



**NHS 24 Board**

**Corporate Performance Report**

**September 2024**

# September Headlines



Overall, 111 volume (129,022) was within forecast variance. Monthly volumes continue to closely align with pre-pandemic levels, notably general unwell calls

Time to access 111 service increased in September, median time to answer rose by 2 minutes 40 seconds to 12:26.

Call Taker Average Handle time peaked at over 31 minutes for a week in September. This was driven by increased waits for Clinical Supervision.

Secondary Care outcomes remains high at 30%. A&E and 999 increased month on month, with 999 reaching its highest level in both volume and percentage.

Overall attendance fell to 91.4%. Key skillsets for Clinical Supervision remained high, Nurses increased 2.4 pts to 15%, Clinical Supervision at 11.1%, fell 3.5 pts.

# Performance Framework

1. Patient Experience	Target	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
1.1 Patients % positive experience using 111 service	90%	92%	92%	89%	87%	86%	86%	87%	88%	85%
1.2 Complaints: % stage 2 answered within 20 days	100%	100%	100%	100%	50%	N/A*	100%	100%	100%	100%
1.3 Triaged at First Contact	95%	94.9%	95%	94.5%	94.8%	95%	94.6%	94.8%	94.5%	94.6%
1.4 Patient Journey Time	30 mins	0:41:24	0:40:30	0:46:44	0:40:20	0:42:45	0:43:21	0:43:59	0:38:15	0:41:30
2. Whole System Impact	Target	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
2.1 Primary care: % of outcomes	c45-65%	56%	55%	57%	54%	54%	53%	52%	49%	51%
2.2 Secondary care: % of outcomes	<30%	25%	26%	24%	26%	27%	27%	28%	30%	30%
2.3 Self-care / no partner action: % outcomes	>20%	19%	20%	19%	20%	19%	20%	20%	21%	19%
3. Access	Target	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
3.1 Median time to answer	5 mins	0:12:26	0:14:04	0:20:11	0:12:12	0:16:08	0:17:18	0:15:18	0:09:46	0:12:26
3.2 90 <sup>th</sup> percentile time to answer	30 mins	0:55:10	0:50:24	1:08:17	0:48:16	0:59:21	0:50:34	0:56:57	0:36:51	0:43:06
3.3 Caller Discontinued	5%	0.5%	0.4%	0.7%	0.3%	0.5%	0.5%	0.5%	0.2%	0.3%
4. Digital	Target	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
4.1 NHS inform Website	N/A	9,185,508	8,224,104	8,503,194	6,784,601	4,663,241	4,224,086	6,358,412	6,689,138	7,866,153
4.2 Webchat (4 services)	N/A	1,444	1,463	1,322	1,374	1,536	1,256	1,304	1,325	1,529
4.3 NHS 24 App (Self Help Guide selection)	N/A	5,889	5,357	5,923	5,550	5,856	5,354	5,500	4,905	5,393
5. Staff Experience	Target	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
5.1 Staff attendance	96%	91%	92%	91%	92%	92%	92%	92%	92%	91%
5.2 Engagement index	75	74	74	74	77	77	77	77	77	77

# Patient Experience Measures



## **1.1 Patient experience: % positive experience of using 111 service**

Ongoing measure which gauges satisfaction from users of 111 service. 4 pathways (based on outcome) now receive links to surveys via text soon after triage. Patients have opportunity to fill out Webropol survey.

## **1.2 Complaints: % stage 2 answered within 20 days**

Proactive management of complaints monitored, all other relevant patient feedback including compliments and stage 1 complaints reviewed.

