

Corporate Performance Report

September 2022

Connecting – Caring - Collaborating

1. Summary of September 2022 performance

Calls increased by 6% on previous month (one day less in month) to just under **156,000 calls**. There was a 10% increase on average weekday. This was in part due to Queen's state funeral followed by a busier than expected local public holiday in the west of Scotland (48% coverage)

Weekend volume also increased by 8% on average (+630 calls) in September to 8,511 – one of the highest in 2022.

Unwell pathway increased by 17% on previous month (+12,500 calls) Dental increased by 10% (+897 calls)

Increase in Unwell pathway reflected in rises in seasonal keywords such as Fever, Cough and Temp

Performance across NHS 24 mental health services continued to improve, with Breathing Space achieving 47.1% calls answered within threshold, the highest performance this year, despite continued levels of high demand for this service.

The mental health hub exceeded target performance for call answering in September, at 55.2%; this reflects the success of recent recruitment of psychological wellbeing practitioners and expansion of the mental health hub within the Dundee and Cardonald sites, increasing capacity across the mental health hub team.

NHS inform

September saw a reversal of the recent downward trend in NHS inform page views, reflecting the reduced demand for COVID information.

The increase, above 8 million views (up 19% compared to August), was primarily driven by significant increase in vaccines information (+58.8% >175,000 views) and service directory (+22.4% >80,000 views).

Attendance Summary

Attendance was 92.7%. Please note the increased sickness absence figure from August 2022 to September 2022 due to Covid Special Leave ending in alignment with Scottish Government policy on the 1st September 2022.

When including COVID absence September (92.7%) shows an overall improvement compared to August (90.6%) and September 2021 (85.8%)

2. Summary of Key SG Performance Measures

Measure		Target	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
% Calls Answered in 5 minutes	Unscheduled Care*	50%	27.4%	27.5%	18.5%	19.0%	24.6%	21.8%
	Mental Health Hub	50%	41.9%	46.9%	38.9%	32.3%	39.6%	55.2%
	Breathing Space	50%	46.7%	39.8%	35.7%	33.9%	41.3%	47.1%
% Abandoned After 5 Minutes	Unscheduled Care*	10%	12.1%	11.4%	17.0%	17.8%	14.4%	16.6%
	Mental Health Hub	10%	13.4%	12.8%	15.5%	18.2%	15.1%	9.6%
	Breathing Space	10%	8.5%	9.1%	11.5%	10.9%	7.8%	7.8%
Median Time to Answer (mm:ss)	Unscheduled Care*	5 mins	13:02	13:08	20:01	20:01	15:46	17:50
	Mental Health Hub	5 mins	00:49	00:06	01:04	02:46	00:49	00:06
90th Percentile TTA (mm:ss)	Unscheduled Care*	30 mins	38:44	33:24	51:08	57:51	47:16	57:36
	Mental Health Hub	30 mins	25:58	21:56	29:10	31:16	27:45	17:42
Access to Health Information (% answered in 5 minutes)		50%	97.1%	79.8%	88.2%	94.3%	95.7%	98.1%

Measure	Target	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
NHS inform - core service (excl COVID)	-	7,026,512	6,706,617	6,732,586	6,800,599	6,784,802	8,087,330
% change on previous month	-	2.7%	-4.6%	0.4%	1.0%	-0.2%	19.2%
COVID Content (as per C19 Dashboard)	-	1,703,693	647,789	798,013	548,836	249,875	237,948
% change on previous month	-	-10.4%	-62.0%	23.2%	-31.2%	-54.5%	-4.8%
microsite	-	856,840	699,480	548,365	407,608	300,104	476,531
% change on previous month	-	-34.2%	-18.4%	-21.6%	-25.7%	-26.4%	58.8%
Scotland Service Directory	-	252,190	300,526	324,713	321,375	364,939	446,725
% change on previous month	-	3.6%	19.2%	8.0%	-1.0%	13.6%	22.4%
Digital User Experience	90%	-	-	-	-	-	-

Staff Wellbeing							
Measure	Target	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
Staff Attendance	96%	93.2%	92.2%	92.8%	93.5%	94.3%	92.7%
i-matter	75	76	76	76	76	76	76

Patient Experience							
Measure	Target	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
Patient Experience	90%	-	-	-	-	-	-
Complaints	95%	100.0%	100.0%	66.7%	100.0%	0 complaints	66.7%
Care Delivered at First Point of Contact	90%	94.0%	94.8%	95.2%	95.2%	95.4%	94.9%
Patient Journey - Unscheduled Care*	30 mins	34:30	32:33	36:53	38:17	34:38	37:19
Patient Journey - Mental Health Hub	30 mins	25:10	24:38	25:42	25:42	26:09	25:26

* Unscheduled Care includes COVID and Dental

3. Person Centred Feedback

In total there were 111 pieces of patient feedback in September.

