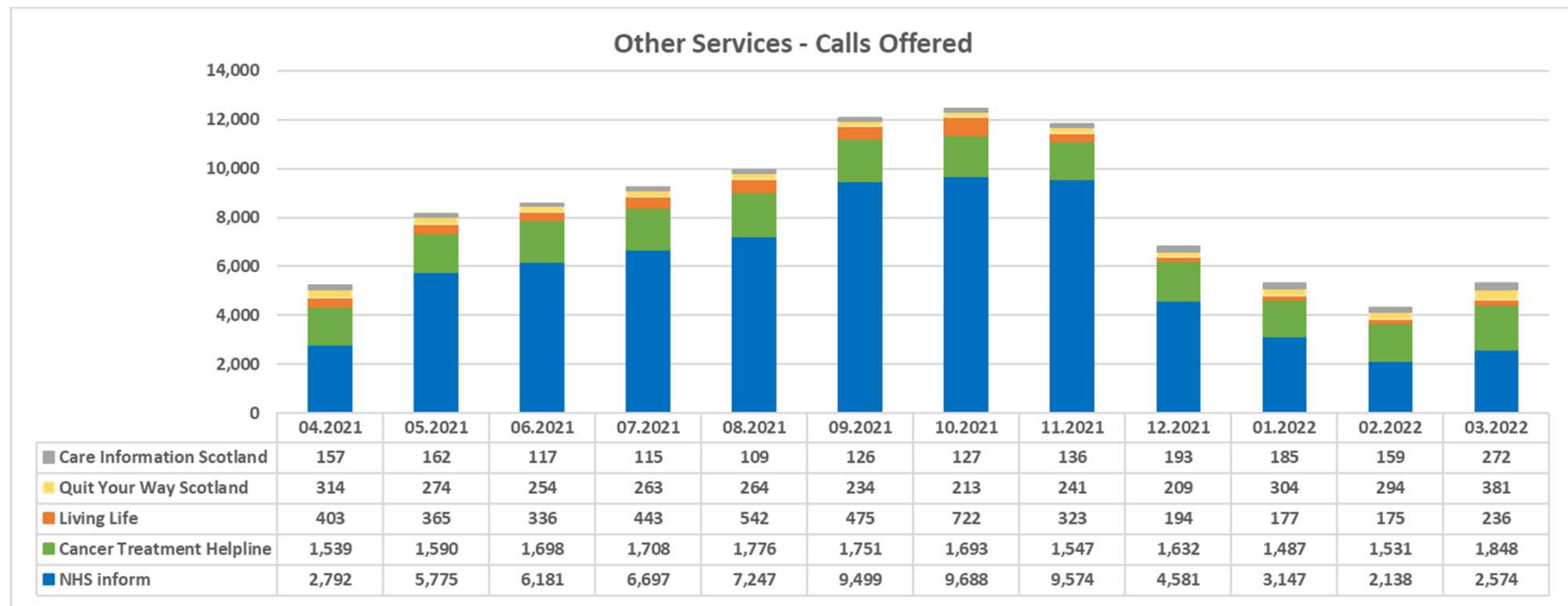
5.1 Breathing Space

- Calls offered, 10,924, which was 11.3% up on previous month .
- Calls answered within threshold was 38.1%, which is a slight improvement on previous month (1 percentage point).
- Calls abandoned after 5 minute threshold was just outside target at 10.2%.
- Average time to answer for Breathing Space was 3 minutes 59 seconds.



5.2 Other NHS 24 Managed Services – Calls Offered

- **Care Information Scotland (CIS)** – 71% increase in calls offered to 272 – highest volume since March 2021.
- **Quit Your Way Scotland (QYWS)** – 30% increase in volume to 381 – highest volume since June 2018.
- **Living Life** – 236 calls offered, which was 35% up on previous month.
- **Cancer Treatment Helpline (CTH)** - 21% increase in calls offered to 1,848, the highest since March 2020.
- **NHS inform** – Managed by Ascensos, demand 2,574 which is a 20% increase on previous month.



