

**NHS 24
BOARD MEETING**

**29 FEBRUARY 2024
ITEM NO 11.4
FOR ASSURANCE**

**KEY POINTS OF THE PLANNING AND PERFORMANCE COMMITTEE HELD
ON 12 FEBRUARY 2024**

Executive Sponsor:	Committee Chair, Mr David Howe
Lead Officer/Author:	Committee Secretariat, Ms Tracy McMillan
Action Required	The Board is asked to note the key points for assurance from the Planning and Performance Committee meeting held on 12 February 2024.

1. Purpose of the report

This report provides the NHS 24 Board with an update on key issues arising from the Planning and Performance Committee meeting held on 12 February 2024.

2. Recommendation

The NHS 24 Board is asked to receive and note the key points outlined.

3. Progress on Strategic Transformation Programme (STP)

Noted that the Service Transformation Summit had taken place on 09 February 2024 and that 50-plus managers from across all directorates in NHS 24 had attended. The day had been very positive and had focused on the service transformation agenda and how the digital transformation work could enable this most effectively. This summit was a critical step in identifying priorities and deliverables for the coming year.

A key next step will be to ensure capacity and resources are in place to deliver this clear set of priorities for the organisation. There will be a reduced set of objectives this year as set out in the draft Delivery Plan, which will allow for focussed conversations with regard to resources and capacity.

Outputs from the event will be circulated as soon as possible.

4. Finance Plan

The Committee received an update on the draft Finance Delivery Plan. There remain a number of key challenges for NHS Scotland and NHS 24 in respect of the Finance Plan. The Committee received detailed updates on specific outstanding considerations and assumptions and ongoing dialogue with Scottish Government in respect of these. The Committee discussed the impact of outstanding non-recurring funding commitments on operational

planning, continued risk in respect of inflation and uncertainty around national pay negotiations, as well as the need to ensure NHS 24 is aligned with other Boards in terms of messaging to staff throughout the year.

The Committee agreed the draft Finance Plan could be presented to the Board Reserved Session on 29 February 2024 ahead of submission to Scottish Government in March.

5. Delivery Plan

It was noted that the process for the 2024/25 Delivery Plan was different to the previous year and very much aligned to the medium term plan which is helpful as it will allow alignment with the strategy.

This year a joint commission for the Delivery and Finance plan had been requested and had proved to be a positive exercise taking into account the financial constraints.

An agreed set of corporate objectives have been produced and the process this year has been more robust, and with the help of leads in directorates, seven overarching deliverables have been identified aligned to the national planning priorities for NHS Scotland and NHS 24's medium term strategic plan.

It was recognised that there may be further iterations of the plan as a result of ongoing discussions across NHS Scotland in the context of the challenging financial position and the Committee was assured it would be kept up to date on any further developments.

The Committee also discussed the importance of ensuring staff were fully informed, recognising the opportunity to ensure more effective alignment with the planning and objective setting processes for individual staff to recognise their contribution to the Delivery Plan.

The Committee considered the Delivery Plan to be an excellent document and gave approval for it to be submitted to the Board Reserved Session on 29 February 2024 ahead of submission to Scottish Government in March.

6. Easter Preparedness

Mr Rafferty outlined the preparations for Easter, building in learning from the Festive period. It was agreed the pharmacy pathway had been successful in improving the patient journey and the further development of advice and refer protocols. Therefore additional pathways are being reviewed to see if any can be implemented in the same way prior to Easter.

The Committee took assurance from the presentation that sufficient planning had been implemented for the Easter period.