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NHS 24 Board Corporate Performance Report

Performance relating to November 2021

Connecting – Caring - Collaborating

1. Summary of November 2021 performance

Calls Offered in November (159,004) – volume dropped by 13% on previous month. This was the lowest call volume since April'21.

All call types experienced a decrease in volume – Dental (-22%), COVID (-13%), Urgent Care (-12%) and Mental Health (-9%) – all down on previous month.

i-matter – score for the year came back at 75. This was two points lower than 2019 score of 77

Call Answering Standards (Median and 90th Percentile) – continued improvement on all time to answer measures. Unscheduled Care 90th percentile fell by the highest amount, with over an 11 minute drop on previous month (to 49 minutes 37 seconds)

Urgent Care Centre percentage split dropped by 0.9 percentage points to 14% - which is **the lowest percentage since April 2020**. GP Telephone Advice continues to be the most common outcome with 30% of calls resulting in this outcome.

Unscheduled Care average patient journey has notably dropped over last two months. There has been an improvement of over 10 minutes from September to 31 minutes 25 seconds in November.

NHS inform website (excluding COVID) received 10.4 million unique page views, 11% up on previous month and the highest number ever achieved.

Average Handle Time See pp10 for more detail

Inbound **Average Handle Time (AHT)** for Call Takers was **20 minutes 57 seconds**, which was a 17 second drop on previous month. This was the first month on month drop since May'21

Absence Summary See pp17 for more detail

Attendance was **90.1%** resulting in target missed by 5.9 percentage points.

Overall NHS 24 total **Coronavirus absence figure equates to 4.2%** which means the combined NHS 24 sickness and coronavirus absence percentage equates to 86.0% attendance.

2. Summary of Key SG Performance Measures

		Telephony Access						
		Target	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
% Calls Answered in 5 minutes	Unscheduled Care*	50%	22.3%	18.1%	20.4%	11.7%	21.1%	29.2%
	Mental Health Hub	50%	41.7%	33.1%	30.1%	24.7%	30.1%	37.2%
% Abandoned After 5 Minutes	Breathing Space	50%	55.8%	52.3%	48.1%	42.3%	42.1%	48.5%
	Unscheduled Care*	10%	14.3%	16.7%	16.1%	23.8%	18.0%	13.5%
Median Time to Answer 90th Percentile TTA (mm:ss)	Mental Health Hub	10%	12.5%	15.4%	17.0%	19.9%	17.8%	13.5%
	Breathing Space	10%	5.1%	5.2%	6.8%	9.2%	8.2%	6.8%
Access to Health Information (% answered in 5 minutes)	Unscheduled Care*	5 mins	14:51	19:34	17:00	26:03	20:15	13:11
	Mental Health Hub	5 mins	01:17	03:28	04:40	07:18	04:37	02:32
Access to Health Information (% answered in 5 minutes)	Unscheduled Care*	30 mins	41:10	46:39	47:11	01:13:40	01:00:57	49:37
	Mental Health Hub	30 mins	22:26	27:16	31:25	38:12	33:29	24:34
Access to Health Information (% answered in 5 minutes)		50%	92.3%	93.9%	78.1%	64.5%	93.7%	94.1%

		Omni Channel - Digital						
		Target	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
NHS inform - core service (excl COVID)		-	7,156,853	6,736,138	6,540,911	8,088,405	9,446,583	10,453,574
% change on previous month		-	1.2%	-5.9%	-2.9%	23.7%	16.8%	10.7%
COVID Content (as per C19 Dashboard)		-	1,292,426	1,640,457	1,883,409	2,328,797	1,767,515	2,557,786
% change on previous month		-	63.3%	26.9%	14.8%	23.6%	-24.1%	44.7%
NHS inform – COVID-19 vaccinations microsite		-	3,776,732	3,105,197	2,472,443	3,861,716	4,475,784	4,145,555
% change on previous month		-	-3.7%	-17.8%	-20.4%	56.2%	15.9%	-7.4%
Scotland Service Directory		-	160,138	154,144	167,342	214,756	282,512	280,837
% change on previous month		-	-4.3%	-3.7%	8.6%	28.3%	31.6%	-0.6%
Digital User Experience		90%	-	-	-	-	-	-

		Staff Wellbeing						
		Target	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
Staff Attendance		96%	91.6%	91.8%	91.4%	91.8%	90.5%	90.1%
i-matter		77	75	75	75	75	75	75

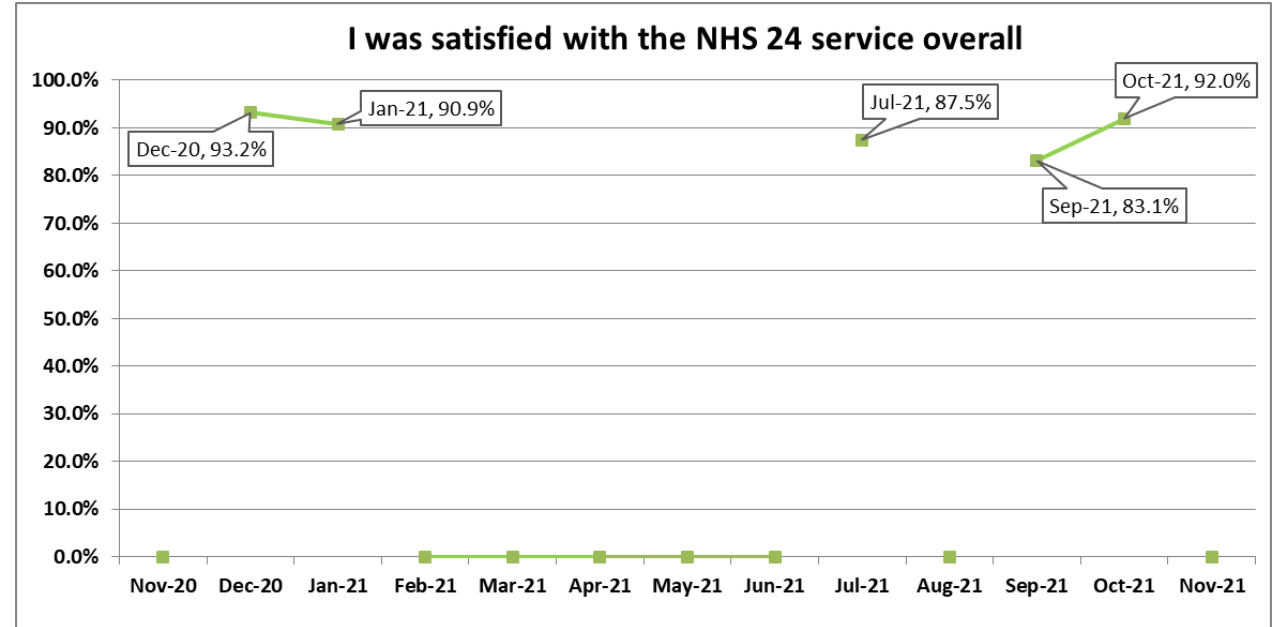
		Patient Experience						
		Target	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
Patient Experience		90%	-	87.5%	-	83.1%	92.0%	-
Complaints		95%	100.0%	100.0%	-	83.3%	0.0%	100.0%
Care Delivered at First Point of Contact		90%	94.9%	95.3%	95.3%	95.9%	95.5%	96.1%
NHS 24 Patient Journey - Unscheduled Care*		-	34:13	33:18	32:53	41:40	39:04	31:25
NHS 24 Patient Journey Mental Health Hub		-	25:53	25:58	26:47	28:00	27:18	23:29

