



CHIEF EXECUTIVE'S OFFICE

Mr Gary Cocker
Assistant Clerk to the Public Audit and Post-legislative Scrutiny Committee
Room T 3.60
The Scottish Parliament
EDINBURGH
EH99 1SP

29 June 2017

Dear Mr Cocker

Update on NHS 24 Technology Implementation Phase 2

I am writing to advise the Committee that on 16 May 2017, NHS 24 successfully delivered the second phase of the revised technology implementation plan; which was to implement the full SAP solution, within a "test and learn" environment, with NHS Ayrshire and Arran.

Throughout this implementation NHS 24 has worked in close partnership with NHS Ayrshire and Arran and has focussed on implementing improvements in our approach reflecting the lessons learned from previous implementation attempts. NHS 24's focus is specifically on the following 4 key areas:

- staff readiness and their recorded experience of working with the new system;
- technology incident management;
- impact on service access levels and clinical key performance indicators;
- partner readiness and experience in relation to integration with local out of hours clinical service provision.

NHS 24 is monitoring the implementation with NHS Ayrshire and Arran very closely and whilst it is still early days, so far progress is positive. NHS 24 will ensure all the learning from this important phase informs the plan to deliver the technology implementation in full during 2017/18.

NHS 24 Organisational Programme Business Case

The NHS 24 Board agreed at its meeting in November 2016 to sponsor an Organisational Improvement Programme (OIP) recognising it was a programme of activities that would set the technology replacement programme in the renewed

context of wider organisational change and the new NHS 24 five year strategy. In effect, this becomes the organisation's Strategic Delivery Programme.

The majority of the anticipated benefits of the programme will be delivered across NHS Scotland and experienced by partner organisations outside NHS 24. It will therefore be important to appropriately engage with external partners to finalise, and sign off on the impact calculations presented.

The overarching aim of the programme is to create capacity and capability within NHS 24 to support NHS Scotland in managing the ever increasing demands for healthcare services by offering the public and patients a wider range of ways in which to access these services.

The business case was considered and approved by the NHS 24 Board on 22 June 2017. NHS 24 will now commence formal engagement with the Scottish Government Health and Social Care Directorates and other key stakeholders over the next few months. I will of course share this with the Committee at the earliest opportunity following the appropriate scrutiny and stakeholder engagement processes.

External Audit Annual Report 2016/17 – Scott-Moncrieff

May I also advise the Committee that the 2016/17 External Audit Annual Report 2016/17 reported on the progress to date with the implementation of the new technology and the plans in place to deliver the wider organisational programme over the next 5-year period. Whilst there remains a level of challenge and risk in relation to concluding the full technology implementation in 2017, the report did not highlight any areas of “high” or “very high” risk exposure.

I trust the Committee will find this update useful but please do get in touch if you or the Committee would find further information helpful at this stage.

Yours sincerely



Angiolina Foster CBE
Chief Executive