Annual Review 2017/18

Progress Report

Background

The core purpose of the Annual Review is to hold NHS Boards to account for their performance. Boards should be prepared to discuss the in-year position, as well as looking ahead. There will be a focus on the impact that Boards are making in delivering outcomes as set out in their Strategic and Operational Delivery Plans. As part of the Annual Review process, Boards are required to complete a Self-Assessment alongside an 'At a Glance' document.

Guidance from Scottish Government

- The 2017/18 NHS 24 Annual Review will take place on Friday 7 December 2018.
- As a ministerial review, the NHS 24 2017/18 Annual Review will be carried out by Claire Haughey MSP, Minister for Mental Health.
- The Annual Review will be held in the Clydebank Contact Centre.
- NHS 24 have now received the updated guidance from Scottish Government in preparation for the 2017/18 Annual Review (and supporting self-assessment documentation).
- The annual review event will be structured similarly to previous years with the exception that the Minister will not hold a public session/Q&A as part of this season of Reviews. The expectation is that all Boards will continue to carry out this session separately. The Minister will replace the public session in their Review schedule with a visit to a nearby NHS facility/service and/or a meeting with staff. The proposed format for the annual review, as structured in the Scottish Government guidance can be found in Annex 1.
- NHS 24 are currently considering the timing and function of the requirement to hold a separate public session in line with this guidance.
Progress so far

**Annual Review Planning Group (ARPG)**

- An Annual Review Planning Group (ARPG) has been established to ensure delivery of the 2018 Annual Review and supporting self-assessment documentation.
- The ARPG will continue to meet on a weekly basis from 25 September to the date of the Annual Review on 7 December 2018.
- The ARPG is attended by:
  - Assistant Director of Governance & Performance
  - NHS 24 Participation and Equalities Manager
  - Senior Communications Manager
  - Stakeholder Engagement lead
  - Planning Managers
  - Staff Side representative

- The APRG maintain oversight of a project action log and plan which ensures that key tasks are completed (as part of the preparation for the review).
- The APRG have created a project timeline in line with guidance from Scottish Government.
- A draft events programme for the Annual Review has also been collated by the APRG.
- Key leads for the following committee/forum areas have been contacted and invited to attend the Annual Review:
  - Area Clinical Forum – Medical Director/Director of Nursing
  - Area Partnership Forum – Employee Director
  - Patients and Carers – NHS 24 Participation and Equalities Manager

- The Scottish Health Council have also been informed.

**Self-Assessment (and At a Glance)**

- The communications team will prepare the At a Glance document and the APRG will work with communications team to support this.
- The draft Self-Assessment report is currently being finalised.

**Next Steps (Immediate)**

- The planning team will review the appropriate agenda items considered by the Board and Committees throughout the year and advise on priority areas to be included in the briefing notes for the Cabinet Secretary and the Chair and CEO.
• Briefing notes will be prepared for the Cabinet Secretary and her team including specific one-page highlights for each part of the meeting and a briefing note for the private meeting between the NHS 24 Chair and CEO and the Cabinet Secretary.
• The planning team will support Director of Finance to collate further presentation and 'hot topic' documentation.
• Some key areas which will be included in the briefing notes include:
  o T2 – organisational delivery and performance
  o Values and Leadership Programme
  o Organisational Strategy Development
  o Mental Health Service Redesign
  o GP Triage Test of Change
  o Graduate Scheme.

• NHS 24 to arrange public session following Annual Review.

ANNEX 1: SCOTTISH GOVERNMENT: TYPICAL MINISTERIAL ANNUAL REVIEW DAY

TYPICAL MINISTERIAL ANNUAL REVIEW DAY: TERRITORIAL NHS BOARDS

To be agreed in light of local circumstances – timings shown are indicative only.

<table>
<thead>
<tr>
<th>Timing</th>
<th>Activity</th>
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<tbody>
<tr>
<td>10:00-11:00</td>
<td>Minister meets Area Clinical Forum</td>
</tr>
<tr>
<td>11:00-11:15</td>
<td>Short break*</td>
</tr>
<tr>
<td>11:15-12:15</td>
<td>Minister meets Area Partnership Forum</td>
</tr>
<tr>
<td>12:15-12:30</td>
<td>Short break*</td>
</tr>
<tr>
<td>12:30-13:30</td>
<td>Minister meets Patients and Carers</td>
</tr>
<tr>
<td>13:30-14:00</td>
<td>Pre-meeting with SG officials (private room required and lunch provided)*</td>
</tr>
<tr>
<td>14:00-15:00</td>
<td>Ministerial Visit and/or Meeting with Staff</td>
</tr>
<tr>
<td>15:00-16:30</td>
<td>Annual Review Private Session</td>
</tr>
<tr>
<td>16:30</td>
<td>Minister departs</td>
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</tbody>
</table>

*Private room should be made available for Minister and SG staff all day