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 increased by 15.4% on previous month to 7.9million
- COVID content increased by 43.0%, however vaccinations microsite experiencing a further notable drop of 24.6%
- Scotland Service Directory traffic increased to 262k

Omni Channel - Digital

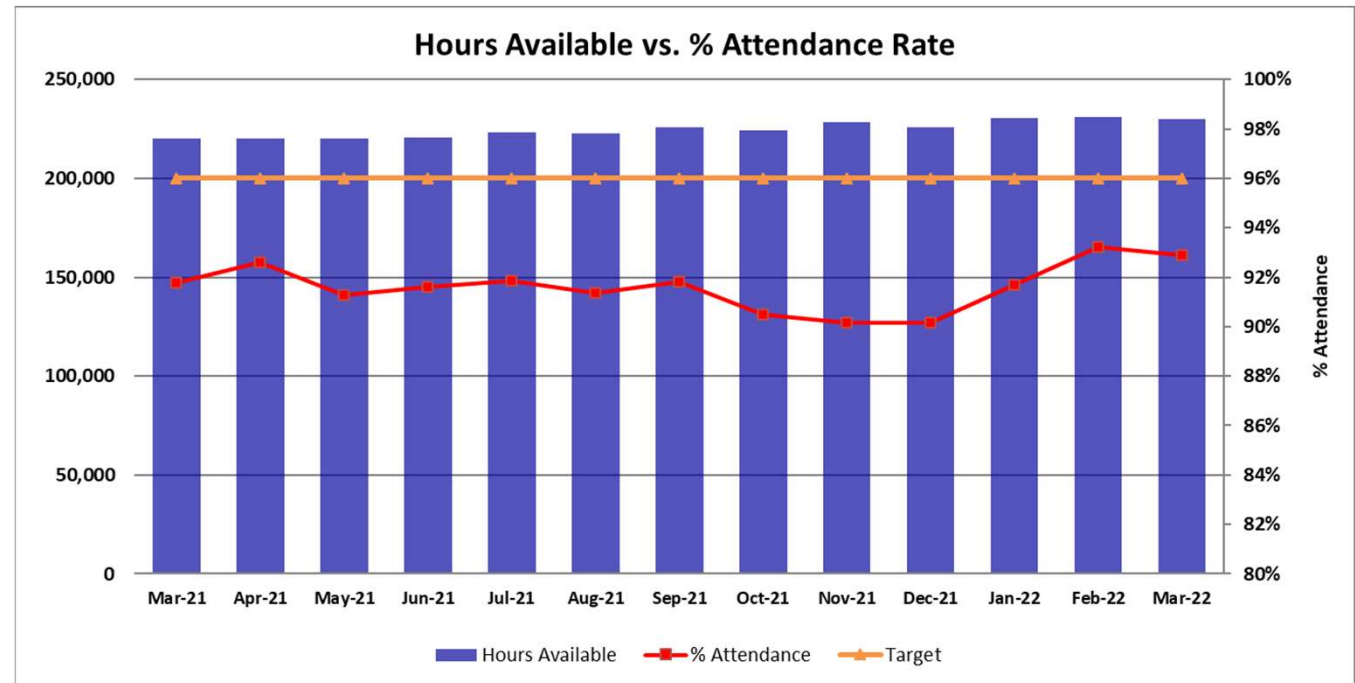
Measure	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
NHS inform - core service (excl COVID)	5,430,288	7,074,842	7,156,853	6,736,138	6,540,911	8,088,405	9,446,583	10,453,574	10,713,204	8,758,641	6,841,651	7,894,384
% change on previous month	-12.7%	30.3%	1.2%	-5.9%	-2.9%	23.7%	16.8%	10.7%	2.5%	-18.2%	-21.9%	15.4%
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	1,902,274	2,721,420
% change on previous month	1.4%	25.6%	63.3%	26.9%	14.8%	23.6%	-24.1%	44.7%	124.3%	-32.4%	-51.0%	43.1%
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	1,301,995	981,496
% change on previous month	-32.0%	104.8%	-3.7%	-17.8%	-20.4%	56.2%	15.9%	-7.4%	12.7%	-48.7%	-45.6%	-24.6%
Scotland Service Directory	148,589	167,255	160,138	154,144	167,342	214,756	282,512	280,837	267,892	307,603	243,411	262,374
% change on previous month	-5.3%	12.6%	-4.3%	-3.7%	8.6%	28.3%	31.6%	-0.6%	-4.6%	14.8%	-20.9%	7.8%

7. WORKFORCE

7.1 Workforce: Attendance Rates

Summary

- Attendance was **92.9%** which missed target by 3.1 percentage points.
- Attendance rate was 1.1 percentage points higher than March 2021 (91.8%)





**The care behind
your care.**