

<p>Summary</p>	<p>1. Christmas Performance</p> <p>Our busiest days on the telephone were Christmas Eve (Saturday 24 December), and the three bank holidays (Monday 26 and Tuesday 27 December and Monday 2 January) with over 63,000 calls answered by the Core Service over these four days. Over the same period NHS Direct's online health and symptom checkers were used over 133,000 times.</p> <p>Throughout the festive period 99% of patients with the most urgent needs calling the 0845 service were dealt with in less than 20 minutes. Around 50% of calls were completed within NHS Direct meaning that patients were given advice to allow them to care for themselves at home, only needing to seek further help if their symptoms persisted.</p> <p>We would like to thank all our staff who worked so hard to provide our services over this period.</p> <p>2. Our Future Workforce Roster Update</p> <p>The implementation of Our Future Workforce programme continues to progress. The vast majority of staff have now selected and submitted their roster choices with just a very small number still to do so. We are now collating all the roster choices and allocating people into their roster choices according to priority requests and business needs.</p> <p>It is anticipated that the majority of staff will receive a pattern that meets their choices. However, some patterns have inevitably been over subscribed and we will be working on a one to one basis to find a solution that works for both service and staff members.</p> <p>3. Core Contract with NHS Midlands and East</p> <p>The key Heads of Terms were agreed at the second negotiation meeting with NHS Midlands and East held 11th January. This follows a series of workshop sessions involving our multi-disciplinary teams.</p> <p>The settlement will provide for us to deliver around 4.8m core contacts (predominantly 0845 calls) in the new financial year (compared to our 4.7m contract target this year). It also includes a requirement to deliver 4% efficiency saving, in line with the NHS Operating Framework, and provides for inflation and incremental pressures of 2%.</p> <p>Further work is being undertaken to agree Commissioner support for winter pressure capacity next year and the management of 111 contract variations as we proceed through the year. The overall package is considered both fair and reasonable whilst also providing continued testing challenges as we go forward.</p>
<p>Issues to be considered</p>	<p>None</p>
<p>Action required</p>	<p>The Board is asked to note the report.</p>
<p>Accountable Executive Director</p>	<p>Nick Chapman, Chief Executive</p>
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