* Unscheduled Care includes COVID and Dental

3 Person Centred

3.1 Patient Feedback (111 only)

- There were 0 patient survey returns in November



3.1 Complaints

- 47 stage 1 complaints and 1 stage 2 complaint in October*
- 100% of Stage 2 complaints responded in time
- The main themes of complaint were:
 - Inappropriate outcome/assessment
 - Interpersonal
 - Access

Number of Stage 2 complaints received in October	2
% responded to within 20 working days	100%

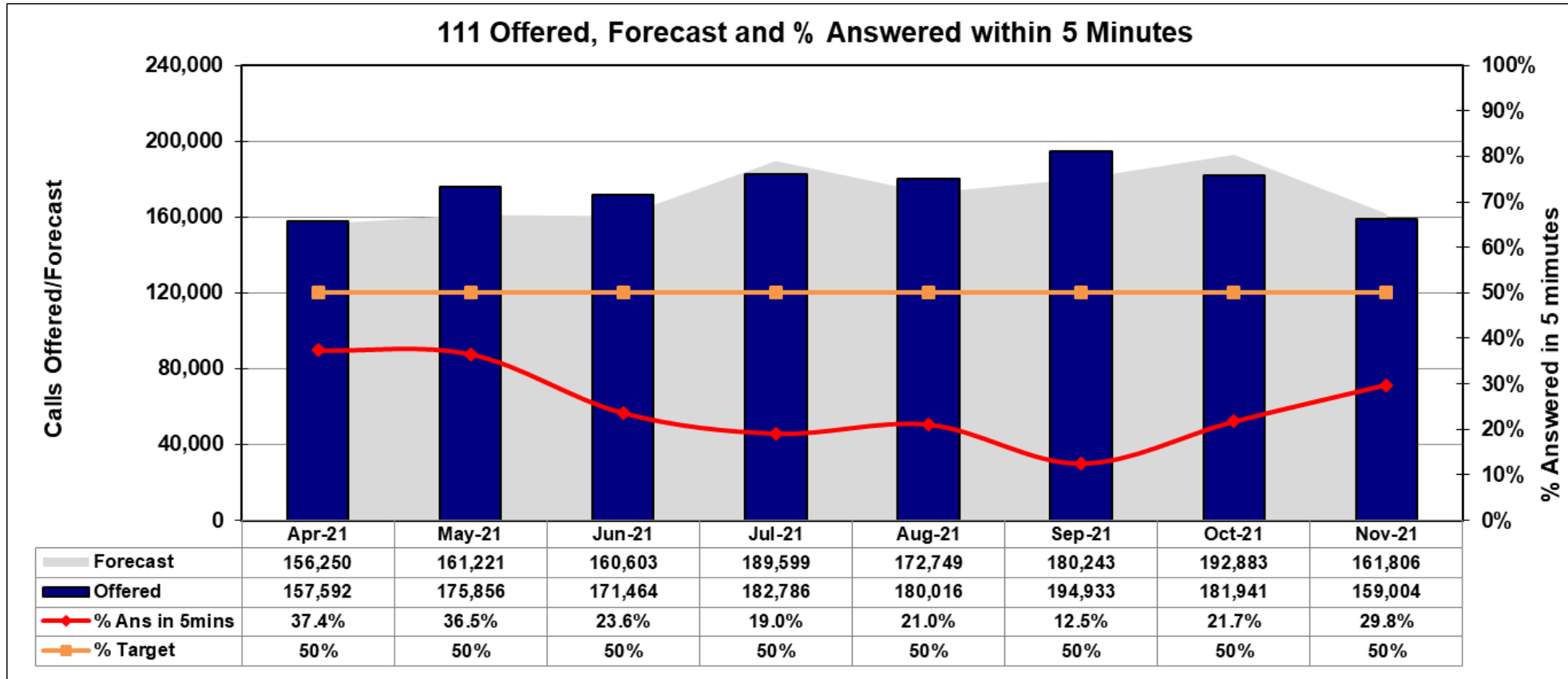
Calls Offered in October	Complaint Type	Number	% of complaints vs. calls offered
181,941	Stage 2	2	0.001%

* Due to 20 working day response time target, complaints are reported one month behind