## **1.3 Triaged at First Contact**

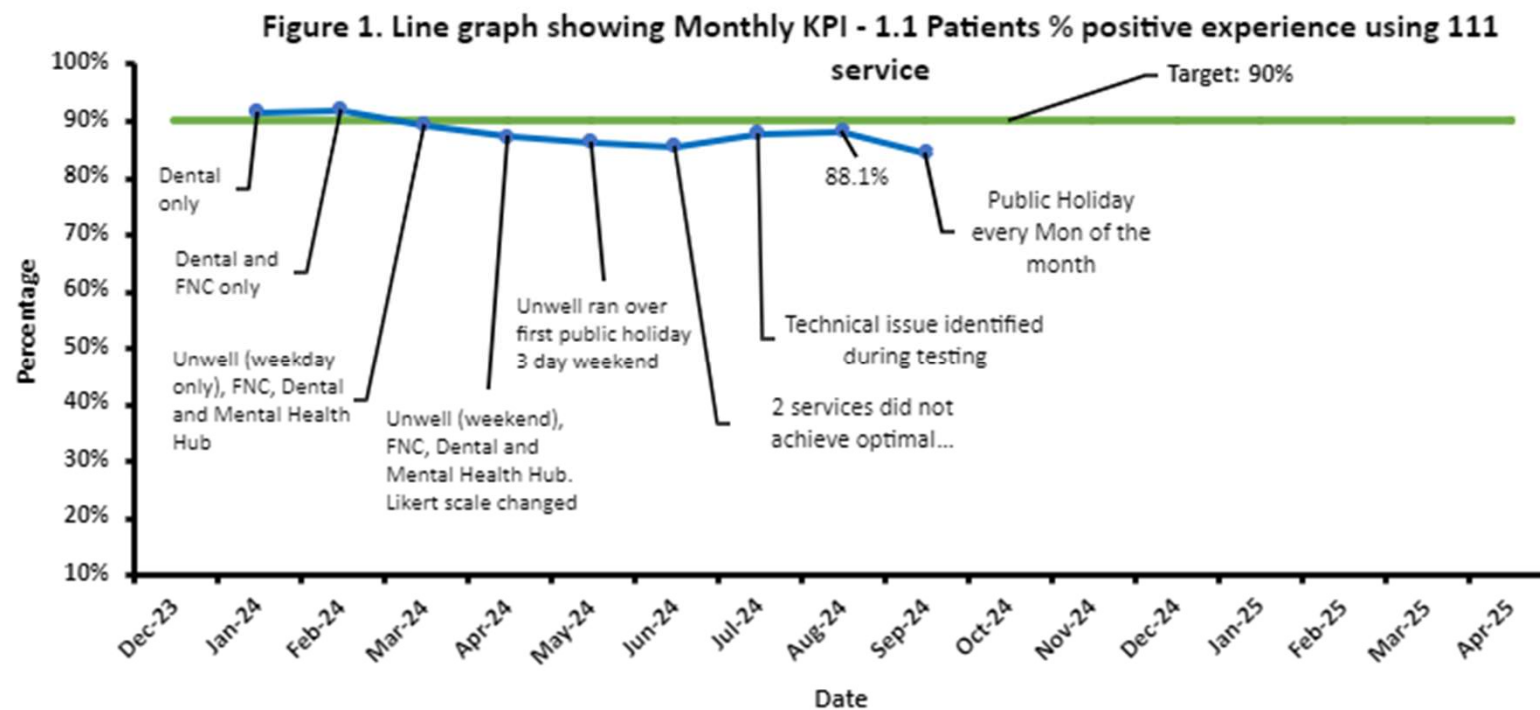
Reflects stated preference of callers and key system partners with calls being triaged on initial inbound calls. Results in no further delays through NHS 24 or repetition of questions to patient.

## **1.4 Patient journey time**

Provides full journey time, from selection at Interactive Voice Response to when triage of call has ended. Both answering time and triage time monitored in this measure.

## Patient Experience - % positive

- Patient experience data has now been standardized across all reporting in organisation.
- Mental Health, Dental, Flow Navigation Centre and Unwell patients who call via mobile receive a text message soon after triage.
- 14,107 survey links sent – 1,984 respondents (14% response rate).
- **85%** of patients noted a positive experience.