- Stage 2 complaints is the reportable figure on performance framework. There were 3 stage two complaints in total with 1 missing response deadline. In total there were 30 complaints which represents 0.02% of total demand
- 11 Care Opinion stories were received - 7 of these were complimentary.
- Main themes of complaints were - Inappropriate Advice
 - Interpersonal
 - Access

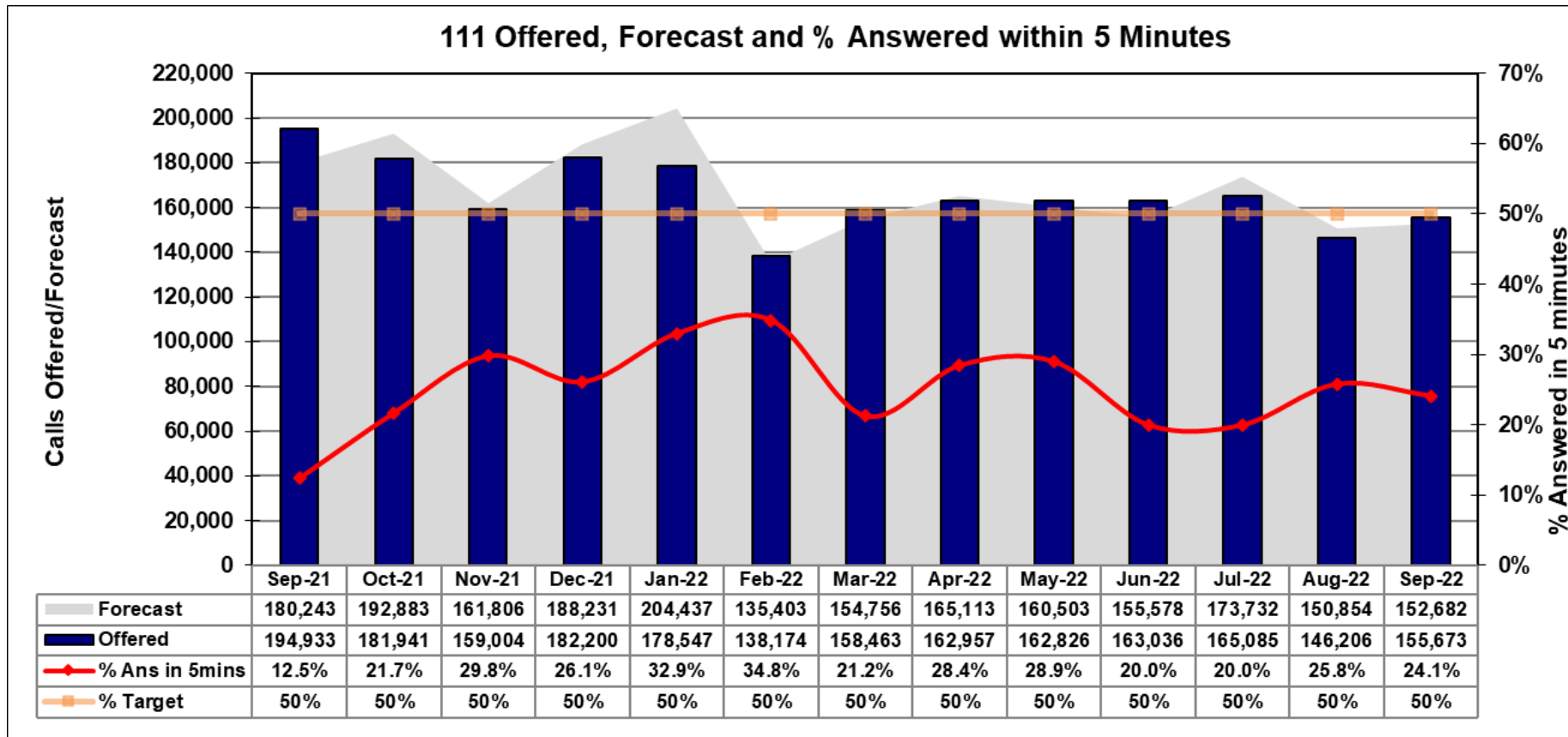
Feedback Type	September 2022
Stage 2 Complaints*	1
Stage 1 Complaints	29
Shared Complaints	3
Comments	26
Enquiries	26
Concerns	1
Compliments	25
TOTAL	111

* 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

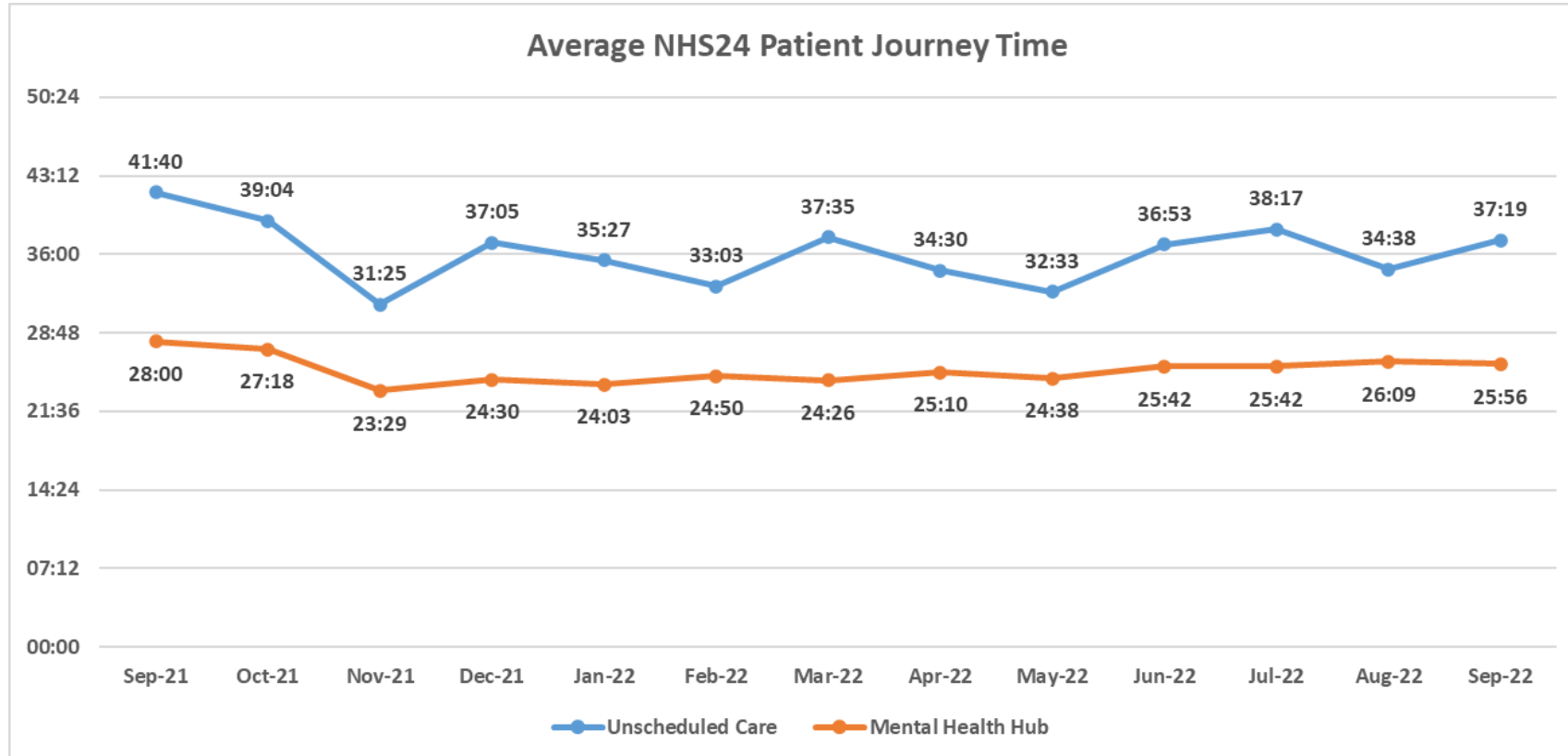
- Calls Offered – **155,673**, which is 6% up on previous month and 20% down on September 2021
- Volumes dropped across two pathways –A&E down 8% and Mental Health Hub down 2%
- Unwell pathway increased by 17% (+12,500 calls) and there was a 10% increase in Dental volume (+897 calls)
- Calls answered within 5 minute threshold was **24.1%**



