NHS 24 BOARD

PLANNING AND PERFORMANCE COMMITTEE- HIGHLIGHT REPORT TO BOARD

1 Purpose

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

2 Climate Change

The Committee noted and welcomed the comprehensive presentation on this issue from Dr Ryan and the appointment of Marieke Dwarshuis as non-executive champion for this topic. The Committee found positive assurance on this vital area from the presentation and reports and agreed to recommend the reports to the Board.

The Committee encouraged further engagement with the Youth Forum given their interest in climate change considerations and suggested that it would add further momentum if the staff engagement could advance to staff empowerment in this area.

3 Connect 1c

The Committee welcomed a presentation for Resulting IT and noted the excellent progress on completing Connect 1c and the positive impact this has had on the resilience, risk profile, information security and system stability – including supplier software support status.

4 Process for Technology Risk

Significant assurance was taken by members of the Committee from the explanation of the comprehensive process for management of ICT risks with listed mitigation actions and their documented anticipated impact on risk level and timelines all being monitored and managed.

5 KPI Framework

The Committee welcomed the opportunity for further dialogue with Scottish Government on the KPI framework, and through discussion the committee:

- Advocated a more central focus for the KPI framework on patient experience including patient feedback, call outcomes and timeliness.
- Noted the tension on call abandonment given its centrality to existing KPI discussions but its frailty as an indicator given that a caller moving to another route for assistance – SAS, NHS inform or calling at a quieter time etc may well be a success rather than a failure - as current media coverage suggests - creating a need for an altered narrative on this indicator and a future system that can track caller behaviour and outcomes after abandoning a call to NHS 24.
- Expressed a desire to see wider inter-board system monitoring to track a patient's entire journey.
- Agreed the need for a longer session to discuss on KPIs at the next meeting.