



**NHS 24
20 JUNE 2024
BOARD MEETING
ITEM NO 10.3
FOR ASSURANCE**

**NHS 24 PUBLIC PARTNERSHIP FORUM (PPF) AND YOUTH FORUM (YF)
ANNUAL UPDATE**

Executive Sponsor: Steph Phillips, Director of Transformation, Strategy, Planning & Performance

Lead Officer/Author: Mario Medina, Engagement Manager

Action Required: The NHS 24 Board is asked to note the content of the PPF and Youth Forum Annual Update and be assured that NHS 24 volunteers continue to make a valued contribution to the organisation.

Key Points for the Board to consider

- PPF and Youth Forum members offer NHS 24 the opportunity to gain public views on our work, support wider community engagement and they welcome opportunities to help NHS 24 to develop our services to meet public needs.
- The contribution that NHS 24 volunteers (Public Partnership Forum (PPF) and Youth Forum members) continue to make to NHS 24 is detailed in the report.
- The continued involvement of the PPF and Youth Forum in NHS 24's work is one way the organisation can demonstrate that it is meeting its duties in respect of community engagement/public involvement.
- PPF and Youth Forum members act as ambassadors for NHS 24 and can support NHS 24 by sharing information about our services in communities across Scotland.

Governance process

Executive Management Team, National Clinical Governance Group, Clinical Governance Committee and NHS 24 Board.

Strategic alignment and link to overarching NHS Scotland priorities and strategies

This work supports NHS 24 to demonstrate achievement of the National Standards for Community Engagement, promoted by Scottish Government as good-practice principles designed to improve and guide the process of community engagement.

Aligns with the principles as set out within [Planning with People](#): community engagement and participation guidance

Strategic alignment and link to Corporate Delivery Plan activity

This work aligns with ambition 2 set out within NHS 24's Strategy 2023-28, which states "We want to reduce health inequalities. We will engage directly with communities across Scotland to improve an understanding of the care, advice and information available."

Key Risks

No risks identified.

Financial Implications

Costs associated with public volunteering within NHS 24 will normally be met within existing departmental budgets as business as usual or with Executive Management Team approval.

Equality and Diversity

Involving diverse groups of people in the design and development of services helps NHS 24 to consider and address any unintended inequalities at an early stage.

1. RECOMMENDATION

- 1.1 The NHS 24 Board is asked to note the content of the PPF and Youth Forum Annual Update and be assured that NHS 24 volunteers continue to make a valued contribution to the organisation.

2. TIMING

- 2.1 The PPF and Youth Forum Annual Update provides an overview of the activities undertaken by NHS 24's volunteers during 2023/24.

3. BACKGROUND

- 3.1 The PPF was established in 2008 and comprises of members of the public from across Scotland, who volunteer their time to provide public input on the work delivered by NHS 24.
- 3.2 A Youth Forum was established in 2017, as it was recognised that the PPF was underrepresented in terms of younger members.

4. ENGAGEMENT

- 4.1 NHS 24's volunteers have been engaged to help assess their contribution and achievements over the past twelve months and determine their priorities for the coming year.

5. FINANCIAL IMPLICATIONS

- 5.1 Any costs associated with volunteering will normally be met within existing departmental budgets as business as usual or with Executive Management Team approval.

6. MEASURABLE BENEFITS

NHS 24 OFFICIAL

- 6.1 The continued involvement of the PPF and Youth Forum in NHS 24's work is one way the organisation can demonstrate that it is meeting its duties in respect of community engagement/public involvement. The forums also support NHS 24 to offer volunteer opportunities to members of the public.

7. NEXT STEPS

- 7.1 Opportunities to involve our volunteers in the work of NHS 24 will be identified for the coming year and we will seek to ensure that they continue to make a meaningful contribution to the organisation through their active involvement.



NHS 24 Public Partnership Forum and Youth Forum 2023/24 Annual Update

1. NHS 24 Volunteers

NHS 24's Public Partnership Forum (PPF) and Youth Forum (YF) comprise of members of the public who volunteer to share their views on the work of NHS 24. This helps to bring a public perspective to our work and is intended to positively influence our strategic thinking, focusing on what matters most to the people who use our services.