4.2 Average Patient Journey by Call Type

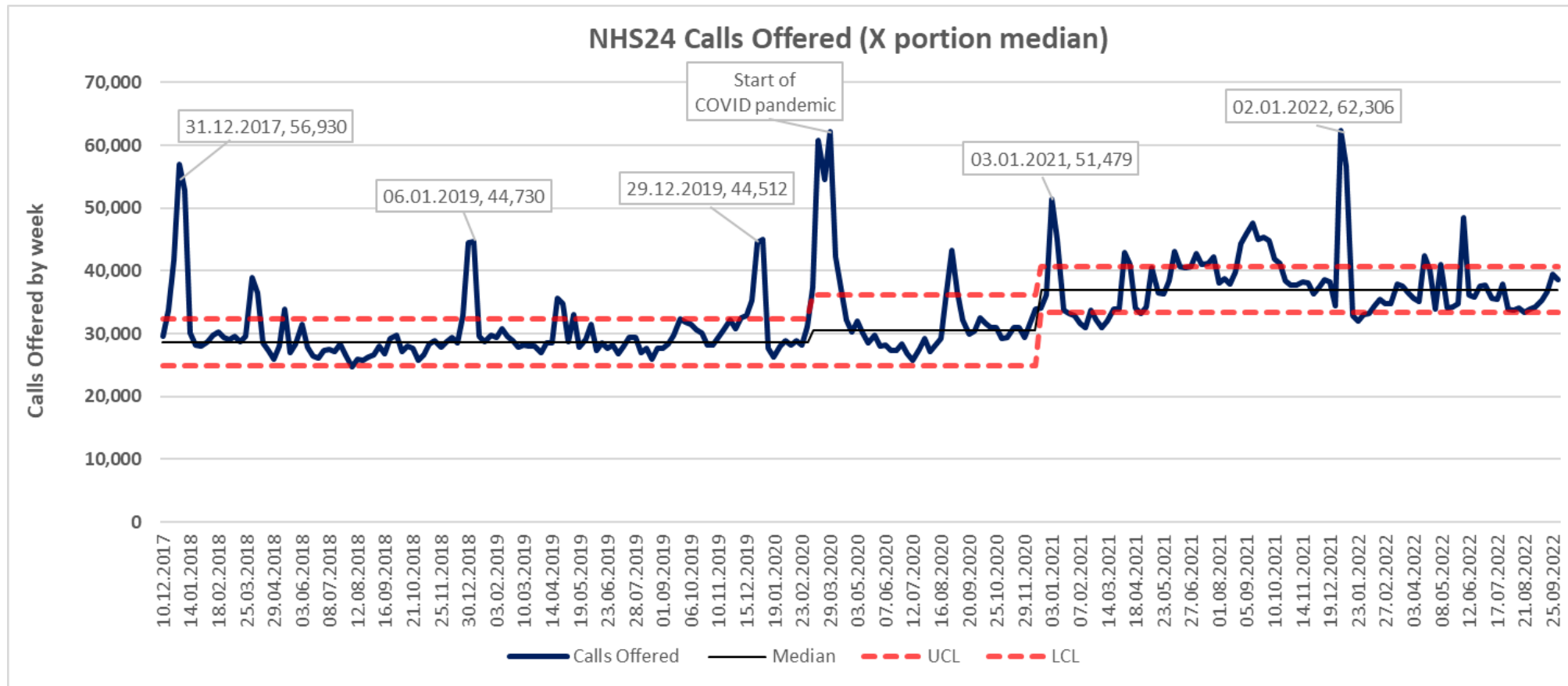
Summary

- Patient Journey is time between when patient selects IVR route (Urgent Care, Mental Health, etc.) to when the final endpoint is entered on to the contact record.
- Unscheduled Care (USC) was **37 minutes 19 seconds**, an increase of 2 minutes 41 seconds
- Mental Health Hub journey continues to track below target at **25 minutes 56 seconds** as a result of improved answering time



