

<b>NHS 24 BOARD MEETING</b>		<b>18 AUGUST 2022 ITEM NO 11.4b FOR ASSURANCE</b>
<b>KEY POINTS OF THE PLANNING AND PERFORMANCE COMMITTEE HELD ON 4 AUGUST 2022</b>		
<b>Executive Sponsor:</b>	Chair Planning and Performance Committee, Mike McCormick	
<b>Lead Officer/Author:</b>	Director of Transformation, Strategy, Planning and Performance	
<b>Action Required</b>	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 04 August 2022. Members of the NHS 24 Board will be invited to **note** the contents of the report.

### **Procurement Strategy**

2. The Committee welcomed the format and content of the updated Procurement Strategy and agreed to recommend its adoption by the Board.

### **Change Portfolio Update**

3. The Committee noted the delay in the Connect Programme transfer of the clinical stack to new servers following defects identified through UAT and proposed that an update be brought to the Board on any risk and cost implications.

### **Strategic Workforce Investment**

4. The Committee welcomed the plans to align team and team leader rotas and the undertaking to provide updates as the next proposals to enhance leadership capacity are developed.

## Corporate Performance Report

5. The Committee noted the continuing pressure on call volumes including continued call volume relating to COVID, as well as pressure on capacity as a result of COVID related absence - particularly amongst clinical staff which extends average handling times.

The Committee welcomed and sought further engagement on the on-going consideration of KPIs to reach beyond answering times, and also to assess user satisfaction incorporating the new SMS survey, social media feedback and Care Opinion.