



## 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

17 March 2017

Dear Mr Cocker

### **NHS 24 Technology Implementation Phase 2 (Model Office)**

I am writing to provide an update to the Committee on the likely timing of Phase 2 (Model Office) Implementation. You may recall that this refers to the introduction of NHS 24's new technology in one health board area (Ayrshire & Arran) prior to national roll out by the end of 2017.

At its meeting of 2 March 2017, the NHS 24 Board reviewed progress towards implementation of Model Office and was pleased to note that from a technical perspective the system is now ready to go-live.

The Board also reviewed the call demand and workforce implications of a busier than predicted Festive period i.e. Christmas 2016 and New Year 2017. This review was undertaken in the context of projected call volumes for Easter 2017. The Board considered that, when taken together, this information meant that implementation of Model Office prior to Easter would place additional pressure on the available staffing resource over the public holiday weekend, potentially putting acceptable service levels at risk. In order to mitigate this risk the Board agreed to adjust its planning assumption date for Model Office implementation from the end of March 2017 to post Easter 2017.

In reaching this decision, the Board took care to confirm that this approach was supported by NHS 24's Model Office partner Board Ayrshire & Arran. The decision on exact date for Model Office implementation will also be taken in close collaboration with Ayrshire & Arran Health Board. I shall of course ensure that the committee is kept updated.

In the meantime, do please contact me if there is any further information I can provide that you or the Committee would find helpful at this stage.

Yours sincerely

**Angiolina Foster CBE**  
Chief Executive