4.3 Calls Offered – Control Chart

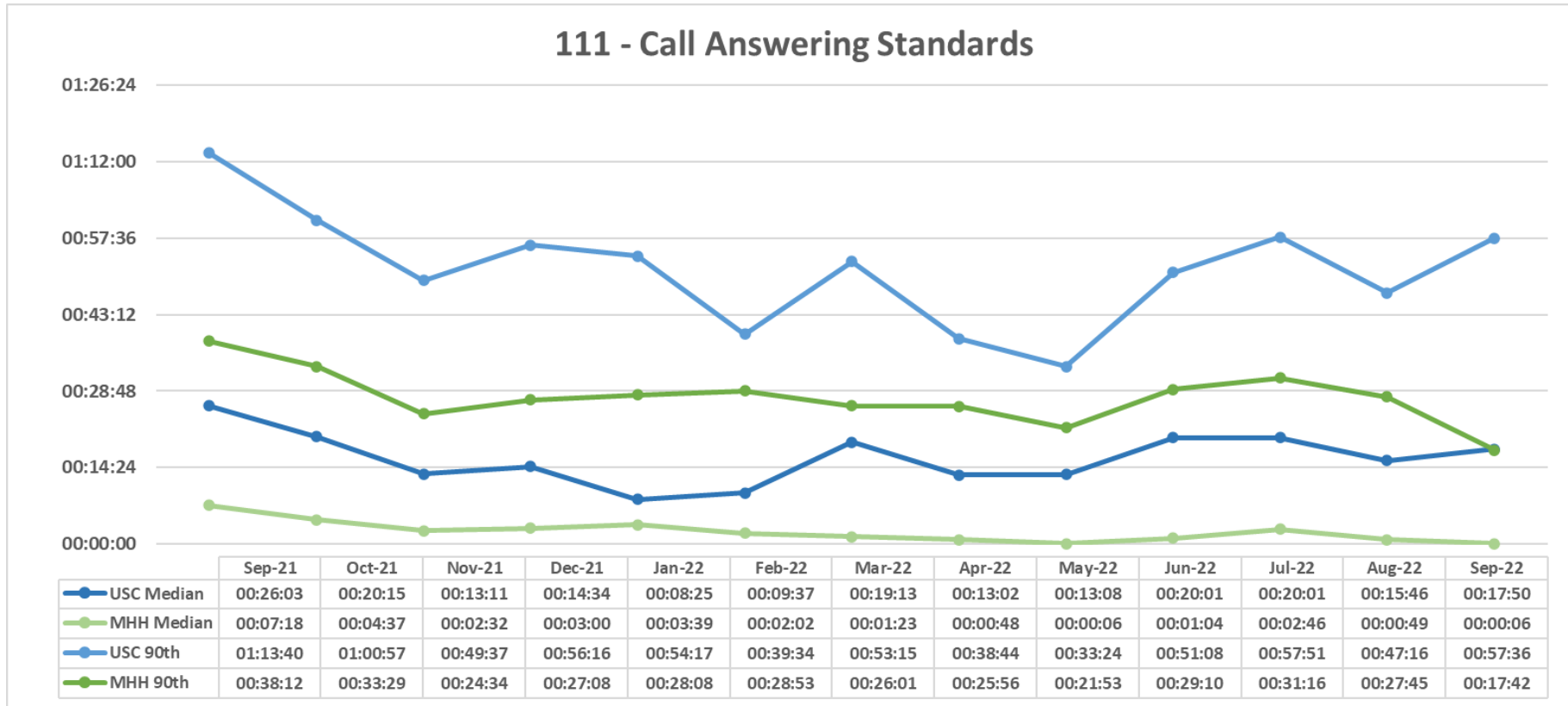
- Upper and Lower control limits have changed twice over past 4 years – the changes to limits occurred in March'20 (COVID pandemic) and December'20 (RUC pathway)
- Current median is 37,018 – the previous two weeks have been above median for the first time in 8 weeks. This has been due to various factors such as additional National Public Holiday, larger local public holidays and increased demand at weekends.