# Complaints / Patient Feedback

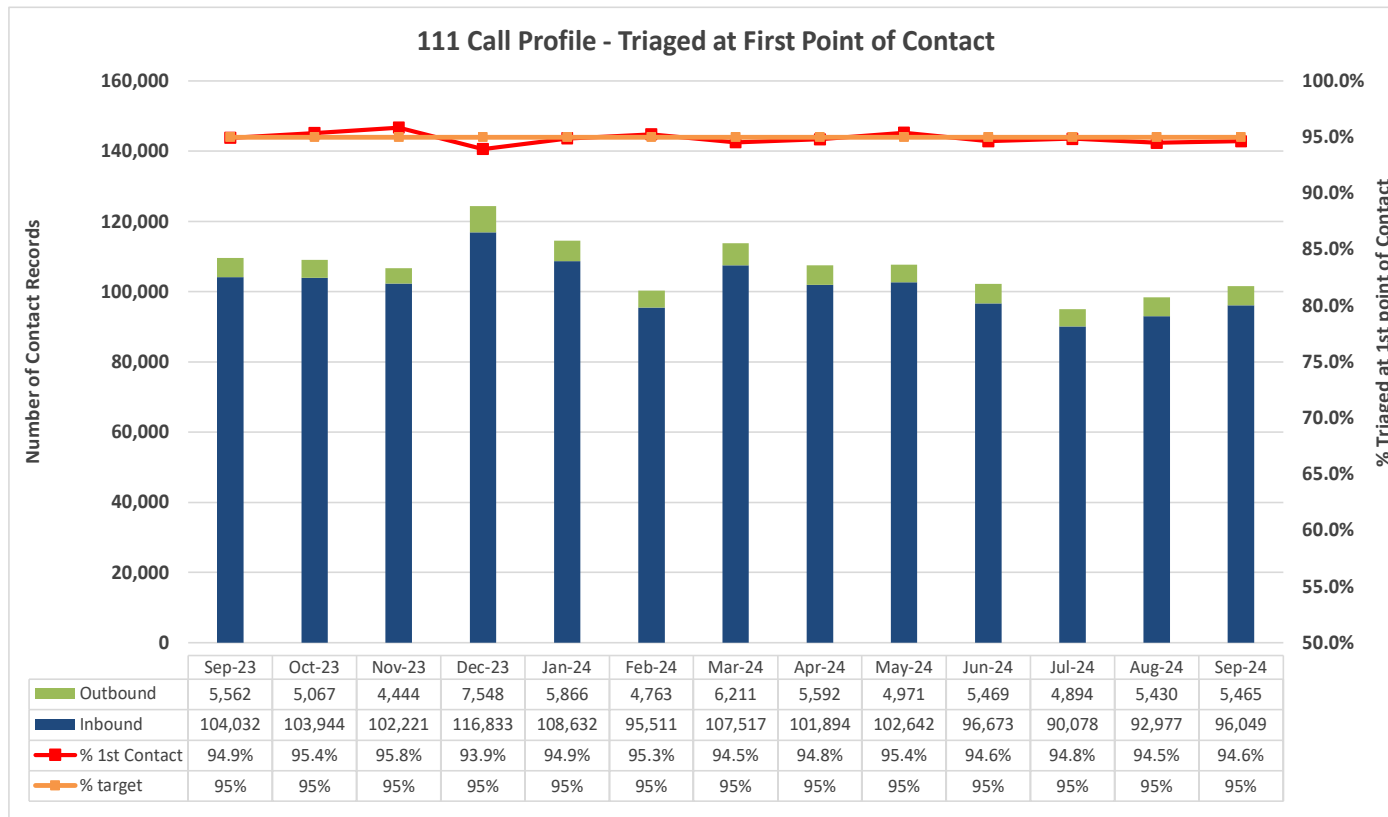
In total there were **98** items of patient feedback:

- Complaints responded to % on framework is reported one month in lieu, due to response target time of 20 working days. There were 3 stage 2 complaints, all three were responded to on time.
- In total there were **27** complaints received which represents 0.02% of total demand.

Feedback Type	September 2024 Activity Received
Stage 2 Complaints	3
Stage 1 Complaints	24
Stage 1 to Stage 2 Complaints	0
Shared Complaints	1
Comments	5
Enquiries	4
Compliments	36
Non NHS 24 Issue	25
Total	98

# Triaged at First Contact

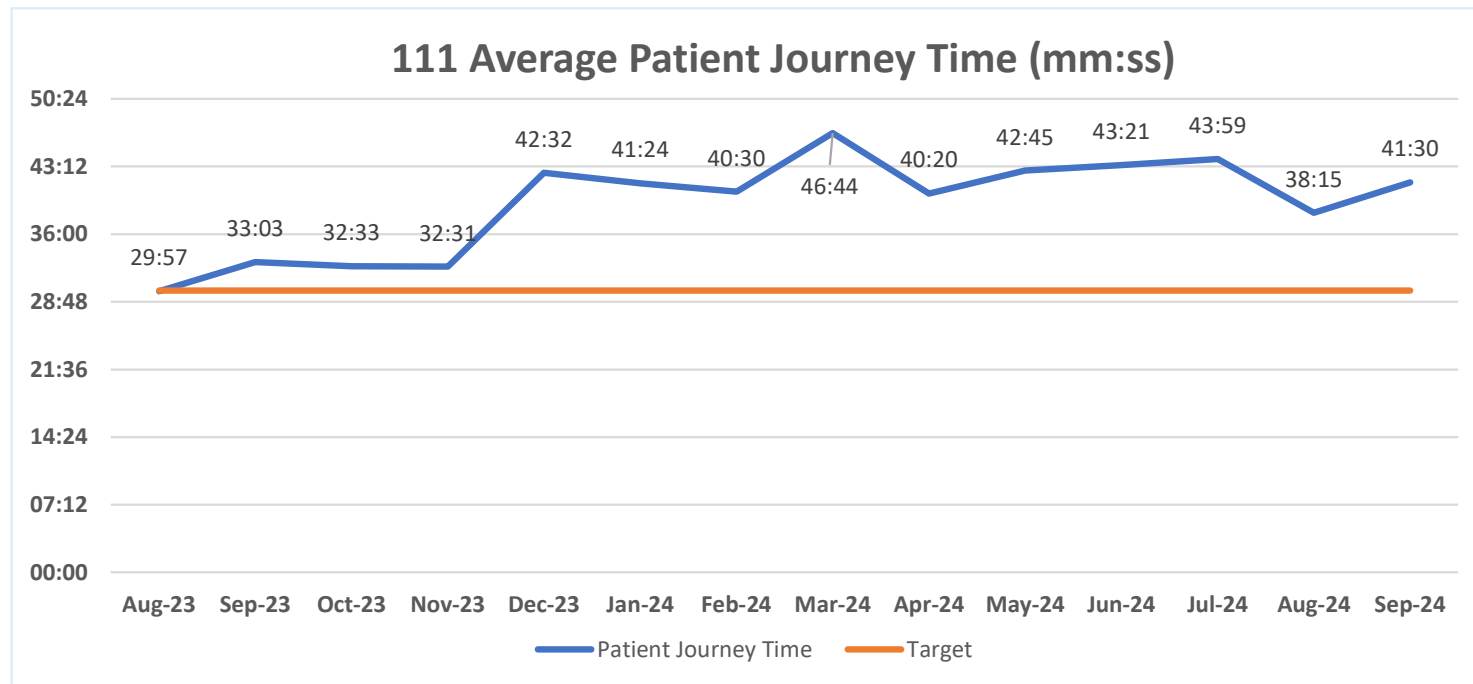
- Measurement monitors the percentage of calls which are triaged from initial inbound contact.
- Scottish Emergency Dental Service continues to make outbound calls – and is the main driver of outbound calls – small proportion of Pharmacy calls also managed via outbound.
- Triaged at first contact – **94.6%**





