



Developing our Strategy

February 2022

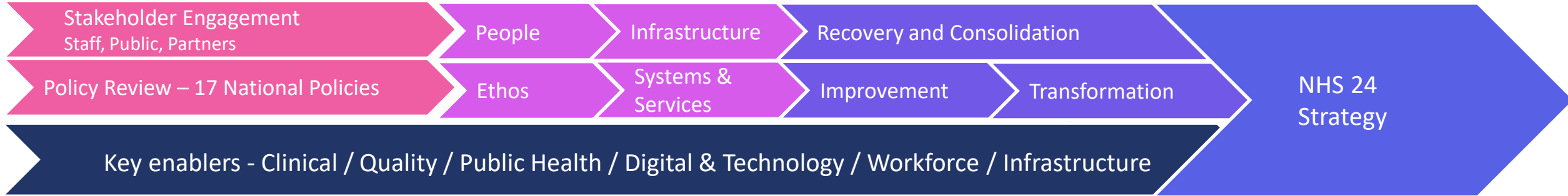
nhs24.scot



Developing our strategy

- NHS 24 strategy development underway
- National planning landscape shifting – short – medium – longer term recovery
- Commission - develop strategic intent by end March 2022
 - **Option 1:** consolidation & organic organisational growth
 - Build on work done to date – engagement and delivery
 - Continued enhancement of existing services and role of NHS 24
 - **Option 2:** shape the role of NHS 24 in context of National Care Service and expanded offering
 - How can NHS 24 best add value to system inclusive of NCS?
 - How can capacity and capability of NHS 24 be expanded to support health and social care?
 - What are the key opportunities for NHS 24 – national contact centre, digital, service redesign?
 - What services could be developed / offered – how best could these be delivered?
 - What is the potential role for NHS 24 within a transformed health & social care system
- Consider the opportunities for alignment and partnership within system, for example, SAS
- 2022 /23 strategic intent – strategy beyond March 2023

Approach



Collaborating



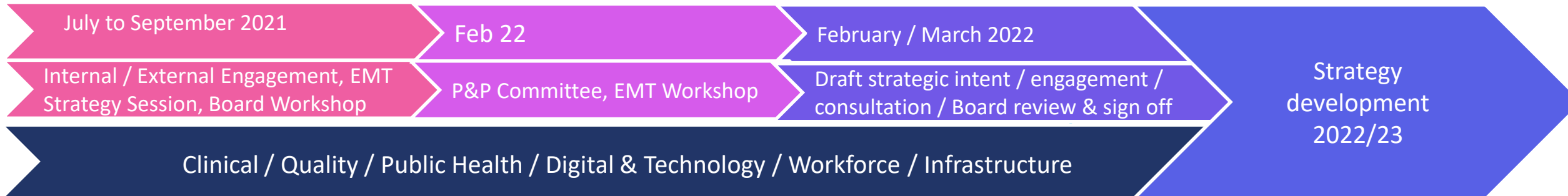
Shaping



Transforming

Care

Timescales



Collaborating



Shaping



Transforming

Care

Horizon Scanning

What we do well, and what we could do better



9 **Facilitated Discussions** with 46 Internal staff

104 **Survey Responses** from External Stakeholders

Stakeholder Engagement

INTERNAL

EXTERNAL

46 **Survey Responses** from Internal Stakeholders

24 facilitated **engagement sessions** with 135 participants spanning Service Users, Third sector and Health and Social Care teams



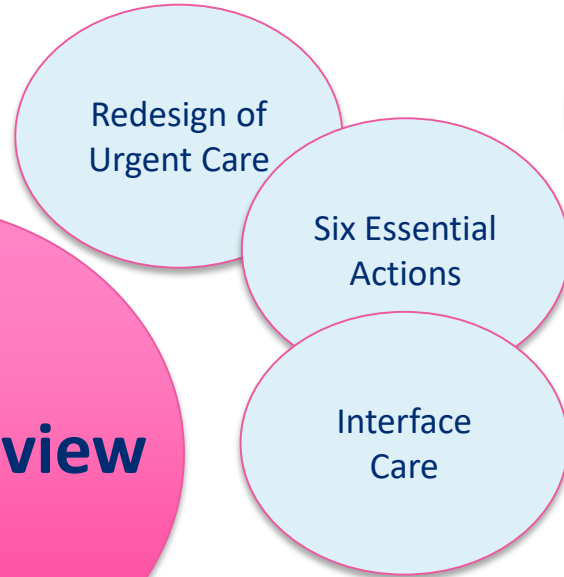
Horizon Scanning



Health and Care



Urgent Care



General



Digital



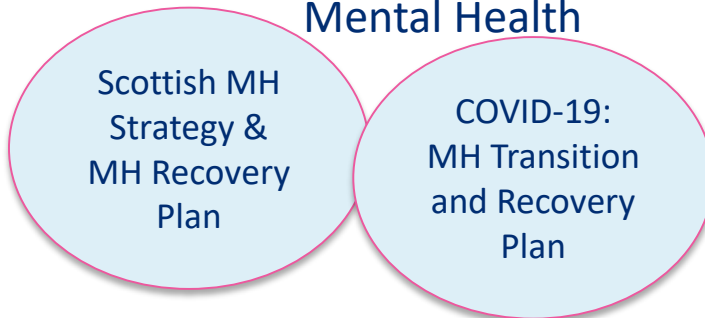
Care Information / Public Health



COVID-19



Mental Health



Strategic Context