4.4 Call Answering standards by Call Type

Summary

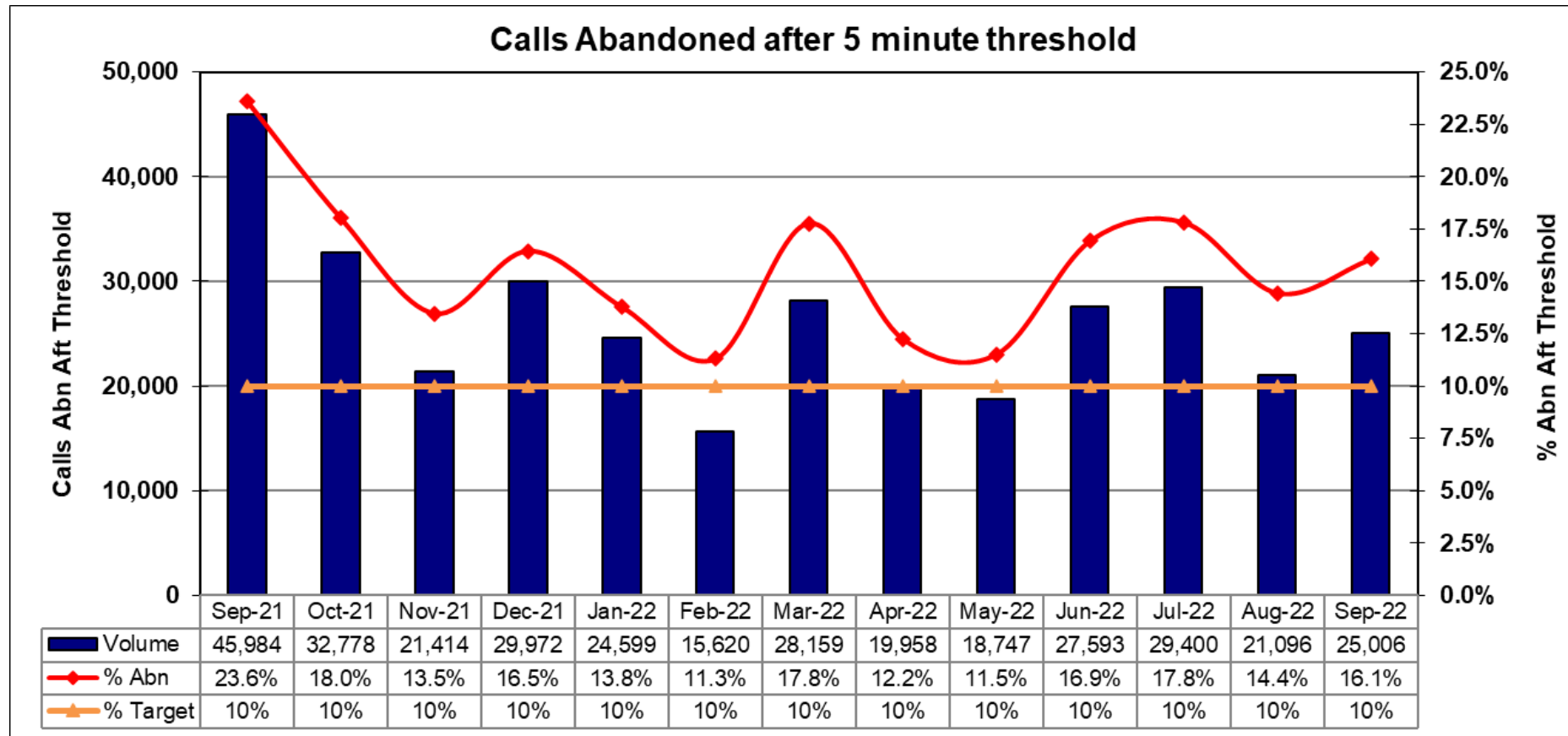
- **Unscheduled Care Median** – 17 minutes 50 seconds, an increase of 2 minutes 4 seconds
- **Unscheduled Care 90th Percentile** – 57 minutes 36 seconds, an increase of 10 minutes 20 seconds
- **Mental Health 90th Percentile** – waiting time dropped by 10 minutes 3 seconds to 17:42
- **Mental Health Median** – dropped to just 6 seconds



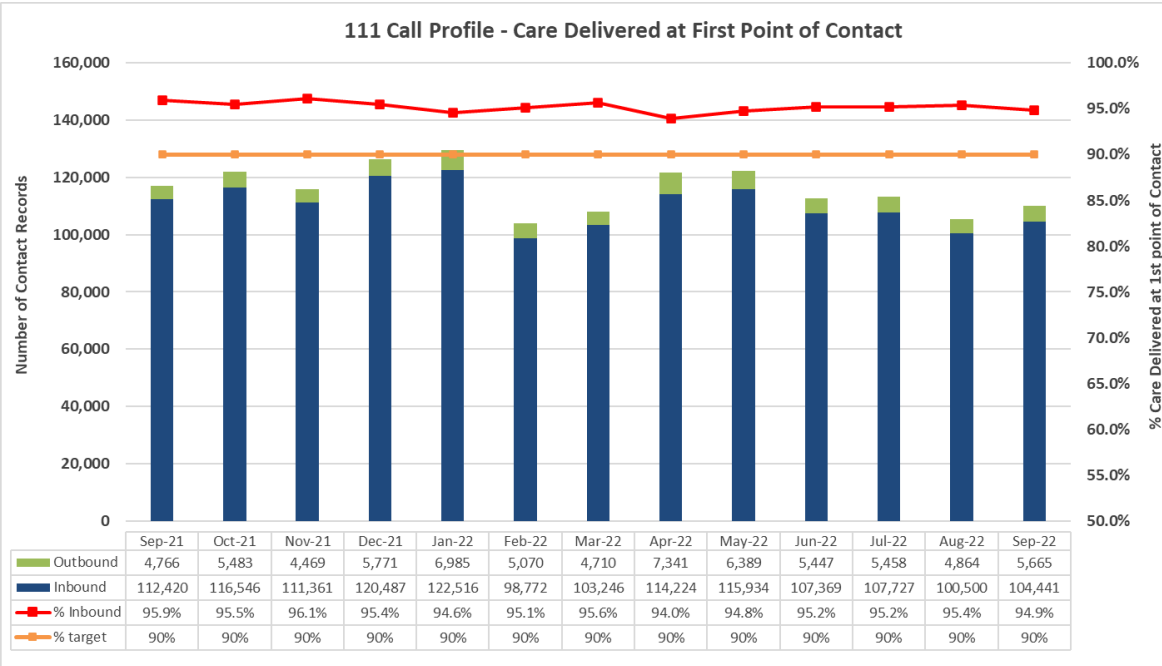
4.5 Calls Abandoned After 5 minute threshold

Summary

- Calls abandoned after threshold was 16.1%, which is 1.7 percentage point increase on previous month
- Average time to abandon dropped to 13 minutes 41 seconds
- Median time to abandon dropped to 8 minutes 16 seconds