# Patient Journey Time

- Patient Journey is time between when patient select desired Interactive Voice Response (IVR) route (Urgent Care, Dental, Mental Health) to when the final endpoint is entered on to the contact record.
- Average journey increased by 3 minutes 15 seconds to **41 minutes 30 seconds**.
- Call Taker AHT ranged from 30:03 - 31:12 across weeks in September. This was driven by an increased waits for Clinical Supervision averaging 16:35 over the four weeks.





# Whole System Impact



## 2.1 Primary Care Outcomes

Shows impact of NHS 24 triage on wider system. To include out of hours referrals and advice to contact own GP in hours

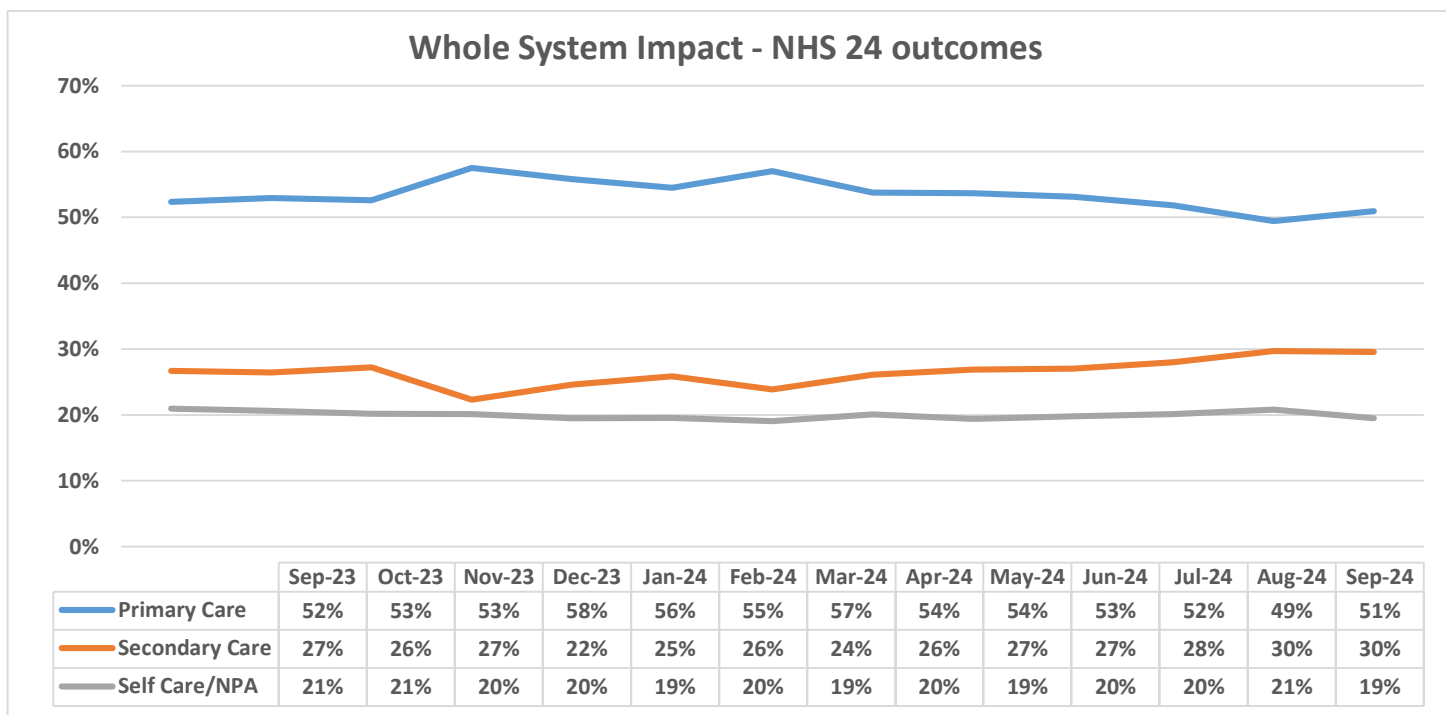
## 2.2 Secondary Care Outcomes

Secondary care outcomes include referrals to Accident & Emergency, 999 and Flow Navigation Centres.

