Our Financial Performance

- All financial targets achieved.
- A balanced revenue budget of £72.9 million was delivered.
- We achieved efficiency savings of £2.4 million.

Our Workforce

- 67% of our staff took part in iMatter and we achieved an Employee Engagement Index (EEI) of 'Strive and Celebrate'.
- We achieved the sixth highest NHS Scotland response rate in the Dignity at Work survey, with 46% of our staff taking part against the NHS Scotland average of 36%.
- Staff attendance was 92.69% against a target of 95%. We continue to work in partnership with staff, managers and staff side colleagues to support maximum attendance at work

Social Media (2017/18)

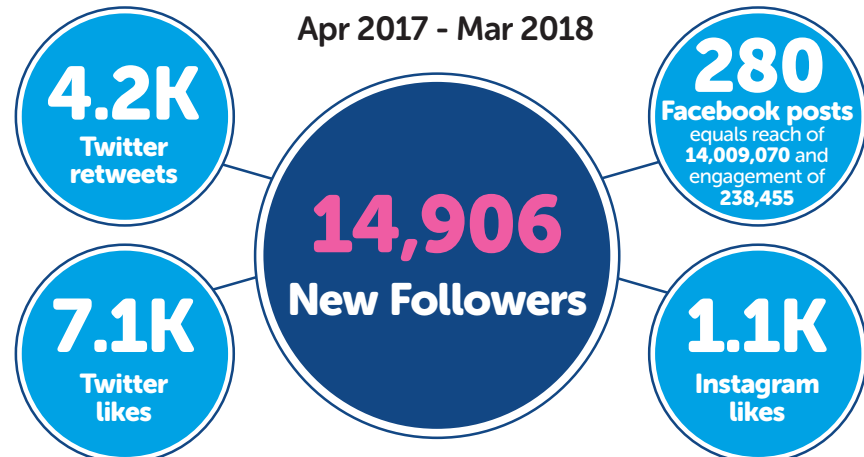**Twitter Sentiment Analysis**
Positive 44%
Neutral 42%
Negative 10%

Facebook | Twitter | Instagram

Instagram Sentiment Analysis
Positive 44%
Neutral 42%
Negative 10%

Apr 2017 - Mar 2018

4.2K Twitter retweets

280 Facebook posts equals reach of 14,009,070 and engagement of 238,455

14,906 New Followers

7.1K Twitter likes

1.1K Instagram likes

Main subjects covered

Sepsis | Breathing Space | Vaccinations | MSK Service | Ramadan
Heart Conditions | Local Pharmacy Recruitment | Weather warnings
Healthy Eating | NHS inform | Be Healthwise this Winter

NHS 24

NHS inform

111

Care Information Scotland

BREATHING SPACE

Living Life

QUIT YOUR WAY

MUSCLE OR JOINT PROBLEMS?

SEDS Scottish Emergency Dental Service

nhs24.scot

The care behind your care

Annual Review
2017-2018

NHS 24

Our Performance
At A Glance

nhs24.scot

NHS inform | **111** | **Care Information Scotland**

BREATHING SPACE | **Living Life** | **QUIT YOUR WAY** | **SEDS** Scottish Emergency Dental Service | **MUSCLE OR JOINT PROBLEMS?**

Our **111** service received almost

1.6 million
calls

an **increase of 8%** since 2016/17

111

- In the first six months, 62.6% of calls were answered within 30 seconds against a target of 90%.

- The second half of the year was more challenging and during extremely busy periods some service users had to wait a little longer due to increases in demand over winter, severe weather and the initial impact of the introduction of our new system.

- 95.9% GP Priority calls were responded to within 20 minutes against a 90% target.

- 92.3% GP routine calls were responded to within 60 minutes or less against a 90% target time.

- 910,952 (66.3%) of calls were successfully triaged at first point of contact.

- 99.8% of calls were prioritised for patient call back within 60 minutes against a 98% target.

- 99.7% of calls were priotised for patient call back within 120 minutes against a 90% target .