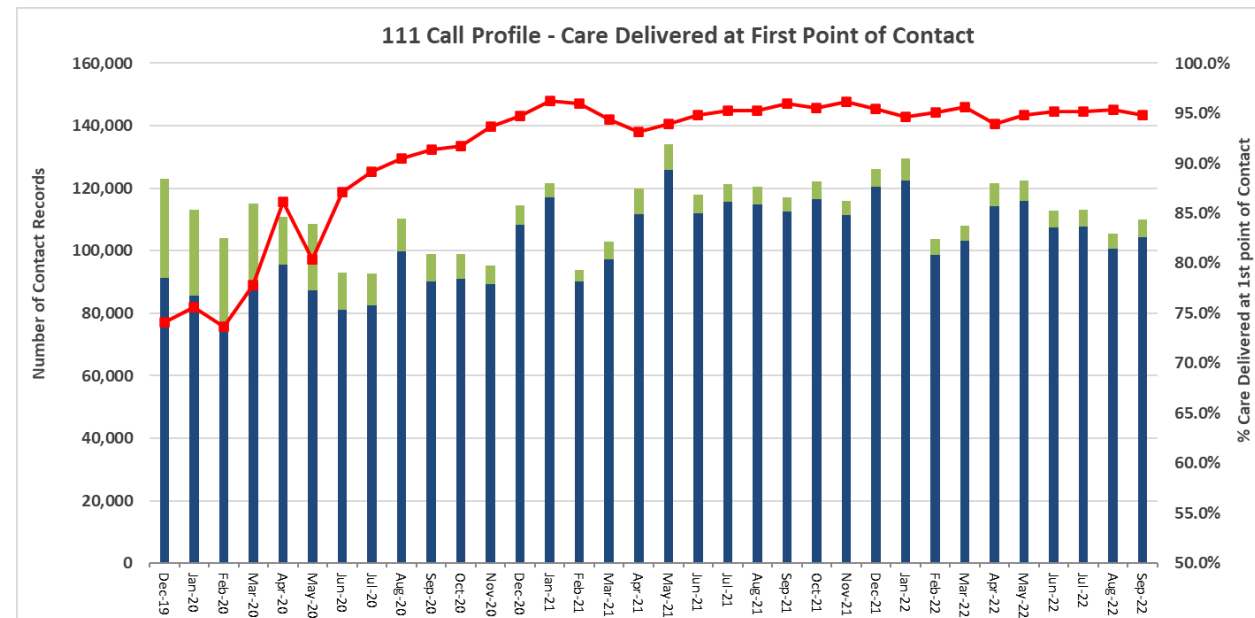


4.6 Care Delivered at First Contact



- Care Delivered at First Contact – 94.9% against a target of 90%.
- Target continuously meets target, which indicates an improved overall patient journey with limited occurrences of calling patient back after initial triage.

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

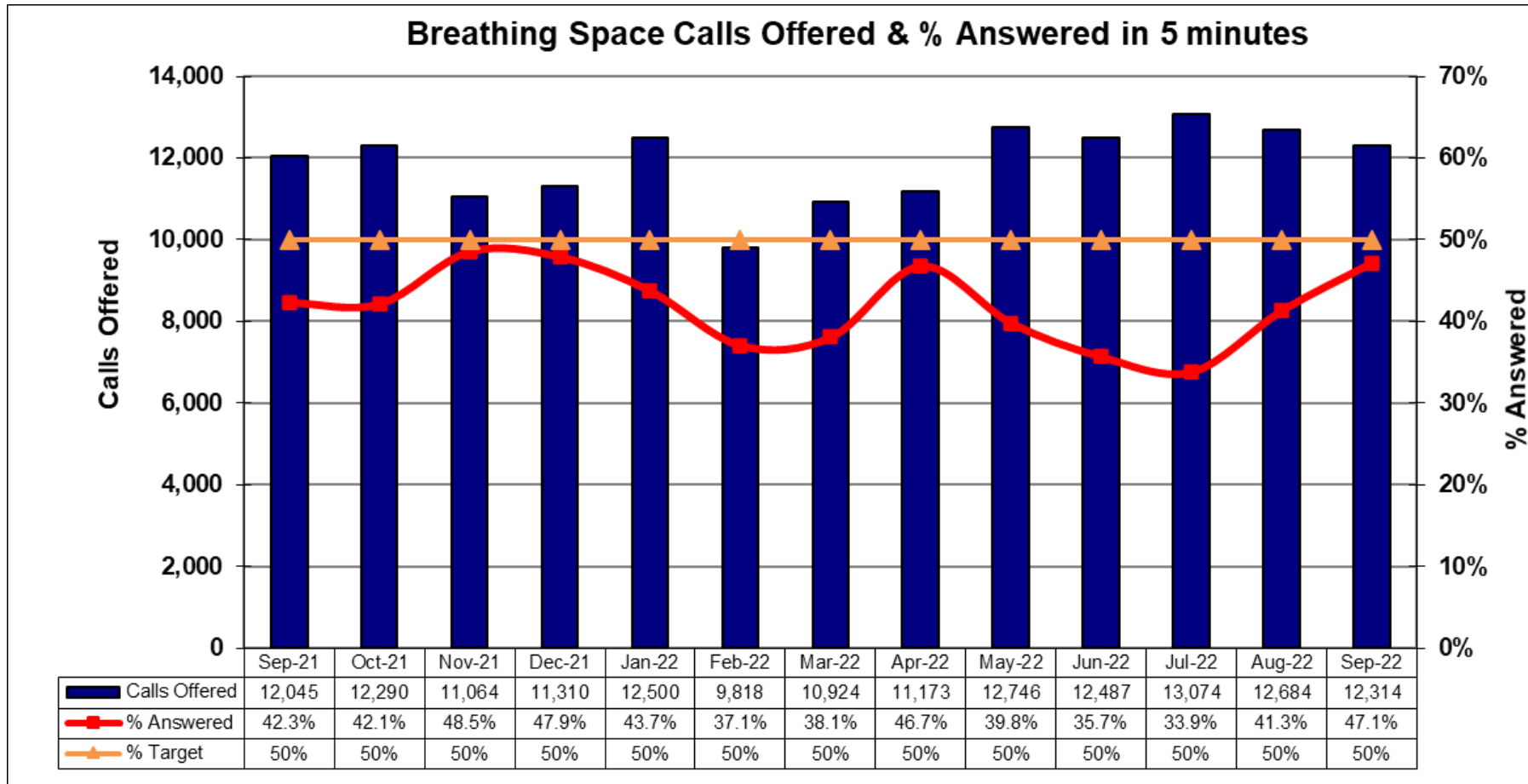
Breathing Space is a confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. Breathing Space is funded by the Scottish Government's Mental Health Unit and is one of the SG target measures.