Our volunteers also help by sharing information about NHS 24 within their local communities, supporting an improved awareness and understanding of when, how and what NHS 24 services can be accessed.

PPF and YF members come from diverse backgrounds, and they help to represent the views of groups of people who can often be more likely to experience health inequalities.

2. NHS 24 Public Partnership Forum

Responsibility for chairing the PPF is shared by two co-chairs, Anne MacDougall, Public Representative, and Steph Phillips, Director of Transformation, Strategy, Planning & Performance.

The NHS 24 PPF normally meets five times per year, and formal minutes are noted for each of the meetings.

As of 1 May 2025, there are 20 members of the public who participate as members of the NHS 24 PPF.

3. The NHS 24 Youth Forum

The NHS 24 Youth Forum was established to allow younger people, aged 16 to 26, to get involved with the work of NHS 24 in ways and at times that better suit them.

Previously, the turnover of people involved in the Youth Forum was high but we have established a core group of members who have regularly attended meetings over the past 12 months.

To support the retention of our young volunteers, meetings have been scheduled every two months during 24/25.

As of 1 May 2025, there are 20 members of the public who participate as members of the NHS 24 Youth Forum.

4. Self-Assessment

The PPF held a self-assessment meeting in January 2024. Prior to attending the self-assessment meeting, members of the PPF were invited to complete a questionnaire to capture their feedback.

Just over 85% of members completed the questionnaire. A summary of the responses provided is included as Appendix A.

The self-assessment meeting provided an opportunity for PPF members to reflect on their experience over the last year and suggest actions for improvement and priorities for future work planning. Topics discussed included:

- The creation of a short video that sets out the role of the NHS 24 PPF
- Refreshed induction and training sessions to support PPF members
- More peer support
- Improved volunteer visibility
- Greater involvement in NHS 24 project groups
- More joint working between the PPF and YF
- Improved networking with patient groups across Scotland, particularly those that have representation on NHS 24's PPF
- The benefits of having more information about the role of the NHS 24 Board
- NHS 24 site visits

The Youth Forum will be participating in their first self-assessment in Summer 2024.

5. Investing in Volunteers

During 2023/24, NHS 24 achieved the Investing in Volunteers (iV) accreditation. iV is the UK quality standard for all organisations that involve volunteers in their work. In Scotland, iV is delivered by Volunteer Scotland.

iV is a development tool, with a quality framework that supports organisations to achieve best practice in volunteer involvement and management. The process of accreditation supports organisations to review and improve volunteer programmes. It is also an opportunity to highlight the effectiveness of an organisations work with volunteers.



To achieve the accreditation NHS 24 had to undertake a self-assessment, including sharing supporting evidence of good volunteer practice. Once complete, the self-assessment was reviewed by an external assessor. NHS 24 also had to support the assessor to undertake interviews with NHS 24 volunteers and staff.

A report was then submitted to go through the quality assurance process for verification. A second assessor from Volunteer Scotland then reviewed the report to ensure that all the quality assurance requirements were met.

NHS 24 volunteers supported this process throughout, contributing to the review and updating of documentation used to support PPF and YF members.

6. Meeting the Chair and the Director of Service Delivery

Continuing the programme of engagement with NHS 24's senior staff, PPF members had the opportunity to meet with NHS 24 Chair, Dr Martin Cheyne and previous NHS 24 Director of Service Delivery, Pauline Howie. During this meeting PPF members shared their views on:

- How NHS 24 meets the needs of everyone living in Scotland, including people living in remote and rural areas
- Call volumes, including the average call handling time and call waiting times
- The reasons people contact NHS 24 via 111
- Public awareness of NHS 24 and the role we play within the wider health service

Dr Cheyne expressed his gratitude for the continued support of NHS 24's volunteers.

7. Trauma Informed Practice

PPF and YF members were given the opportunity to share their views on NHS 24's approach to improve staff awareness of the impact of trauma.

NHS 24 volunteers were able to share insights as to what might be effective approaches with the Practice Development Nurse responsible for this area of work.

Volunteers also noted the importance of:

- Taking a values based approach
- Being sensitive to those who have experience trauma and not unintentionally re-traumatising people
- Considering formal and informal peer support for people with experience of trauma
- Putting policies and safeguarding arrangements in place

8. NHS 24 Annual Review

PPF and YF members attended and contributed to NHS 24's Annual Review in November 2024. They were also given the opportunity to meet the then Cabinet Secretary for NHS Recovery, Health and Social Care. Feedback on our volunteer's contribution to the review was very positive and similarly our volunteers were extremely pleased to be able to participate.



