

**NHS 24  
BOARD MEETING**

**21 DECEMBER 2023  
ITEM NO 11.4  
FOR ASSURANCE**

**KEY POINTS OF THE PLANNING AND PERFORMANCE COMMITTEE HELD  
ON 27 NOVEMBER 2023**

<b>Executive Sponsor:</b>	Committee Chair, Mr David Howe
<b>Lead Officer/Author:</b>	Executive Assistant, Tracy McMillan
<b>Action Required</b>	The Board is asked to note the key points for assurance from the Planning and Performance Committee meeting held on 27 November 2023.

## 1. Purpose

The purpose of this report is to provide the NHS 24 Board with an update on key issues discussed at the Planning & Performance Committee meeting held 27 November 2023. Members of the NHS 24 Board will be invited to **note** the contents of the report.

## 2. Strategic Transformation Programme (STP)

The Committee noted the progress in establishing the STP with a series of workshops held against each of the key areas of scope within the programme, such as urgent care and mental health. The Committee also noted scheduled Summit for 09 February 2024. This event will be essential in aligning the work of the digital and service transformation portfolios, so that the potential of our digital and technology work is driven by user need and clinical outcomes.

## 3. Annual Delivery Plan (ADP)

The Planning and Performance Committee noted progress against the current ADP. Both Q1 and Q2 Updates have been submitted to the Scottish Government and feedback is awaited.

It is anticipated the process for the 2024/25 ADP will be released by Scottish Government by 30 November 2022. Directorate plans are also being developed by end November to support robust capacity planning for 2024/25 aligned to the ADP and finance plans.

## 4. Digital Transformation Programme (DTP)

Mr Tony Cronin from Resulting IT attended this meeting of the Planning and Performance Committee and undertook a presentation on the above. He highlighted the timeline and associated challenges against that and indicated

that much of the work at this stage was focussed on preparation for procurement of replacement CRM and integrated contact centre solution. It was noted that a “Bidders Day” for the Integrated Contact Centre and CRM system had been scheduled for 15 December 2023.

## **5. Festive Escalation Plan – November Update**

The Committee heard from Ms Howie about preparations for the coming winter/festive period and highlighted the following:

- Significant work to maximise capacity across the festive period, where demand is expecting to be challenging with two 4-day public holidays. A number of improvements are also being progressed including virtual queue, advice and refer, and transfer of mental health calls from SAS.
- NHS 24 leads the national winter campaign for NHS Scotland and this will be formally launched at the Annual Review on the 29<sup>th</sup> November. The Communications team will deliver a programme of internal and external messaging to support the winter plan and promote alternative channels for the public to access information, advice and support, such as NHS 24 online app and NHS inform.

The Planning and Performance Committee members confirmed they considered this approach to be very robust. They noted the positive cross-directorate approach implemented when considering both patients and staff. The Committee took assurance from the update.

## **6. Communications Delivery Plan**

Mrs Aspley referred members to the above Plan circulated with the papers and highlighted the following points:

- The Comms Team now provide the Staff Governance Committee with a detailed report concerning staff engagement.
- The NHS 24 Annual Review is scheduled to take place on 29 November 2023
- The Winter Campaign will commence on 29 November 2023 with Cabinet Secretary and Dr Cook from NHS 24. TV and radio ads commenced 27 November 2023.
- NHS 24 have completed a contract with YouTube and have been working on video content.

## **7. Estates and Facilities Report - RAAC**

The Committee were made aware of the fact that there is RAAC at Cross House Hospital at NHS Ayrshire and Arran. However this has been

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investigated fully and there is no need at present for remedial works. NHS Surveyors have confirmed this will be reviewed in three years' time.