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.

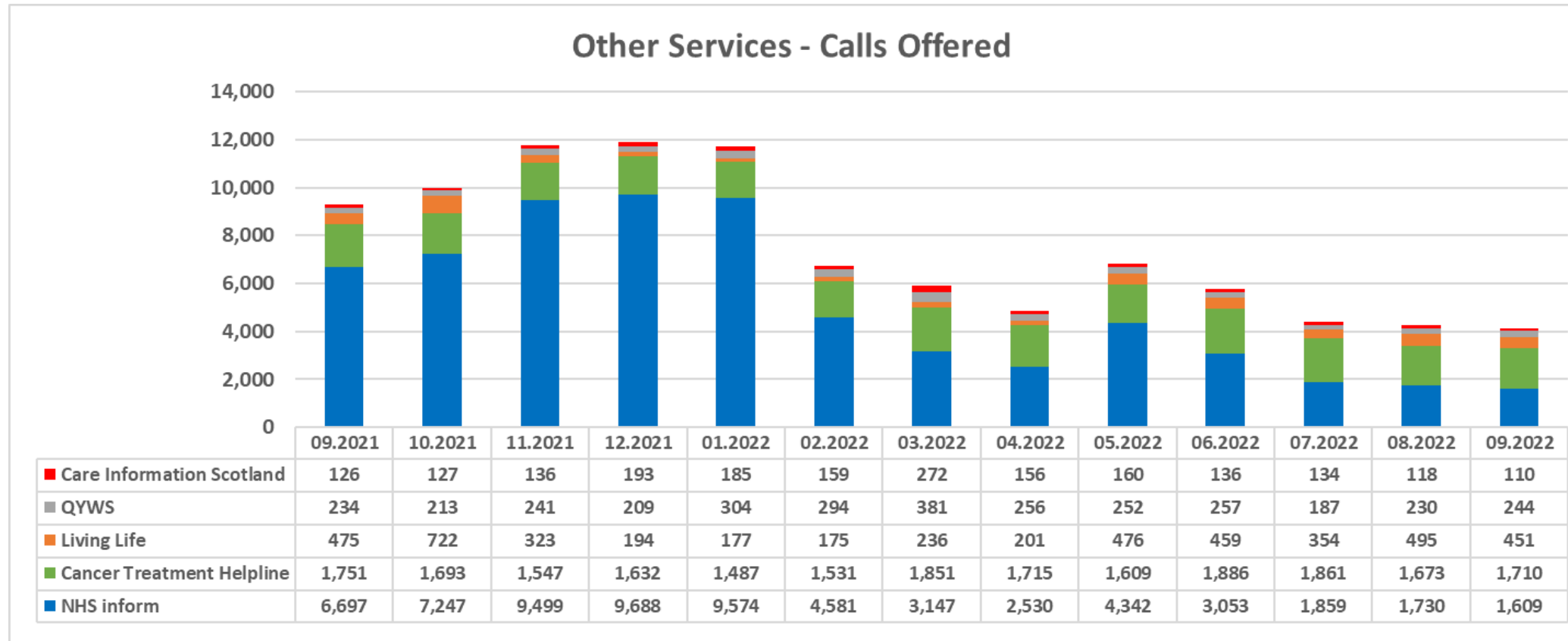
5.1 Breathing Space

- Calls offered, 12,314, which is down slightly on previous month (370 calls)
- Calls answered within threshold was 47.1%, which is the highest since December2021
- Calls abandoned after 5 minute threshold – 7.8%, the lowest since January
- Average time to answer for Breathing Space was 3 minutes 20 seconds, lowest since April



5.2 Other NHS 24 Managed Services – Calls Offered

- **Care Information Scotland (CIS)** – Lowest demand for service since August 2021 at 110 - service with lowest activity
- **Quit Your Way Scotland (QYWS)** – Demand at similar level to previous month – 244
- **Living Life** – 9% drop in demand to 451
- **Cancer Treatment Helpline (CTH)** - demand 1,710 consistent with previous month
- **NHS inform** – 1,609 is the lowest demand since calls began to be managed in house in May



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



Summary

- Whilst COVID content maintained lower activity, COVID-19 vaccinations experienced a notable 59% increase as we begin to enter Flu season.
- NHS inform also experienced a notable 19% increase to highest levels seen since January 2022.
- Scotland Service Directory continues to increase to its highest ever levels to 446,725.