4.1 Calls Offered, Forecast and % Answered within 5 minutes

Summary

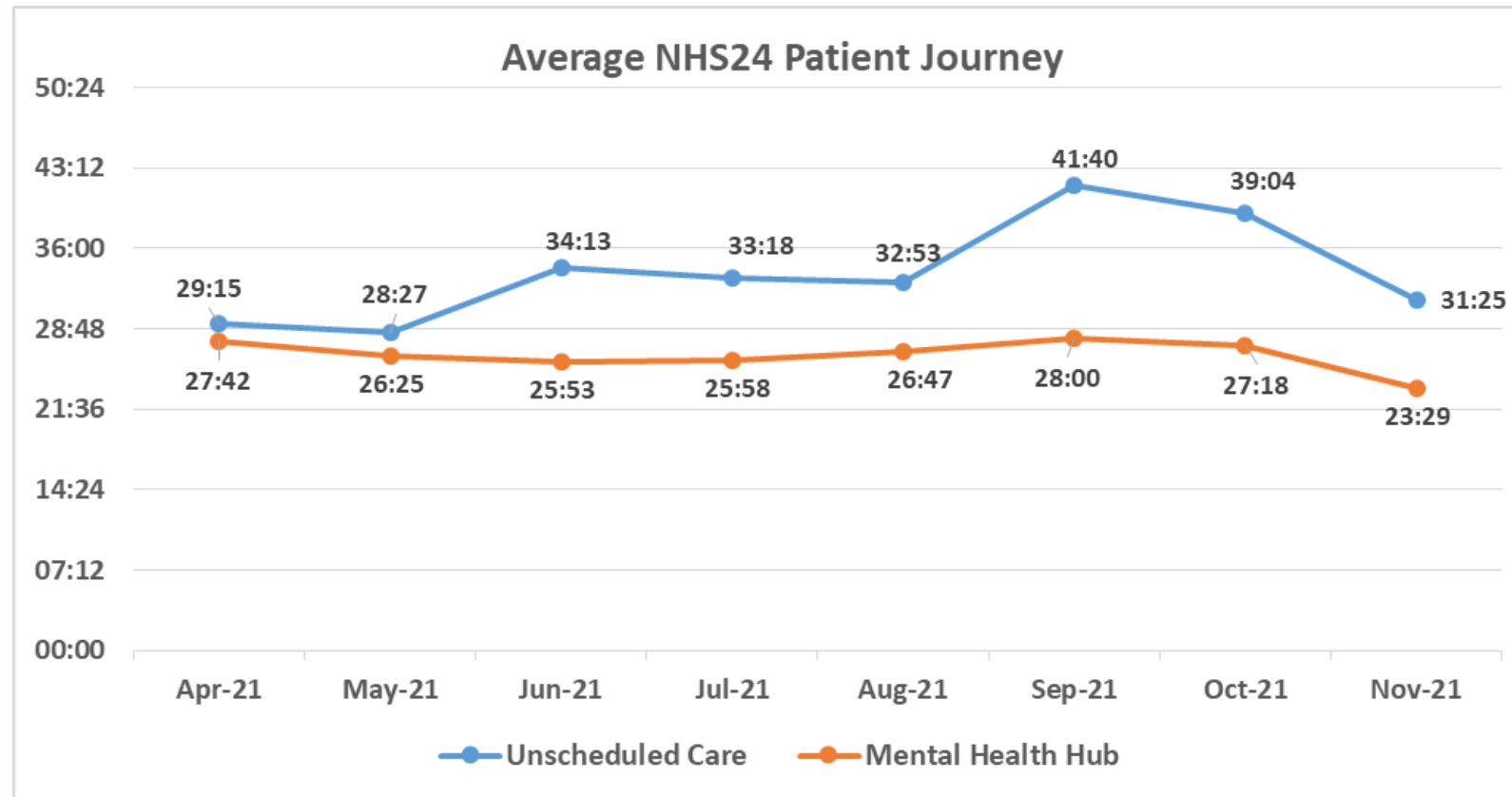
- Calls Offered – 159,004, was down 13% on previous month, however it was 21% higher than November 2020
- 77% of calls to service were answered, with remaining 23% of calls abandoning
- Calls answered **within 5 minute** threshold was 29.8%, up 8.1 percentage points on previous month and the highest since May 2021
- Please note historical forecast figures were mapped against call demand (1% difference between demand and offered)



