

NHS Greater Glasgow and Clyde	Paper No. 23/114
Meeting:	Board Meeting
Meeting Date:	19 December 2023
Title:	Assurance Information Framework – Update
Sponsor:	Colin Neil, Director of Finance Elaine Vanhegan, Director of Corporate Services and Governance
Report Author:	Tricia Mullen, Head of Performance

1. Purpose

The purpose of this paper is to outline the following:

- The progress made in relation to completing the Board’s Assurance Information Framework (AIF) as agreed at the last Board meeting held on 31 October 2023.
- Note that the measures to be reported less frequently to the Board via other reports and Committees have been aligned to the Board’s schedule of business for 2023/24 and will roll forward for 2024/25.

2. Executive Summary

Assurance Information Framework

Since the last Board meeting, the draft AIF has been further developed in conjunction with Service leads to reflect the following:

- Agreed targets against the majority of the measures identified in the previous draft of the AIF (see Appendix 1), with the exception of the measures detailed below.
- All measures have been aligned to their lead Committees with an indication of the timing of reporting to each Committee provided.
- Some of the measures have been slightly re-worded to reflect the existing measures as guided by the relevant lead services and further clarity is provided in relation to specific target groups for some of the measures.
- The frequency, chart types, history, etc. for each of the measures has been revised by Service leads to reflect the information reported to the other Committees.
- The Strategy updates have been aligned to the schedule of business for each of the lead Committees.
- As requested at the last Board meeting, an additional column has been added to highlight the split between Primary Care, Secondary Care and NHSGGC-wide measures.

Primary Care

It should be noted that there are three measures in relation to primary care that require further work on the basis of the availability of appropriate data.

- GP Appointments - Primary Care Access (GP's).

Not all activity carried out in General Practice is recorded on the clinical systems and information on the complexity or duration of the activity is not currently available. However, Public Health Scotland (PHS) are carrying out exploratory work to illustrate the type of activity information captured within GP clinical systems. At the moment only 135 of the 227 (60%) practices are currently providing information. There is ongoing work to encourage participation and it is expected that this figure will rise. The data available will continue to be reviewed and when appropriate added into the AIF.

It is proposed in the interim that another measure - GP List Closure is included to provide the Board with Assurance.

- Primary Care Access (Dental)

At present there is no dental access data available as General Dental Practices are independent contractors that provide general dental services. However, Public Health Scotland do publish annual data on dental registration and participation split by proportion of population, age group and HSCP. In addition, the number of listed dentists weighted by population and split by HSCP is also produced.

It is proposed in the interim that dental registration, participation and number of listed dentists weighted by population be used as proxy measures in the absence of data and a clear national definition of dental access.

- Staff Turnover - Primary Care

This information is currently not available for GPs, as it is dependent on independent contractors providing it, however it was agreed as part of the Primary Care Strategy that the workforce information will be developed and there is the commitment that additional information will be provided when it is more readily available. Following completion of the Strategy early 2024, the workforce information that is available for the primary care support staff that are employed or commissioned by the HSCP's would be reviewed and incorporated within the AIF going forward.

Unscheduled Care

A number of measures and targets have now been included in the AIF as requested. The unscheduled care programme board is however developing a wider suite of measures for monitoring and reporting purposes which may allow alternative and enhanced measures to be included, if agreed, in the future.

Quality Strategy

The quality strategy is current being developed with a number of engagement sessions having already taken place. Performance indicators are being drawn from the insights from these sessions and will be included in the final approved version of the strategy which is expected at the April 2024 Board. These will be included in the AIF thereafter.

Developments

In parallel with the development of the AIF, a new Business Intelligence System is under development to ensure the information contained within the AIF is accessible and can be routinely collected and reported. Work is underway to develop the proof of concept of the new Business Intelligence System.

3. Recommendations

It is recommended that the Board:

- Note and discuss the development of the Board's AIF (Appendix 1).
- Discuss and agree the measures identified in the AIF.
- Note a draft Board performance report, reflecting those measures to be reported to all Board meetings, will be developed and presented at the next Board meeting for approval moving forward.
- Note that those measures identified to be reported less frequently via other performance reports and Committees have been aligned to the Board's annual cycle of business.

4. Response Required

This paper is presented for **approval**.

5. Impact Assessment

The impact of this paper on NHSGGC's corporate aims, approach to equality and diversity and environmental impact are assessed as follows:

- | | |
|------------------------|------------------------|
| • Better Health | <u>Positive</u> |
| • Better Care | <u>Positive</u> |
| • Better Value | <u>Positive</u> |
| • Better Workplace | <u>Positive</u> |
| • Equality & Diversity | <u>Positive</u> |
| • Environment | <u>Positive</u> |

6. Engagement & Communications

The issues addressed in this paper were subject to the following engagement and communications activity:

- The content of this paper was considered by all executive leads and the Corporate Management Team.

7. Governance Route

This paper has been previously considered by the following groups as part of its development:

- The paper updates a strand of activity approved by the Board and overseen by the Standing Committees and CMT.

8. Date Prepared & Issued

12 December 2023