

**NHS 24
BOARD**

**18 JUNE 2020
ITEM 8.2
FOR ASSURANCE**

SERVICE QUALITY REPORT – MAY 2020 UPDATE

Executive Sponsor:	Director of Service Development
Lead Officer/Author:	Associate Director, Planning & Performance / Performance Team
Action Required	<p>The report is presented to the Board to give assurance on the quality and performance of services provided for the period ended 30th May 2020.</p> <p>The Performance Team are continuing to review the most effective way of reporting performance to the Board. The Board is asked for any further feedback or areas of performance to be included. It should be noted that this report currently supplements the Weekly Non-Executive Performance Report.</p>
Key Points	<p>Due to the focus on responding to COVID-19, the report is a consolidated version of the standard Service Quality Report.</p> <p>A “Performance at a glance” scorecard is provided as a summary overview against the performance framework key set of indicators, with each indicator reported as Red, Amber, Green status.</p> <p>Of note:</p> <ul style="list-style-type: none"> • Staff attendance has decreased from last month, however, there has been material progress when comparing with performance a year ago. • The very successful recruitment and training campaign for temporary Call Operators is having a very positive impact on the access service level, average time to answer and call abandonment. • 111 is constantly reviewing and adjusting the balance between the COVID-19 pathway and the rest of the 111 service to meet the overall demand on 111. • Breathing Space call demand was the highest on record. A recruitment campaign is under way to increase the capacity of the service. <p>We have also provided, at pages 4 and 5, as a new feature, a visual representation of activity within NHS,</p>

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	in terms of telephone and digital interactions and overview of performance within services.
Financial Implications	All financial and workforce implications arising from current and projected performance levels are reflected in the routine functional reports.
Timing	This is a monthly report covering May 2020.
Contribution to NHS 24 strategy	Key performance measures are developed to support delivery of NHS 24 strategy and the Operational Plan key performance indicators. Effective monitoring of performance ensures robust governance and decision-making in line with corporate objectives.
Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)	Effective performance across NHS 24 supports delivery across the wider health and social care system.
Equality and Diversity	All equality and diversity issues arising from maintaining and continuously improving performance management are integrated with service planning.

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Performance at a Glance – May 2020