4.2 Average Patient Journey by Call Type

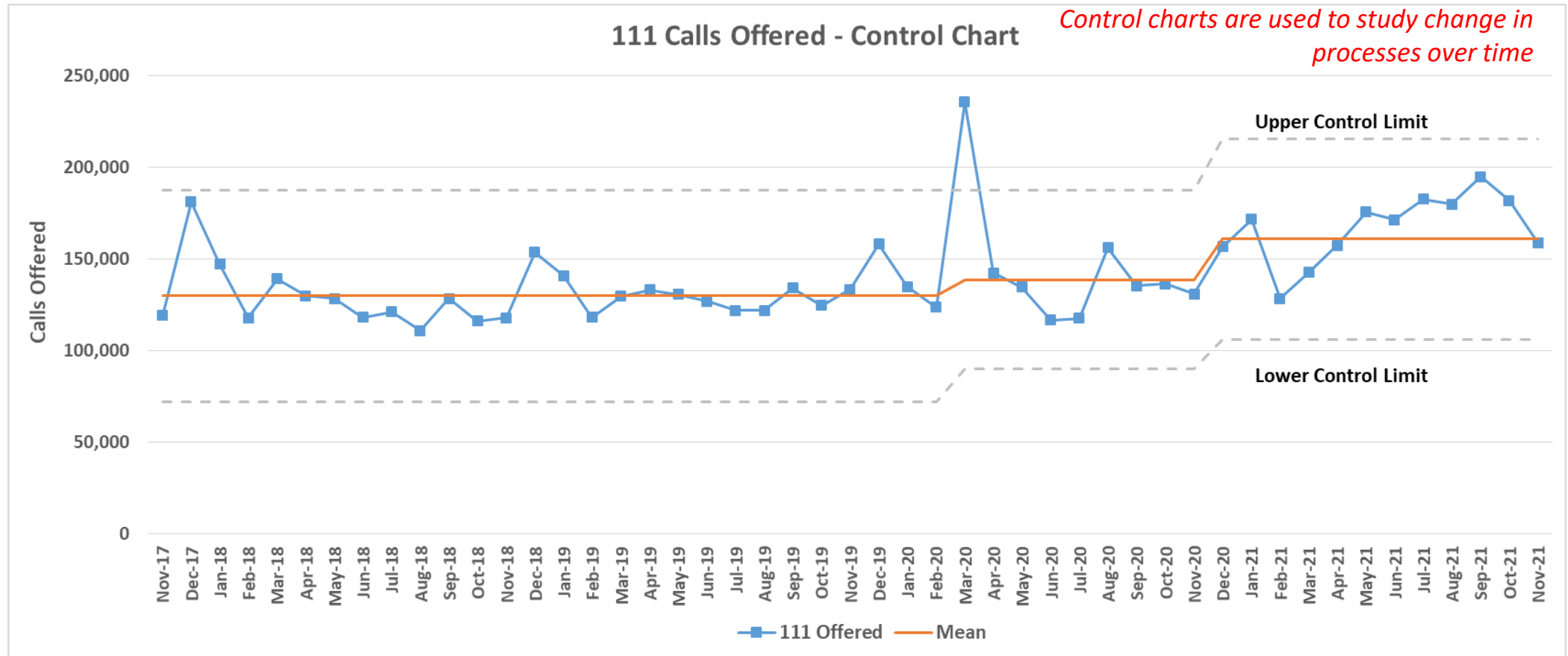
Summary

- Patient Journey is time between when patient selects IVR route (Urgent Care, COVID etc) to when the final endpoint is entered on to the contact record.
- Unscheduled Care (USC) journey decreased for second consecutive month to **31 minutes 25 seconds**, the lowest overall journey since May'21
- Mental Health Hub journey time is even lower at **23 minutes 29 seconds**, this is partially due to calls being answered quicker on this route (Median and 90th percentile notably lower than USC)



4.3 Calls Offered – Control Chart

- Call volume in November (159,004) was down 13% on previous month and finished 1% below current mean (160,928) – all call types experienced a drop in call volume, ranging from 16% (Dental) to 9% (Mental Health Hub)



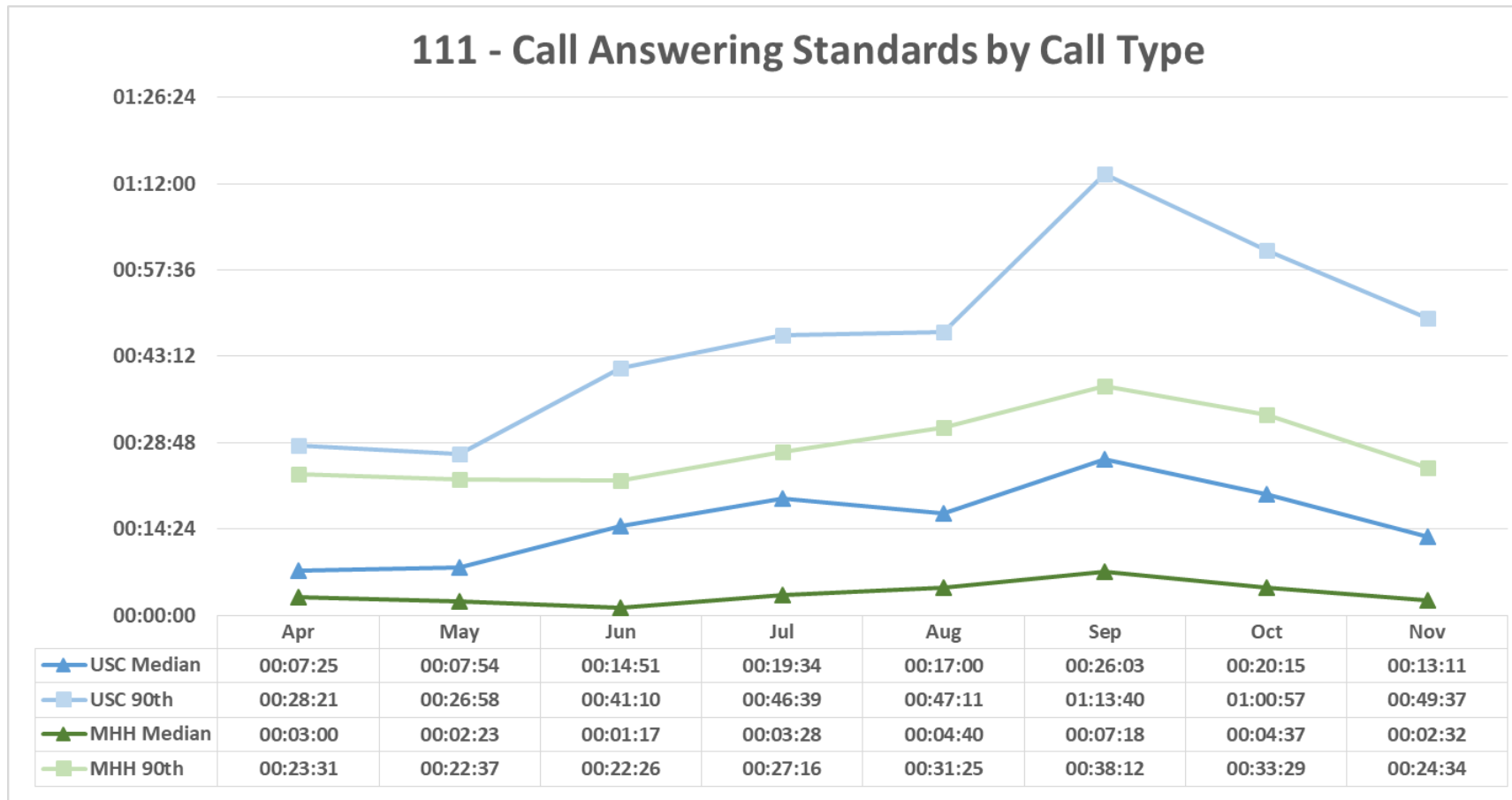
There have been two changes to process that prompted a re-basing of Control Limits and Mean for calls offered control chart - in March 2020 COVID pandemic and in December 2020 a more notable change to limits has resulted from Redesign of Urgent Care pathway.*

