

**NHS 24  
BOARD MEETING**

**12 OCTOBER 2021  
ITEM 9.2  
BD (2021 22) 026  
FOR ASSURANCE**

**DEVELOPMENT OF NEW STRATEGY – REVISED TIMELINE**

<b>Executive Sponsor:</b>	Director of Strategy, Planning and Performance
<b>Lead Officer/Author:</b>	Interim Head of Strategic Planning/Head of Stakeholder Engagement
<b>Action Required</b>	The Board is asked to note the revised timeline for development of the NHS 24 organisational Strategy.
<b>Key Points</b>	<p>In reflection of both current services pressures and also ongoing work by SG on various planning frameworks, it is proposed that NHS 24 revise its timeline for development of our organisational Strategy.</p> <p>SG will be commissioning development of Three Year Plans imminently, with a view to these being submitted late January 2022. Following this, we will then look to develop our longer term strategic vision and priorities.</p> <p>A significant amount of work has been undertaken on the <i>Gathering Views</i> phases and the team will continue to keep this updated, alongwith ongoing work on horizon scanning.</p> <p>In summary, we have moved key milestones by a quarter, with Strategy now due for launch by September 2022.</p> <p>Work will continue by the Strategic Planning Team and other key players however a more comprehensive engagement both internally and externally will now be rescheduled to next year.</p>
<b>Financial Implications</b>	No financial implications expected at this stage.
<b>Timing</b>	The revised strategy will be delivered by 2022/23 Quarter 2.
<b>Contribution to NHS 24 strategy</b>	The development of a new organisational strategy will provide clear future direction of travel and clarity of purpose. In addition, will align with key SG priorities, such as the Care Programmes. It will also align with our developing Strategic Workforce Plan.
<b>Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)</b>	The development of a new organisational strategy support delivery of key SG priorities, such as the Care Programmes.
<b>Equality and Diversity</b>	The development of the strategy will, at its heart, consider equalities both in terms of accessing our services and also in diversity of our workforce.



## NHS 24 Strategic Planning Framework

Start Date	Proposed End Date	Area
July 2021	February 2022	Clinical Strategy/Framework
November 2021	December 2021	Stock Take of Strategic Plan information gathering Strategic Plan - finalise NHS 24 Purpose, Mission and Vision
November 2021	January 2022	Three Year Plans 2022/25 - TBC
TBC	March 2022	Three Year Workforce Plans - TBC
TBC	TBC	Financial Plans - TBC
February 2022	March 2022	Strategic Plan – develop high level priority areas Strategic Plan - Engage on high level priorities with key partners – NES/NSS/PHS etc
April 2022	June 2022	Develop new strategic priorities
July 2022	August 2022	Engage and Consult on proposed new strategic priorities
September 2022	September 2022	Finalise / sign off new Strategy