9. Connecting You Now

PPF and YF members were given the opportunity to share their views on the development of the Connecting You Now project, that is intended to support improved access to telephone and digital services for disabled people. This project was initiated by NHS 24 and developed as part of the Scottish Government's CivTech Programme, which aims to bring the public, private and third sectors together to develop solutions that make people's lives better. A beta test of Connecting You Now is currently available on the ALLIANCE's ALISS website, which offers a search function for local health and wellbeing services.

10. NHS 24 Board Equality, Inclusion and Rights Group

Two volunteers were invited to join NHS 24's Equality, Inclusion and Rights Group which is an oversight group reporting directly to NHS 24 Board, helping to bring a public perspective to the work that is being done to advance equality across NHS 24.

11. Winter Campaign

NHS 24's volunteers were given the opportunity to help promote NHS 24's Winter Campaign, through sharing key messages across their local communities.

PPF Co-Chair Anne MacDougall also helped to judge NHS 24's School's Christmas Card Competition and presented the winners with their prizes.



12. Community Engagement

PPF and Youth Forum members have supported NHS 24's community engagement, helping to improve awareness of our services. They have helped to arrange invitations for our staff to speak to local community groups and joined staff on stage to speak about NHS 24.



13. Strategy Implementation and Service Transformation

NHS 24's volunteers have been involved and informed at each stage of NHS 24's strategy development. They have also shared their views on NHS 24's ambitions to create an omnichannel model.

14. User Research and Service Design

There have been a number of opportunities for NHS 24's volunteers to participate in user research and service design activity, including on the Mind-to-Mind service, Scotland's Service Directory and NHS inform.

15. NHS 24 Board Workshop

PPF Co-Chair Anne MacDougall represented the PPF and YF at a recent Board Workshop. The aim of the session was to support an improved awareness of why NHS 24 involve people in the design, development, and improvement of services. It was also an opportunity to highlight the contribution made to NHS 24 by PPF and YF members.

16. Summary

This report is intended to be a summary of some of the activities that Public Partnership Forum and Youth Forum members have been involved in over the last financial year.

The PPF and Youth Forum continue to offer the opportunity to involve members of the public in the design, development and delivery of services provided by NHS 24

Appendix A

PPF Self-Assessment Questions		Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
1	I have a clear understanding of the role of the NHS 24 Public Partnership Forum (PPF).	6.67%	0.00%	6.67%	20.00%	40.00%	26.67%
2	The number of PPF meetings in each year is appropriate.	0.00%	0.00%	0.00%	6.67%	66.67%	26.67%
3	The length of the PPF meetings is sufficient.	0.00%	0.00%	6.67%	13.33%	66.67%	13.33%
4	The PPF receives adequate information in relation to NHS 24 to help them understand what is being discussed at PPF meetings.	0.00%	0.00%	0.00%	6.67%	86.67%	6.67%
5	I feel able to contribute to PPF meetings.	0.00%	0.00%	0.00%	6.67%	53.33%	40.00%
6	PPF meetings are well managed, and adequate time is spent on each agenda item.	0.00%	0.00%	0.00%	33.33%	33.33%	33.33%
7	I feel that the views of the PPF are valued within the organisation.	0.00%	0.00%	6.67%	20.00%	53.33%	20.00%
8	I would like more regular information, or training opportunities to help me better understand NHS 24's work.	0.00%	6.67%	0.00%	53.33%	26.67%	13.33%
9	I would like more of an opportunity to influence what is on the agenda for discussion during PPF meetings.	0.00%	13.33%	13.33%	40.00%	13.33%	20.00%
10	I would like more opportunities to share information about NHS 24 within my local community.	6.67%	13.33%	0.00%	46.67%	33.33%	0.00%
11	I am happy with meetings continuing to take place online.	6.67%	13.33%	6.67%	33.33%	20.00%	20.00%
12	I would like more opportunities to attend meetings in person.	0.00%	6.67%	0.00%	33.33%	40.00%	20.00%