## 2.3 Self Care – No Partner Action

This grouping includes all self care advice, as well as referrals to other services including Pharmacy, Midwife, Police and Optician.

# Whole System Impact



- **Primary Care – 51%**, 2 percentage point increase on August, the most commonly used endpoint Urgent Care Centre (OOH GP) at 31%, increased to highest level since April 2024.
- **Secondary Care – 30%**, similar volume to previous month - A&E (9.3%) and 999 (9.1%) show a slight increase (0.1 and 0.6 pts respectively) while FNC (11.1%) fell by 0.8 pts.
- **Self Care/NPA – 19%** - down 2 pts compared to August. Self Care fell by 0.8pts to 11.0%.

# Telephony Access



## 3.1 Median Time to Answer

Measure which tracks mid point in answering time of calls to 111 (target 5 minutes)

## 3.2 90<sup>th</sup> Percentile Time to Answer

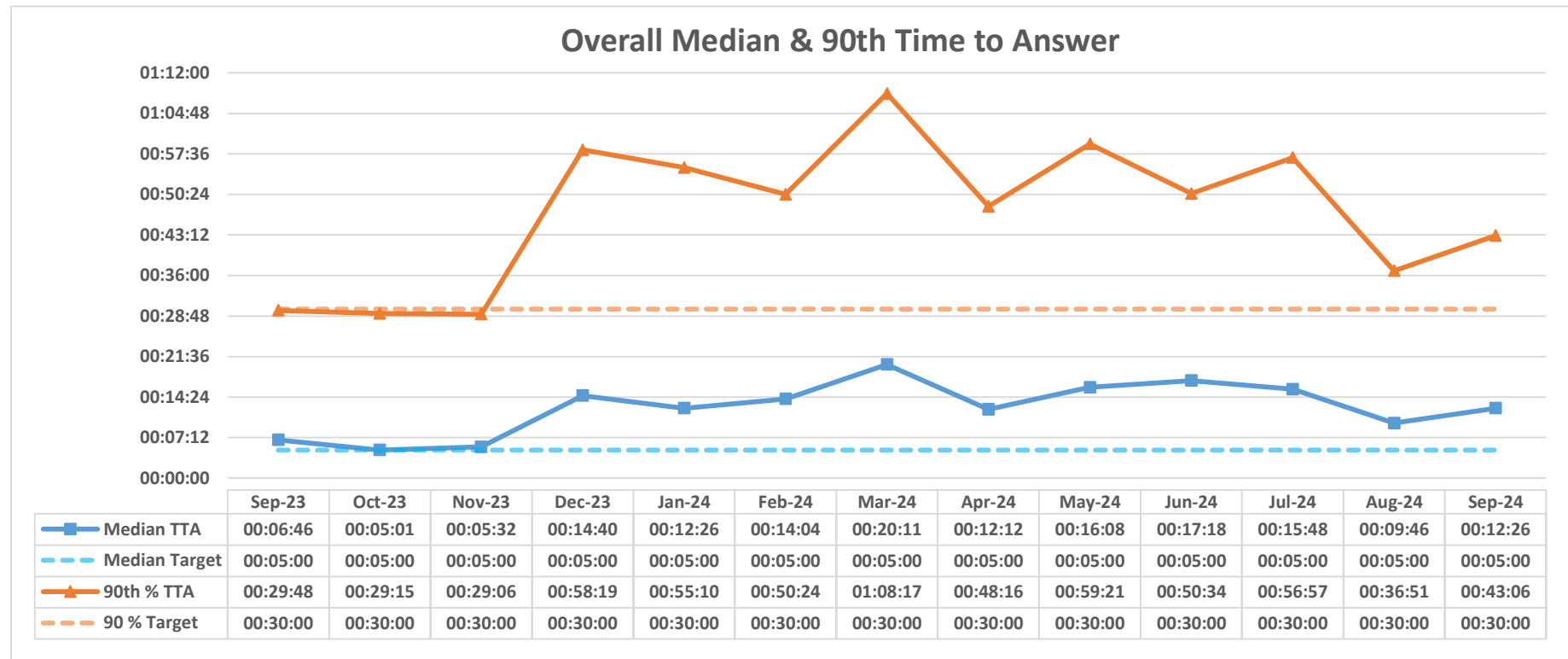
Measure tracks the longer wait times. 90<sup>th</sup> percentile provides the time where 90% of patients have been answered within (target 30 minutes)

## 3.3 Caller Discontinued

Measures % of callers within a calendar day who call 2 or more times and do not have any call answered within that time period having waited longer than 5minutes.