** Due to March 2020 being a notable outlier it was removed from rebasing calculations.*

4.4 Call Answering standards by Call Type

Summary

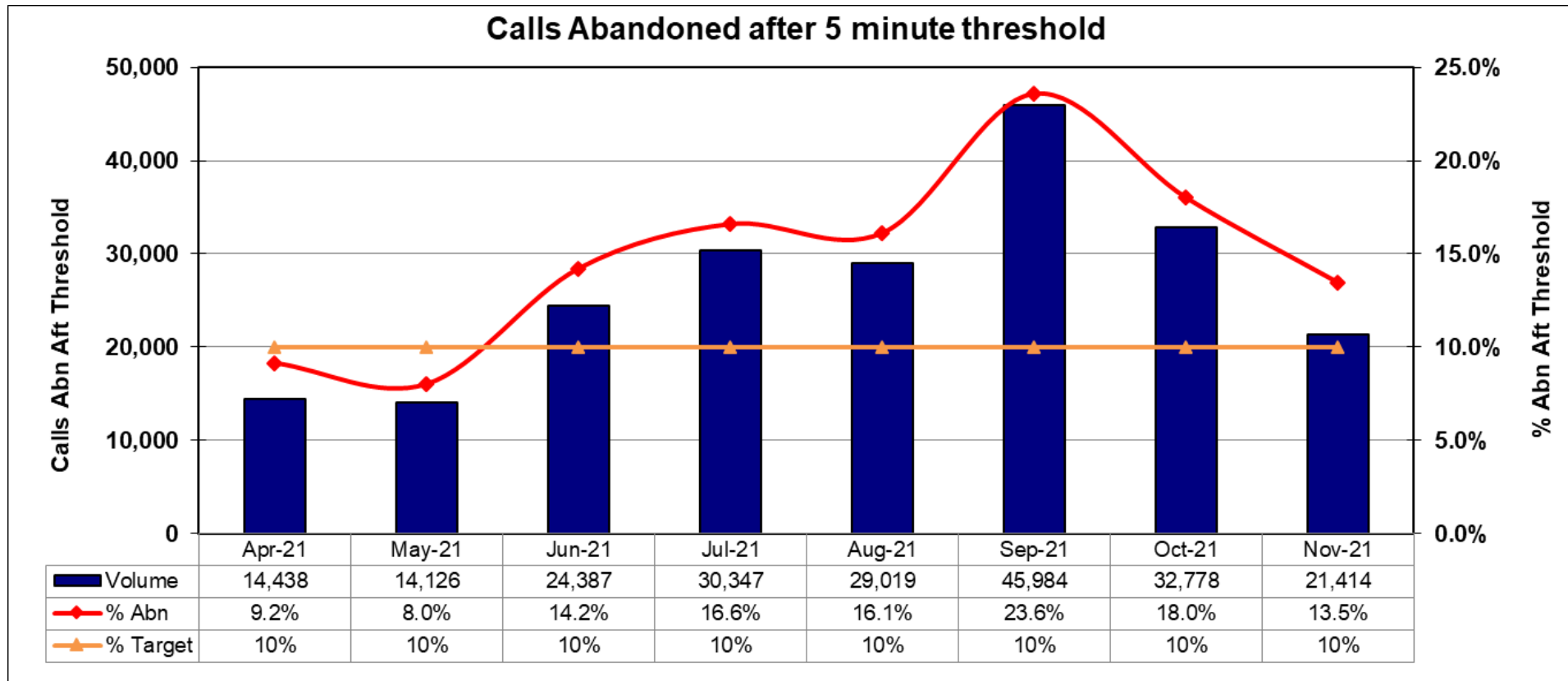
- **Unscheduled Care Median** – an improvement of 7 minutes 4 seconds on previous month (to 13mins 11sec) which is the lowest figure since May’21
- **Unscheduled Care 90th Percentile** – fell by 11 minutes 20 seconds (to 49mins 37secs) – second consecutive month on month decrease
- **Mental Health Median** – a further improvement (to 2mins 32 secs) making it the lowest median figure since May’21