Multi Channel - Digital

Measure	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
NHS inform - core service (excl COVID)	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	6,732,586	6,800,599	6,784,802	8,087,330
% change on previous month	23.7%	16.8%	10.7%	2.5%	-18.2%	-21.9%	15.4%	-11.0%	-4.6%	0.4%	1.0%	-0.2%	19.2%
COVID Content (as per C19 Dashboard)	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	798,013	548,836	249,875	237,948
% change on previous month	23.6%	-24.1%	44.7%	124.3%	-32.4%	-51.0%	43.1%	-37.4%	-62.0%	23.2%	-31.2%	-54.5%	-4.8%
NHS inform – COVID-19 vaccinations	3,861,716	4,475,784	4,145,555	4,670,810	2,394,760	1,301,995	981,496	856,840	699,480	548,365	407,608	300,104	476,531
% change on previous month	56.2%	15.9%	-7.4%	12.7%	-48.7%	-45.6%	-24.6%	-12.7%	-18.4%	-21.6%	-25.7%	-26.4%	58.8%
Scotland Service Directory	214,756	282,512	280,837	267,892	307,603	243,411	262,374	252,190	300,526	324,713	321,375	364,939	446,725
% change on previous month	28.3%	31.6%	-0.6%	-4.6%	14.8%	-20.9%	7.8%	-3.9%	19.2%	8.0%	-1.0%	13.6%	22.4%

7. WORKFORCE

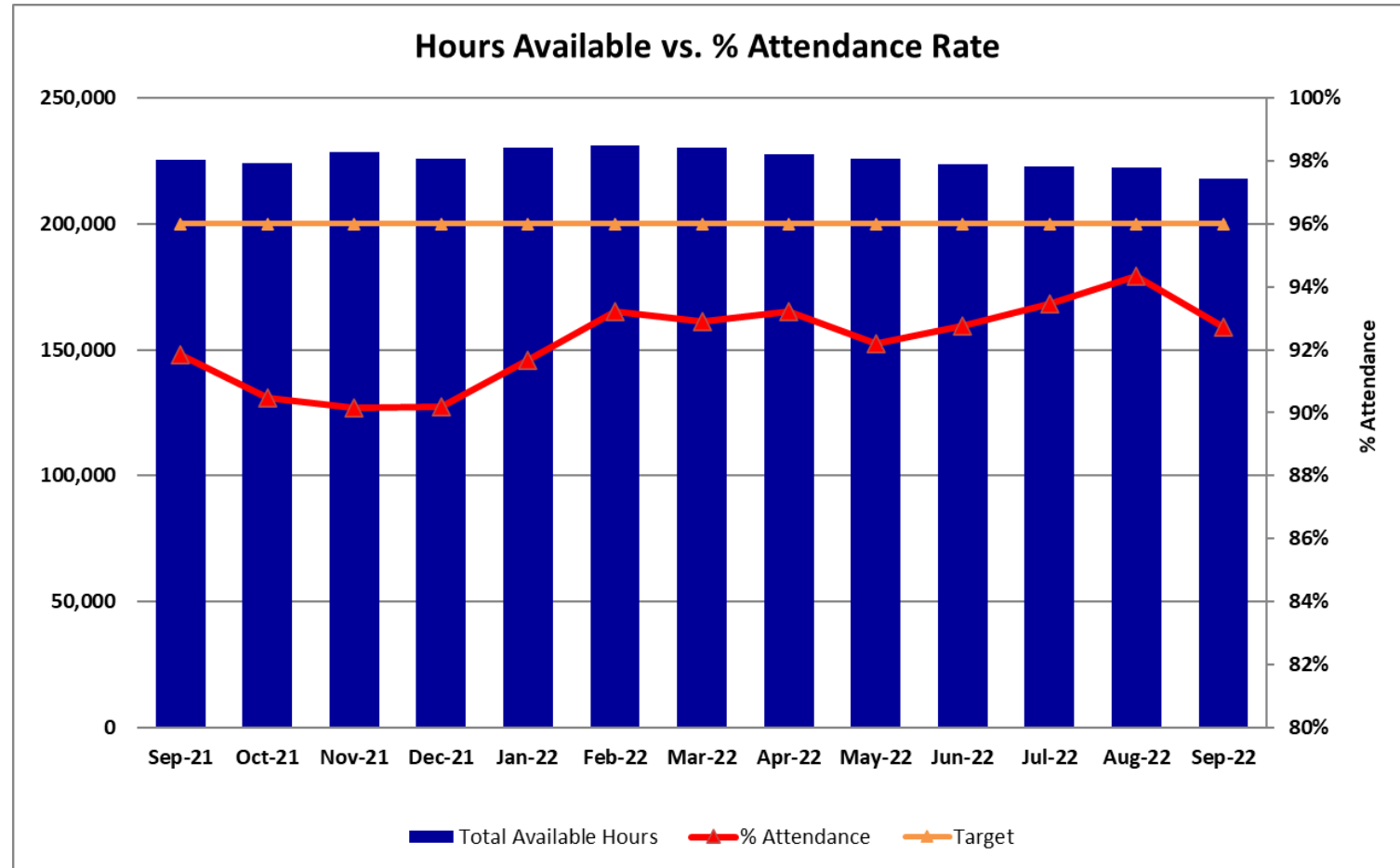
7.1 Attendance Rate

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 **92.7%** which missed target by 3.3 percentage points.
- Attendance rate was 0.9 percentage points higher than September 2021 (91.8%)
- Please note the increased sickness absence figure from August 2022 to September 2022 due to Covid Special Leave ending in alignment with Scottish Government policy on the 1st September 2022.
- A small level of COVID special leave ran into September which accounted for 0.03% absence.
- NHS 24 Coronavirus absence in September was **7.3%**, which is much improved on September 2021, 14.2%.



NHS

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**The care behind
your care.**