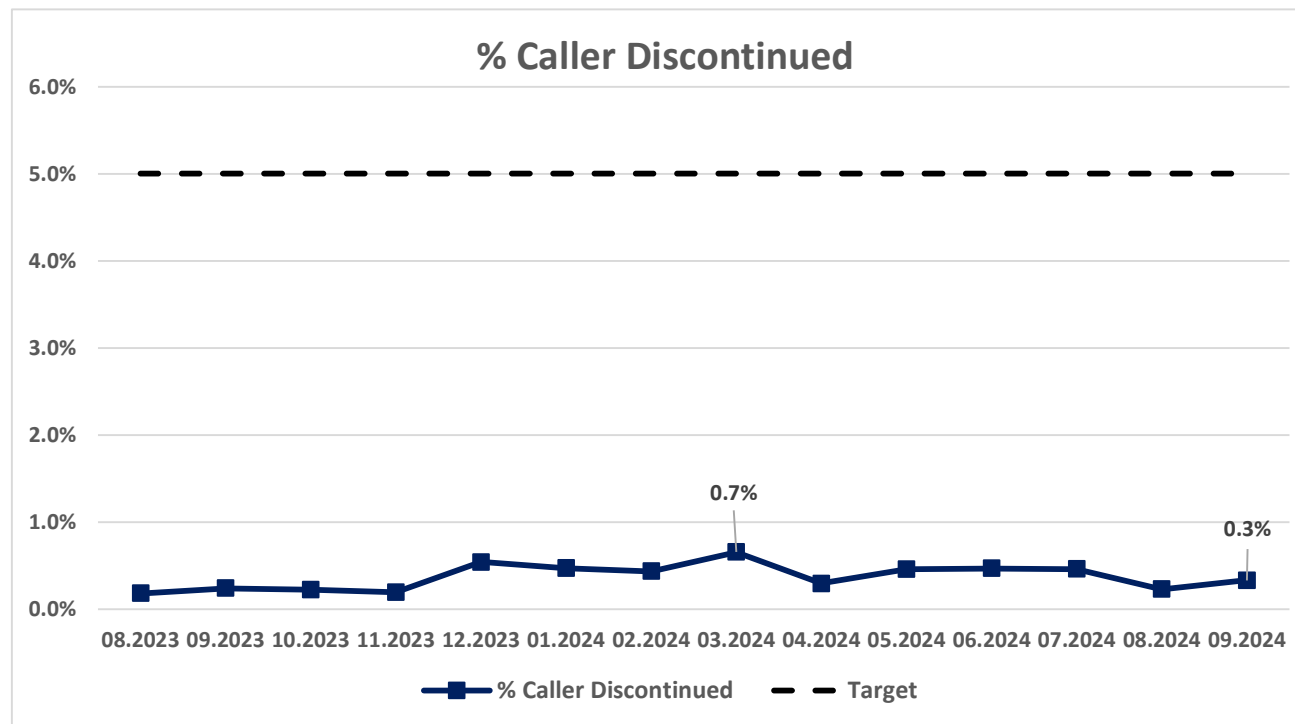
## Median & 90<sup>th</sup> Percentile

- Time to answer measures include patients who select virtual queue option.
- Median Time to Answer - **12 minutes 26 seconds**, a 2 minute 40 second increase on previous month.
- 90<sup>th</sup> Percentile Time to Answer missed target at **43 minutes 6 seconds**, a 6 minute 15 second increase on August.