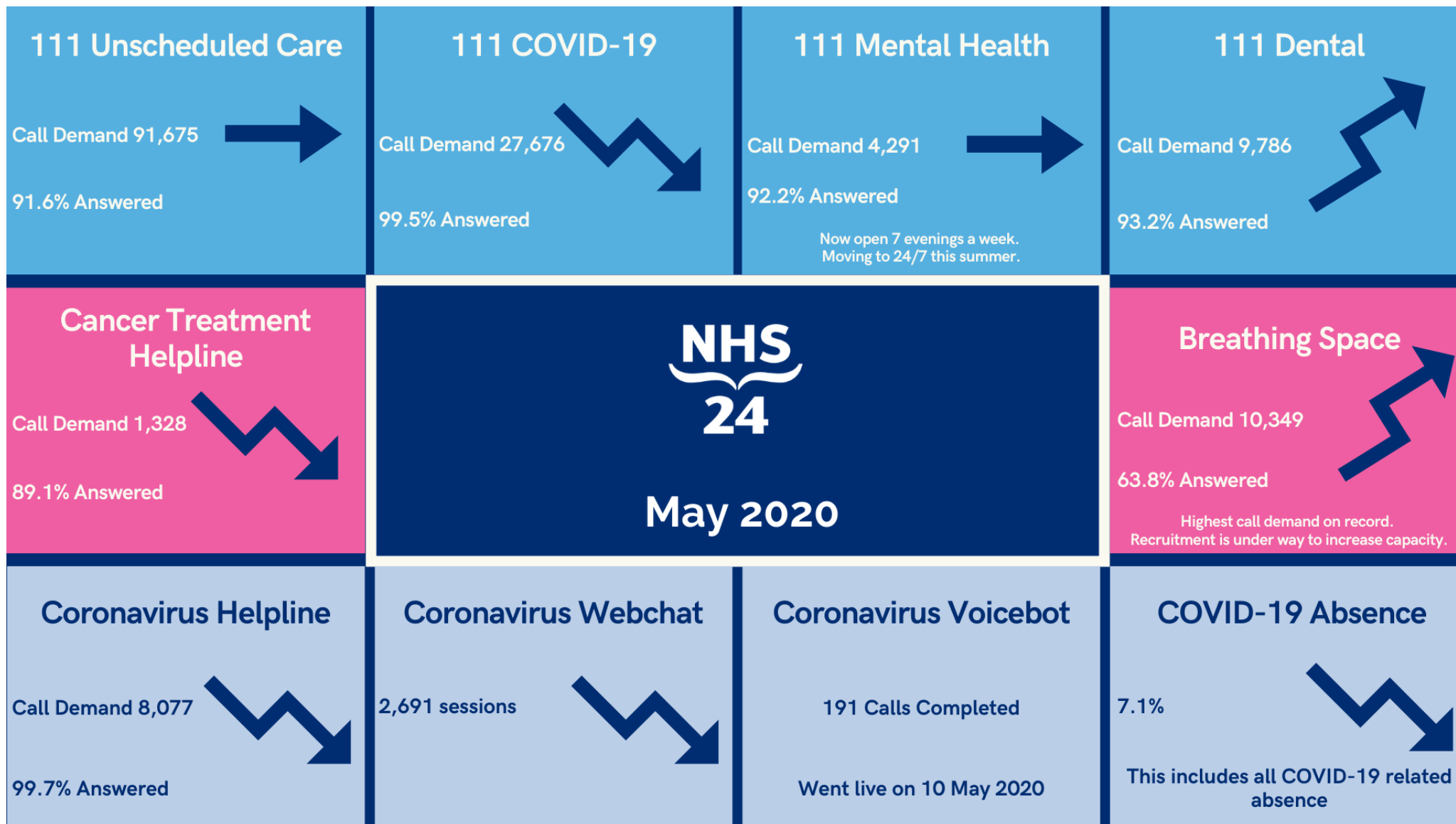
Measure	Key Performance Indicator - Target	Target	RAG Thresholds*	Apr-20	May-20	May-19
111 Service						
Patient experience - satisfaction, helpfulness, usefulness	90% of service users surveyed record overall satisfaction with the service	90%	Amber 80-90% Red <80%	100.0%	96.2%	88.2%
Level of complaints (could be applied to all services)	90% of complaints are responded to within 20 working days	90%	Amber 80-90% Red <80%	100.0%	N/A*	100.0%
Care delivered at first point of contact	70% of calls will result in direct access to the service at first point of contact, increasing to 75% by quarter 4	70%	Amber 65-70% Red <65%	86.1%	80.4%	73.5%
Access Service Level (threshold appropriate)	The proposal is to deliver 70% in 30 seconds, increasing it to 80% by quarter 4 2019/20 following development of service model	50%	Amber 45-50% Red <45%	49.0%	54.8%	60.0%
Average Time to Answer (threshold appropriate to service)	Target is to answer calls within an average of 1 minute 30 seconds	1m 30s	Amber 1m30-2 m Red > 2 min	9m 22s	4m 41s	1m 28s
Calls abandoned after threshold (threshold appropriate to service)	Expressed as percentage of calls abandoned after threshold. Maintain the current measure of <5% after 30 seconds for the '111' service.	5%	Amber 5-8% Red >8%	12.2%	6.6%	4.6%
Queued Calls - P1 calls responded to within 60 minutes	98% of P1 calls responded to in 60 minutes	98%	Amber 95-98% Red <95%	100.0%	99.6%	99.8%
Queued Calls - P2 calls responded to within 120 minutes	90% of P2 calls responded to in 120 minutes	90%	Amber 85-90% Red <85%	99.9%	100.0%	100.0%
Queued Calls - P3 calls responded to within 180 minutes	80% of P3 calls responded to in 180 minutes	80%	Amber 75-80% Red <75%	98.8%	90.2%	93.8%
Calls from SAS	Convert at least 75% of SAS calls transferred from SAS to primary care or home care outcomes	75%	Amber 65-75% Red <65%	N/A	N/A**	71.1%
Workforce						
Staff attendance rates	Achieve and maintain an average attendance rate of 96%	96%	Threshold tbc	94.2%	93.6%	91.6%
Mental Health Services						
Breathing Space	80% of Breathing Space Calls to be answered in 30 seconds	80%	Amber 70-80% Red <70%	58.9%	39.4%	71.9%
Mental Health Hub Volume	Volume of Mental Health Hub Calls Answered	N/A		3,458	3,958	1,959

* Please note – there were no Stage 2 complaints to respond to

**Please note – due to Coronavirus Pandemic, accepting Cat C records from SAS has been put on hold

NHS 24 Activity in May 2020

The following two visuals provide a summary of all NHS 24 service activity for the month of May 2020, including new services as we responded to COVID-19. This supplements information within the Dashboard on page 3. A trend line showing the normalised demand trend is represented by the arrows in each tile. This trend takes into consideration the number of weekends in the month and the recent demand to highlight sustained changes.



NHS inform
unique page views

5,590,974



NHS inform
digital activity
May 2020

Coronavirus content
unique page views

1,370,091



COVID-19 Self Help
Guides completed

55,783



NHS Inform
Chatbot Sessions

26,729

went live on 20 April 2020

Access to testing
Self Help Guide completed

29,047