- 83.5% of calls sent to us from the Scottish Ambulance Service were referred to primary care or home care against a target of 75%.
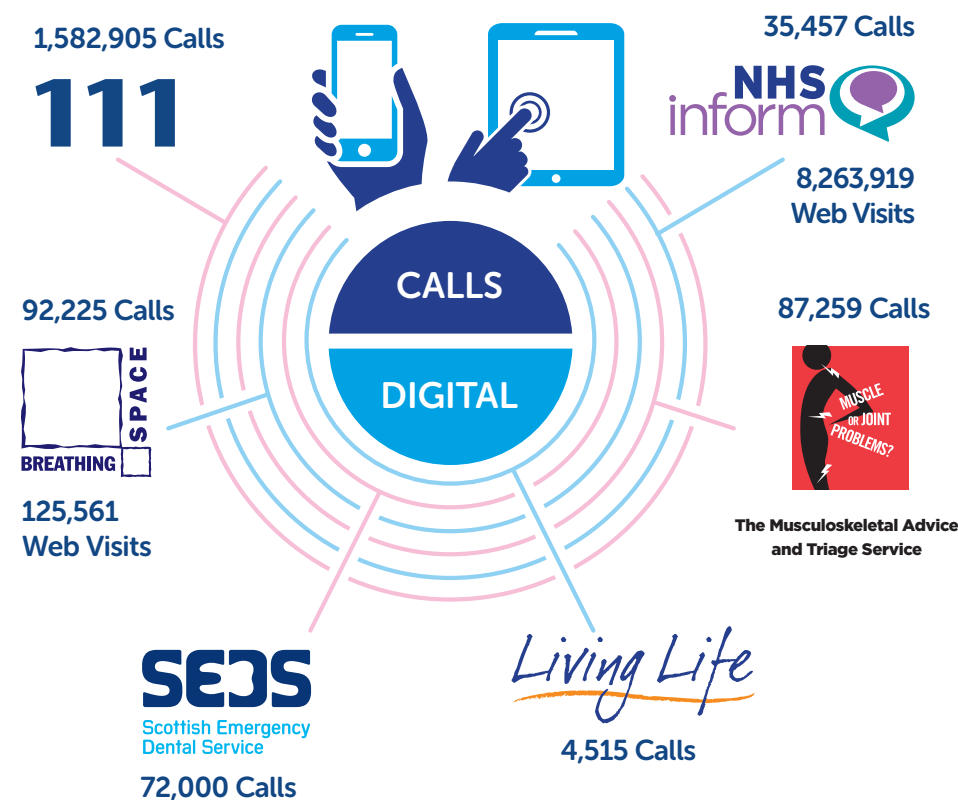
We place a high value on our Patient Experience

88%
who responded to the patient survey recorded an overall satisfaction with the service a against a target of 90%

Our **Mental Health services** continued to support people experiencing

low mood, stress or anxiety

- Breathing Space once again received an increase in demand this year of 9%, taking total calls to 92,225.

- For patients seeking Living Life's Cognitive Behavioural Therapy (CBT), therapeutic and Guided Self Help (GSH) services to support reduction in depression, low mood, and anxiety, the service delivered above its target of 60%.

- The national rollout of Computerised Cognitive Behavioural Therapy (cCBT) was completed in April 2018 with all 14 of the territorial Health Boards services operational and receiving referrals.

- During 2017/18, 12,634 referrals were received across all cCBT services.

- Continued development of mental health services is a key priority area for NHS 24 going forward.

1,582,905 Calls
111

35,457 Calls
NHS inform
8,263,919 Web Visits

CALLS
DIGITAL

92,225 Calls
BREATHING SPACE
125,561 Web Visits

87,259 Calls
MUSCLE OR JOINT PROBLEMS?
The Musculoskeletal Advice and Triage Service

SEDS
Scottish Emergency Dental Service
72,000 Calls

Living Life
4,515 Calls

Our **NHS inform** website received more than

8.2 million
website visits

- We provided an average of 34% of patients with self-care advice against a target of 30%.

Service Transformation

In October 2017, NHS 24 successfully delivered the full national roll-out of its core telephony and records management system while continuing to maintain all services:

- 26,393 hours of training within 7 weeks for 1173 members of staff
- 41 staff engagement road show events
- Two large-scale validation events for all key stakeholders

Our Strategy

During 2017/18 we established our five-year strategy and associated business case in support of national transformation programmes across Scotland and to increase our contribution to health and social care reforms.

This continues to be developed through improvement programmes of work including:

- 111
- GP Triage Service
- Waiting Times Improvement Plan
- Mental Health Service Redesign
- Digital Services Development
- Advanced Clinical Support