NHS 24 BOARD	16 JUNE 2022 ITEM NO 11.4b FOR ASSURANCE
KEY POINTS OF THE PLANNING AND PERFORMANCE COMMITEE HELD ON 16 MAY 2022	

Executive Sponsor:	Chair Planning and Performance Committee, Mike McCormick
Lead Officer/Author:	Director of Transformation, Strategy, Planning and Performance
Action Required	The NHS 24 Board is asked to note items discussed at the Planning and Performance Committee at the 16 May 2022 Meeting.

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

Strategic Intent

2   The Committee heard from Ms Phillips regarding the current status of the strategic intent work being undertaken. The Committee asked for the word "sustainable" to be defined to consider whether the focus was on affordability, environmental concerns – or both. Also invited further consideration on the wording of the "how section" recognising the detailed delivery will be developed as the fuller strategy is developed.

Risk

3   The Committee noted that currently, risks relating to the COVID pathway are under review to ascertain if it might be possible to reduce them, given that the COVID pathway has now been decommissioned.

With regard to the Work Force Management (WFM) system, there had been a risk raised due to the fact that when the system is due to go out of support in June 2022, no replacement had yet been agreed and support available beyond that would be 'best endeavours'. However, the Committee noted that the mitigation for this risk had progressed significantly since the risk had been raised, and that work was underway to identify a replacement/updated WFM system.

Cyber Security

4   Members were made aware that action is currently being taken to urge NHS 24 staff to undertake the mandatory training for cyber security/computer systems to ensure targets are met, with particular focus on those staff whose roles are most likely to place them in line of a cyber-attack. The Committee requested that consideration be given to formulating a risk for the register based on the cyber training need.

The Committee agreed that the Chairs of Planning and Performance Committee would arrange for a discussion to take place with the Chair of Audit and Risk regarding respective responsibilities in connection with cyber security.

Performance

5   The Committee welcomed the fact that performance targets associated with answering times and call abandonment were improving, partly reflecting the reduction in COVID demand and increased capacity as COVID absence reduced. The Committee further noted that the focus in this area included the interrelated issue of average handling times (where service quality and speed must be balanced) alongside staff – in particular clinical staff - availability (linked to recruiting shortfalls, absence and COVID related absence).

Estates

6   Noted the welcome, timely and significant growth in the NHS 24 estate to accommodate the additional staff recruited, and that this has been managed within budget plans. It was also welcomed, and noted, the work to monitor desk usage and any adjustments in distancing requirements that might allow reduction in the NHS 24 footprint as provided for within leases.