4.5 Calls Abandoned After 5 minute threshold

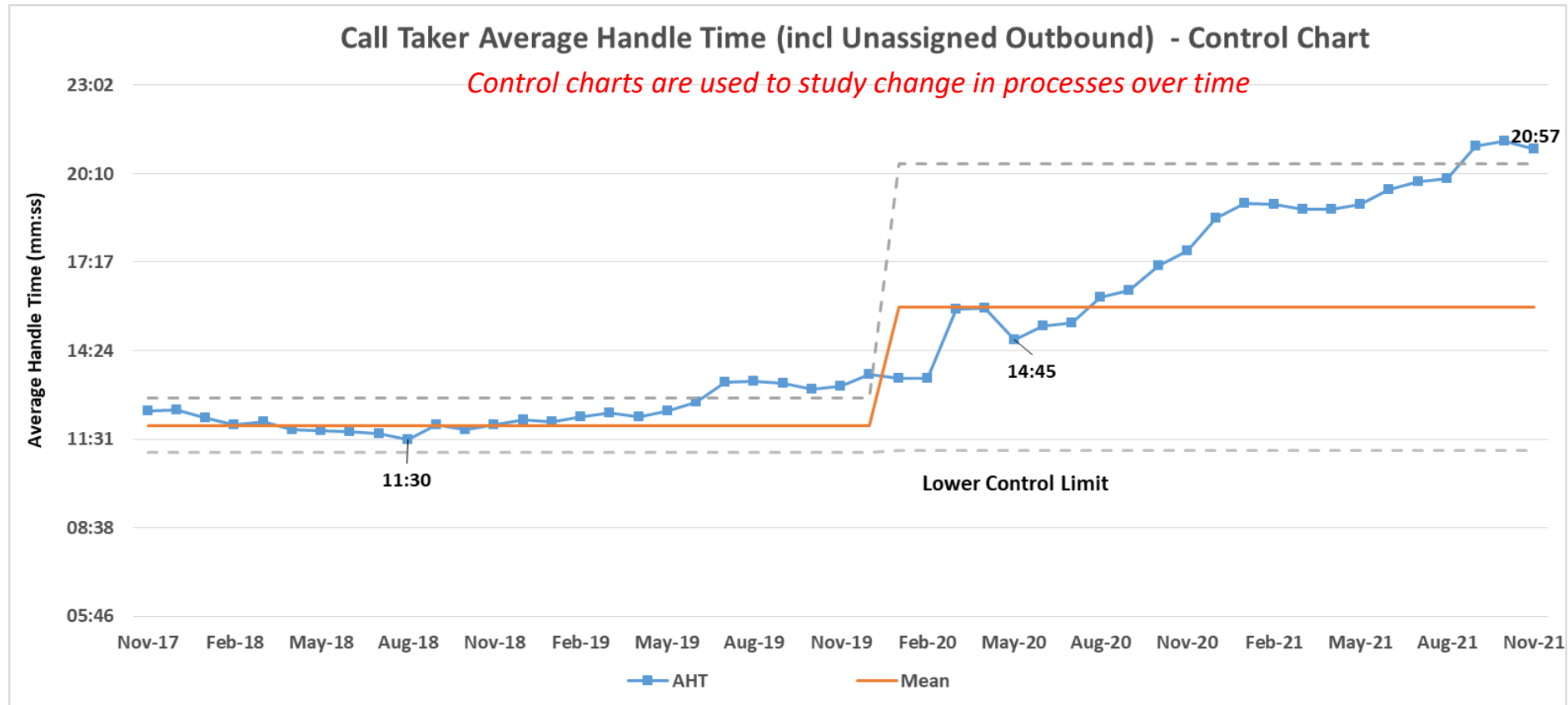
Summary

- Calls abandoned after threshold was 13.5% against a target of 10% - this is the lowest abandonment rate since May 2021
- Average time to abandon was 12 minutes 8 seconds, and improvement of 2 minutes 42 seconds on previous month
- Maximum time to abandon was 1 hour 31 minutes



4.6 Call Taker Average Handle Time

- November AHT recorded for Call Takers at 20 minutes 57 seconds – whilst this remains outside upper control limit it is the first month on month decrease to AHT (17 seconds) since May 2021.



Some key changes to NHS 24 operational model and a move to delivering a higher percentage of care at first point of contact prompted a re-basing of Control Limits and Mean in March 2020.

5. OTHER NHS 24 MANAGED SERVICES

5.1 Breathing Space

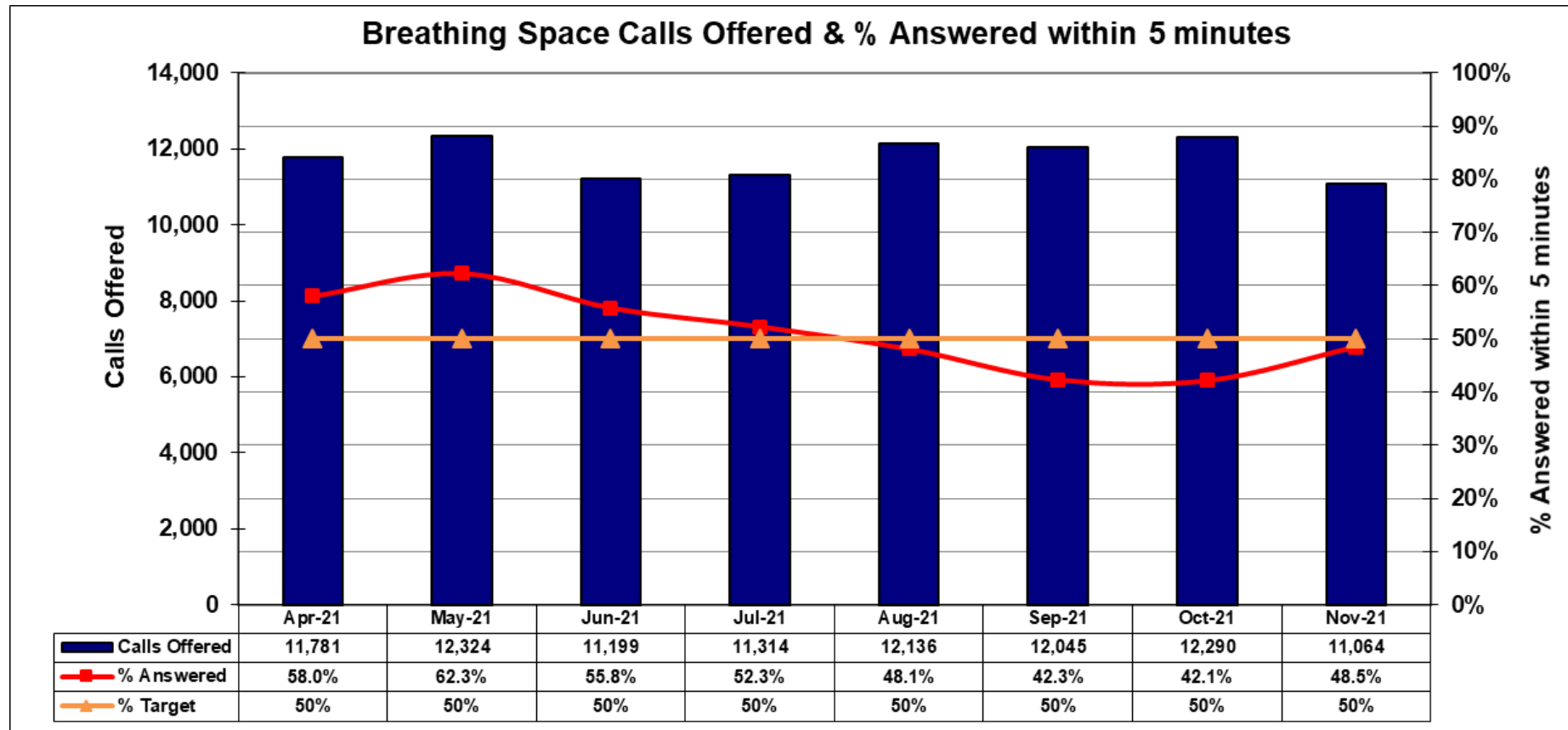
Breathing Space is a confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. Breathing Space is funded by the Scottish Government's Mental Health Unit and is one of the SG target measures.

5.2/5.3 Other Services Calls Offered

Care Information Scotland (CIS)	Phone and webchat service providing information about care services for people living in Scotland
Quit Your Way Scotland (QYWS)	Phone and webchat advice and support service for anyone trying to stop smoking in Scotland
Cancer Treatment Helpline (CTH)	Triage assessment to patients who are receiving or have received specific cancer treatment when they feel unwell, ensuring that they access the most appropriate, effective and timely care if their condition is deteriorating
Living Life	Free phone service offering therapy for anyone in Scotland over 16 years of age with low mood, mild to moderate depression or anxiety
Musculoskeletal (MSK)	Phone service for people experiencing symptoms of MSK disorders - such as back pain or sports injuries. <i>This service has been paused as part of COVID-19 response.</i>
NHS inform	The NHS inform helpline for general health information is currently being operated by Ascensos

