

**NHS 24**  
**BOARD MEETING**  
**19 DECEMBER 2024**  
**ITEM NO 11.4**  
**FOR ASSURANCE**

**KEY POINTS OF THE PLANNING AND PERFORMANCE  
COMMITTEE HELD ON 11 NOVEMBER 2024**

**Executive Sponsor:**

Mr David Howe, Chair of Planning & Performance Committee

**Lead Officer/Author:**

Tracy McMillan, Committee Secretariat

**Action Required:**

The Board is asked to note the key points for assurance from the Planning & Performance Committee meeting held on 11 November 2024.

**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 (PPC) meeting held 11 November 2024. Members of the NHS 24 Board will be invited to **note** the contents of the report.

**2. Winter Checklist**

Ms Edwards advised the Committee that the checklist was an annual request from Scottish Government (SG), to assure system readiness for winter NHS 24 submitted its Winter Checklist template on 16 October 2024 and SG confirmed it was acceptable.

A winter planning session is scheduled to take place on 14 November 2024 at the Centre for Sustainable Delivery for all health boards. Mr Patrick Rafferty and Dr Julie Ronald will represent NHS 24. Any relevant output from the session will be shared with the committee.

A deep dive session with EMT on winter planning had given assurance that NHS 24 seasonal plans are in place and robust.

The Committee expressed concern with regard to the risk NHS 24 staff would be exposed to by not receiving the COVID vaccine. This will be raised at the forthcoming Annual Review on 27 November 2024.

### **3. Climate Emergency Annual Report**

The main points from the paper provided by Dr Ron Cook were noted by the Committee. Highlights from the paper included:

- Across the entire NHS 24 estate, in terms of gas, water and electricity waste there is 30% less CO2 being omitted compared to eight years ago.
- There is ongoing attainment of travel miles targets.
- NHS 24 is increasing its ability to monitor financial/energy usage across the estate involving direct initiatives, for example, by changing the method for confidential waste, financial and environmental benefits had been gained.

With regard to net zero targets for emissions, it was noted that this would likely be achieved by using renewable energy.

The Committee were content to note the Climate Emergency and Sustainability Programme Annual Report and were assured by the information provided.

### **4. Digital Transformation Programme (DTP)**

Ms Phillips presented the Committee with a paper and a joint report from the Audit General Scotland and Audit Commission on digital exclusion. She went on to say an initial review had been undertaken recently within NHS 24 and referred members to Item 3.6 in the cover paper which clearly detailed what actions had been undertaken to acknowledge work already completed and/or embedded into NHS 24's wider equality, inclusion and rights approach. This included:

- Accessibility requirements were included within the DTP CC/CRM procurement process.
- User research to understand how and why people access the 111 service, including access through digital channels, has been undertaken and shared with the digital and service transformation programmes.
- Communications for the forthcoming seasonal (winter) plan will include engagement with organisations that work directly with people experiencing poverty and socio-economic disadvantage to promote NHS 24 services.
- NHS 24, in conjunction with the Scottish Government, sponsored [CivTech Challenge 7.6](#).
- Equality considerations are embedded with the refresh of NHS inform.
- An accessibility audit has also been undertaken as part of the strategic review of NHS inform and an improvement plan is under development.

It was further noted that this approach is being fully considered within the DTP.

Ms Gallacher referred to the paper titled CC/CRM Implementation Plan Governance and advised it was presented to the Committee for awareness, detailing how the CC/CRM implementation plan will be governed within DTP. She referred members to the Programme Governance Schedule within the cover paper which related to

items that will be submitted for approval and went on to reference the Governance Framework that will underpin the management of projects within the DTP.