

**NHS 24
BOARD MEETING**

**10 DECEMBER 2020
ITEM 12.4
FOR ASSURANCE**

**KEY POINTS OF THE PLANNING & PERFORMANCE COMMITTEE HELD
ON 24 NOVEMBER 2020**

Executive Sponsor:

Mr Mike McCormick

Lead officer / Author:

Executive Assistant

Action Required:

The Board is asked to note the key points for assurance from the Planning & Performance Committee meeting held on 20 August 2020.

1. Purpose of the report

This report is to provide the NHS 24 Board with an update on key issues arising from the Planning & Performance Committee meeting held on 24 November 2020.

2. Recommendation

The NHS 24 Board is asked to receive and note the key points outlined.

2.1 Redesigning Urgent Care

The committee noted and welcomed the excellent work that had been done on the Redesigning Urgent Care pilot (and the learning from this experience) with Ayrshire & Arran, and the efforts to prepare for national rollout, the committee was assured of NHS 24 readiness to move to full rollout on 1 December once confirmed by Scottish Government.

2.2 Phase 1c Options Appraisal

The Committee welcomed the updated business case and in particular the high level objectives associated with enhanced system availability and resilience - particularly in the context of NHS 24 anticipating higher call volumes across all times and days of the week through the RUC programme. Noted the emerging financial picture on cost and affordability and highlighted the value of receiving external assurance on technical (TAG) and cost aspects.

2.3 ICT / Digital Business Case

The Committee welcomed and endorsed the recommendations relating to ICT. On the Digital elements, the Committee endorsed the approach of building further information on the specific roles to be added, the activities and outputs to be delivered and the integration of digital activity in the wider service before creating the proposed additional posts.

2.4 NHS 24 Remobilisation Plan: SG Feedback letter and update

The Committee welcomed the extremely positive feedback from the Minister regarding the NHS 24 Remobilisation Plan which captured the range and complicity of the activity ahead of NHS 24, particularly on Estates, ICT / Digital and Redesigning Urgent Care and encouraged the Chair and Chief Executive to highlight this to the Scottish Government in future discussion regarding resourcing and support.

2.5 Strategy

The committee welcomed the remobilisation plan and the updates to the Strategic Planning Process and agreed to endorse these to the Board.

2.6 SPRA Mid-Year Review update

The Committee welcomes the positive developments within the SPRA process and noted the significant variances possible in terms of allocations and potential under and overspend and requested that they be kept informed of the evolving picture and decision regarding treatment of the year-end spending and brokerage repayment.

2.7 Service Quality Report

The committee welcomed the discussion paper on the Service Quality Report and the opportunity to review performance indicators and reporting and in particular –

- endorsed the view that reporting and commentary of P1/P2/P3 could be reduced (concentrated on outliers) in light of new service mode
- supported breaking down service access and abandonment reporting into units eg USC, MSK, MH etc
- would welcome information on the relationship between abandoned calls and repeat calls.
- would welcome information on the call demand across the days of the week and in and out of hours
- would welcome information on clinical considerations such as the appropriateness of call endpoints
- would wish continued information on attendance/absence and recruiting / staff levels against target
- would welcome information on average handling time
- would welcome further discussion as the proposals to update the performance reporting regime as it evolves.