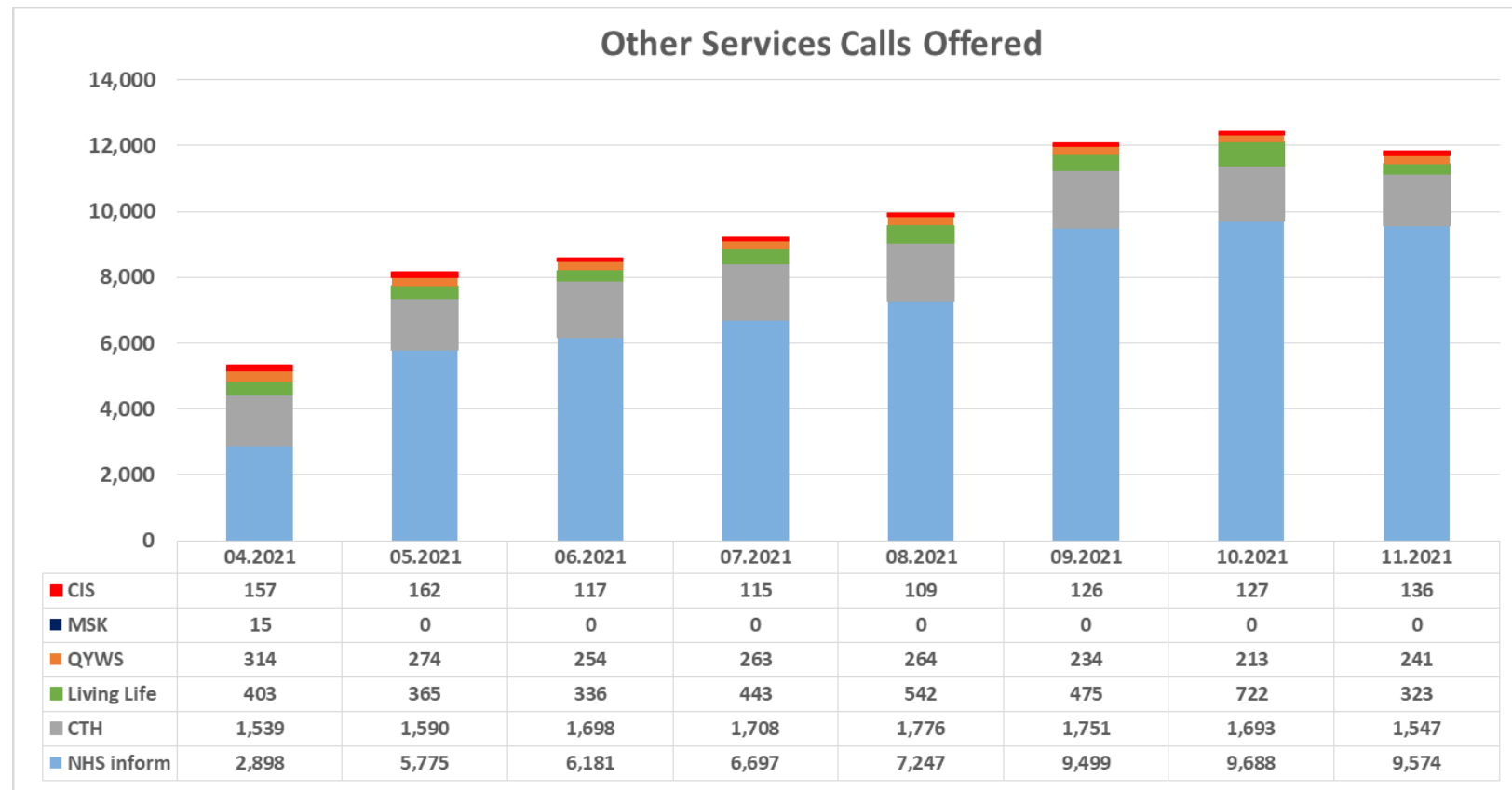
5.1 Breathing Space

- Calls offered, 11,064, was down 10% on previous month
- Calls answered within threshold was 48.5% which narrowly missed new 50% target (by 1.5 percentage points)
- Calls abandoned after 5 minute threshold was 6.8%, the second month on month decrease and the lowest since August
- Average time to answer for Breathing Space was 2 minutes 45 seconds, which was a 24 second decrease on previous month



5.2 Other NHS 24 Managed Services – Calls Offered

- **Care Information Scotland (CIS)** – Volume remains consistent at just over 100 calls per month
- **Musculoskeletal (MSK)** – Services paused March 2020 due to COVID-19 pandemic and has yet to resume
- **Quit Your Way Scotland (QYWS)** – Call volume consistently in 200 range since May 2021
- **Living Life** – Notably dropped by 55% month on month, to 323, which is its lowest level since March 2020
- **Cancer Treatment Helpline (CTH)** - 9% drop in calls offered and 3rd month on month decrease to its lowest level since April 2021
- **NHS inform** – Managed by Ascensos, demand 9,574 which is a 1% decrease on previous month with consistent volume over past 3 months



6. DIGITAL ACTIVITY

6.1 Digital Activity

The provision of digital services continues to grow within NHS 24 and therefore there are now a number measures to reflect this channel of service. In summary, measures relate to core NHS inform website, NHS inform COVID-19, Scotland's Service Directory (SSD) and a new measure related to digital user experience.

6.1 Digital Activity

There are a number of new Digital measures which are now part of the framework each month. All data below is related to the number of unique page views (actuals and % change on previous month):

- **NHS inform – core service (excluding COVID-19 activity)** - This measure relates to unique page views on core NHS inform website (excluding COVID-19 related activity).
- **NHS inform – COVID-19 content** – unique page views related to COVID-19 content on NHS inform website
- **NHS inform – COVID-19 vaccinations microsite** – unique page views related to COVID-19 vaccinations microsite on NHS inform website.
- **Scotland’s Service Directory (SSD)** - Scotland's Service Directory (SSD) sits on NHS inform and provides details of all NHS health services across Scotland, including; Accident & Emergency (A&E), Minor Injury Units (MIUs), Pharmacies etc.