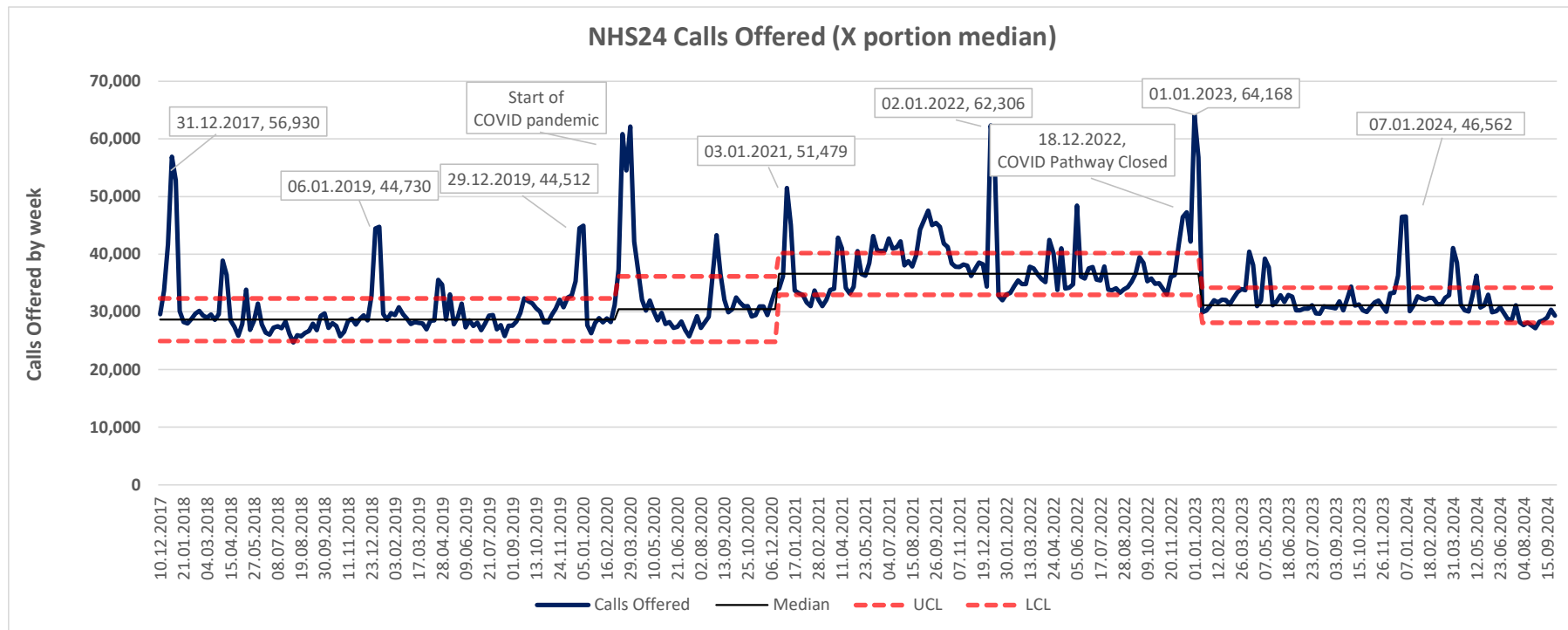
# Caller Discontinued

- Caller Discontinued is a patient (based on phone number) who has abandoned after 5 minutes twice or more in one calendar day, whilst having no call answered.
- Measure consistently within target – **0.3%**
- Equates to **309** patients who made two attempts to contact service with no answer.

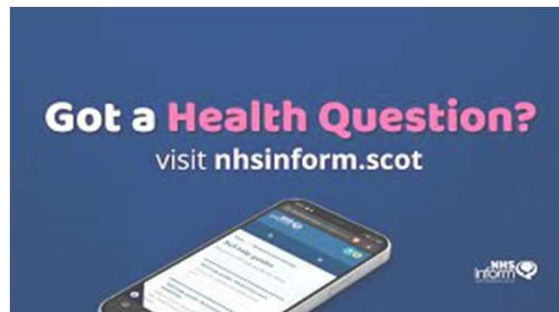


## Inbound Call Volumes – Control Chart

- Control Chart data is provided for context on access measures – volumes above weekly median often result in longer times to access service.
- Current median is 31,163 calls offered per week, September averaged **29,321**.
- All weeks in September were below median – week ending 8<sup>th</sup> had lowest volume (28,531).
- Weekly call offered were between 3-8% below median.



# Digital Access



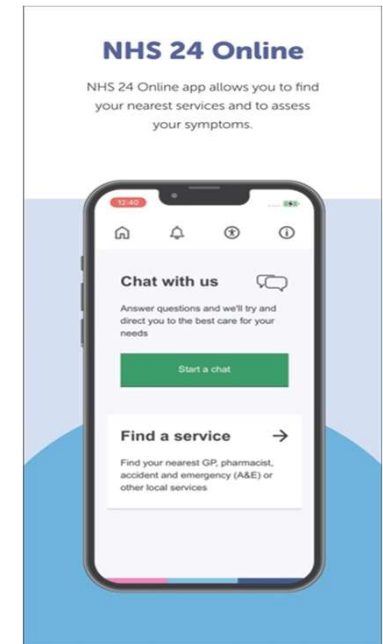
NHS inform – 7.9 million page views – 18% up on previous month.



WEB CHAT

- 1,529 webchats answered
- NHS inform (842)
  - Breathing Space (645)
  - Quit Your Way Scotland (36)
  - Care Info Scotland (6)

Note: new Webchat system does not capture any attempts to webchat when no advisor available



NHS 24 app – 5,393 Self Help Guide Selections.



# Staff Experience



## 5.1 Staff Attendance

Identifies and monitors overall staff attendance – this is an NHS wide target which is set nationally for all Health Boards at 96%.

