

NHS 24 BOARD

PLANNING AND PERFORMANCE COMMITTEE- HIGHLIGHT REPORT TO BOARD

Purpose

1. The purpose of this report is to provide the NHS 24 Board with an update on key issues discussed at the Planning & Performance Committee meeting held 08 November 2021. Members of the NHS 24 Board will be invited to **note** the contents of the report.

Corporate Performance Report

2. The Committee received and discussed the Corporate Performance Report which provided an overview of performance across the organisation during the identified reporting period. The following key points were noted:

The Committee noted the continued impact of exceptional call volumes and impact of absence, COVID-19 absence and recruiting shortfalls on call answering performance and also the ongoing work to address this by staff, whose continued commitment was praised.

The Committee also supported the continued focus on delivering care at first point of contact, having noted the risk and complexity that would flow from a move to transfer staff capacity to reduce answering times from the focus on dealing with callers without requiring a call back - given the extended patient journey this creates and clinical risk of dangerously worsening conditions whilst awaiting a call back. Such a change in approach would also increase second and subsequent calls by patients and difficulties for NHS 24 staff in re-contacting callers.

Financial Performance Report

3. The Committee, whilst welcoming the insightful reports which demonstrated how the anticipated recurring positive balance anticipated following the repayment of brokerage had been eroded through exceptional pressures such as Golden Jubilee egress, national pay settlements and ICT requirements alongside requirements for recurring savings, welcomed the significant growth within NHS 24 and noted the need to deliver recurring savings going forward in order to fund future service developments and budget pressures.

Remobilisation Plan

4. The Committee noted and welcomed the plan and the progress made, and following discussion agreed that it would be appropriate to consider longer term plans and ambitions for NHS 24 taking into account RUC progress and previous GP triage plans at a future Board Workshop Session. **Action – future Board Workshop discussion.**

Connect Update

- 5 The Committee noted the outcome of the audit of the programme, The Committee welcomed the progress made to address the recommendations in particular ICT capability and capacity and the ongoing work to address gaps in PMO capacity.