Omni Channel - Digital												
Measure	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
NHS inform - core service (excl COVID)	4,618,962	5,667,729	5,274,913	6,223,344	5,430,288	7,074,842	7,156,853	6,736,138	6,540,911	8,088,405	9,446,583	10,453,574
% change on previous month	5.4%	22.7%	-6.9%	18.0%	-12.7%	30.3%	1.2%	-5.9%	-2.9%	23.7%	16.8%	10.7%
COVID Content (as per C19 Dashboard)	1,206,333	2,279,382	734,010	620,896	629,842	791,322	1,292,426	1,640,457	1,883,409	2,328,797	1,767,515	2,557,786
% change on previous month	22.3%	89.0%	-67.8%	-15.4%	1.4%	25.6%	63.3%	26.9%	14.8%	23.6%	-24.1%	44.7%
NHS inform – COVID-19 vaccinations microsite	51,358	225,562	1,347,195	2,817,105	1,914,527	3,921,781	3,776,732	3,105,197	2,472,443	3,861,716	4,475,784	4,145,555
% change on previous month	180.2%	339.2%	497.3%	109.1%	-32.0%	104.8%	-3.7%	-17.8%	-20.4%	56.2%	15.9%	-7.4%
Scotland Service Directory	111,676	137,973	125,808	156,835	148,589	167,255	160,138	154,144	167,342	214,756	282,512	280,837
% change on previous month	-8.3%	23.5%	-8.8%	24.7%	-5.3%	12.6%	-4.3%	-3.7%	8.6%	28.3%	31.6%	-0.6%

7. WORKFORCE

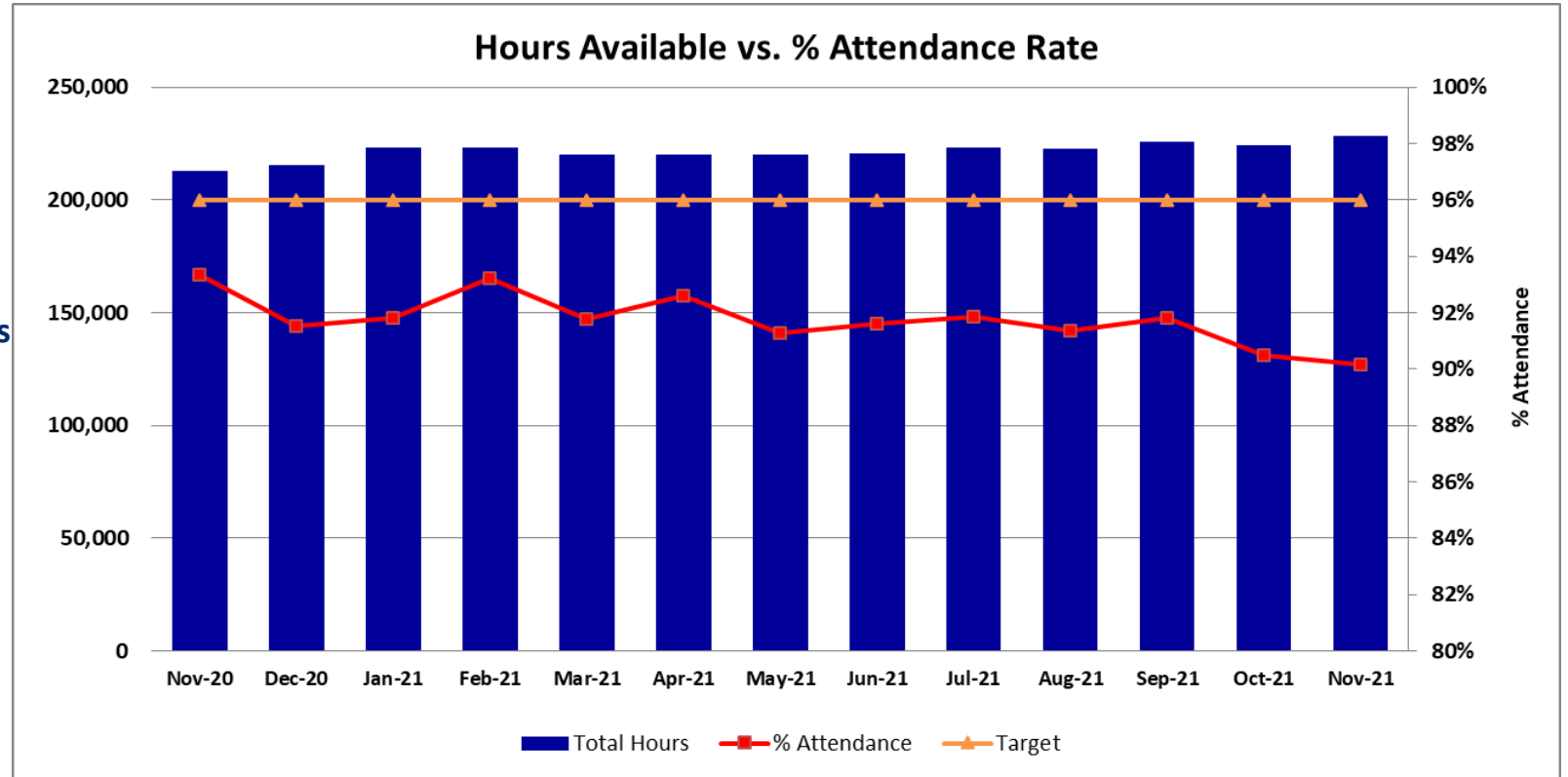
7.1 Attendance Rate

One of the key Scottish Govt. measures relating to workforce. A low attendance in the organisation will impact the organisations ability to deliver services to patients. The attendance rate excludes COVID related absence.

7.1 Workforce: Attendance Rates

Summary

- Attendance was **90.1%** resulting in target missed by 5.9 percentage points
- Attendance rate was 3.2 percentage points lower than November 2020.
- Overall NHS 24 total **Coronavirus absence** figure equates to **4.2%** which means the combined **NHS 24 sickness and coronavirus absence percentage** equates to **86.0% attendance**.



Commentary from Director of Workforce

The absence rate for November 2021 has increased by 0.4%. The main increases are in Clinical Supervisors, +8.91%, SCN +5.18% and NP +2.60%. Call handler sickness absence has reduced slightly by -1.25%.

Cough/cold flu absence has again increased which is in keeping with seasonal trends. Mental health sickness absence has also increased. Outwith Service Delivery sickness absence is currently 2.27%, up 0.80% from October.

NHS

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**The care behind
your care.**