

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 14 February 2022. Members of the NHS 24 Board will be invited to **note** the contents of the report.

Strategy Development

- 2 The committee welcomed a presentation on the development of the NHS 24 strategy and endorsed a pursuit of continued evolution and development of current NHS 24 services, as part of the development of NHS 24's strategic intent and longer-term strategy, acknowledging the specific context of:
 - a setting out of the NHS 24 stall on digital services for wider NHS Scotland.
 - observing and engaging with others on the evolving National Care Service.
 - working with other Board's approaches on their lead areas to collaborate effectively with primary care, whilst recognising the need for NHS 24 to prioritise effectively and allow our strategy to evolve further during 2022/2023.

The committee also welcomed the upcoming Board Workshop on strategy development and sought sight of the product of the engagement, consultation and horizon scanning work completed to date.

Connect Update

- 3 Connect Update - the committee was briefed on the significant work completed to reduce ICT risk through the Connect Programme Phases 1a and 1b and the importance of the next 4 months to complete phase 1c. The Committee also welcomed the ongoing work to learn lessons from the change work completed.

Financial Performance

- 4 The Committee noted the positive expectation of a balanced financial position at the year end and the significant challenge to deliver recurring savings next year.