## 5.2 Engagement Index

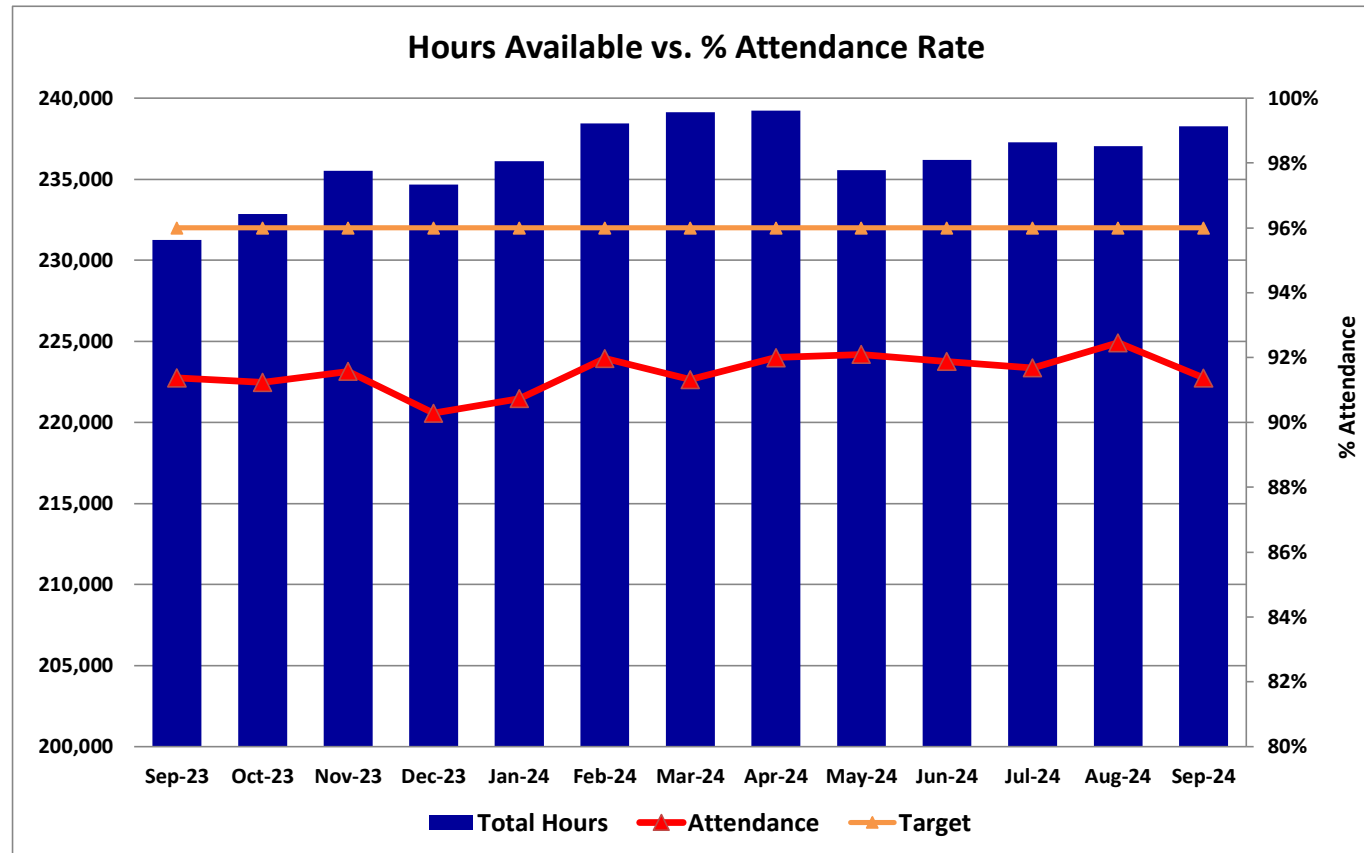
iMatter is a key initiative at NHS 24. It is a tool designed to gather valuable insights into the staff experience and staff are encouraged to participate in an annual questionnaire, consisting of 29 questions. This allows organisation to understand staff in order improve experience at work for all.

i-matter for 2024/25 – 77 – an improvement on previous years score (74)

# Workforce Attendance

## Summary

- Attendance was **91.4%** against a 96% target and was 1.1 percentage points lower than previous month but identical to September 2023.
- Total absence hours in August was 20,556 hours, the highest overall total since March.
- Key skillsets used for Clinical Supervision remains high. Nurse Practitioner (15.4%) rose 2.4 percentage points on previous month, a total of 1,218 hours lost. Clinical Supervisor fell to 11.1% (down 3.5 ppts - 1,466 hours lost) .
- Call Handlers also saw a significant increase up 2.2% ppts to 11.6%





**The care behind  
your care.**