

~~John~~
John

j

k

l

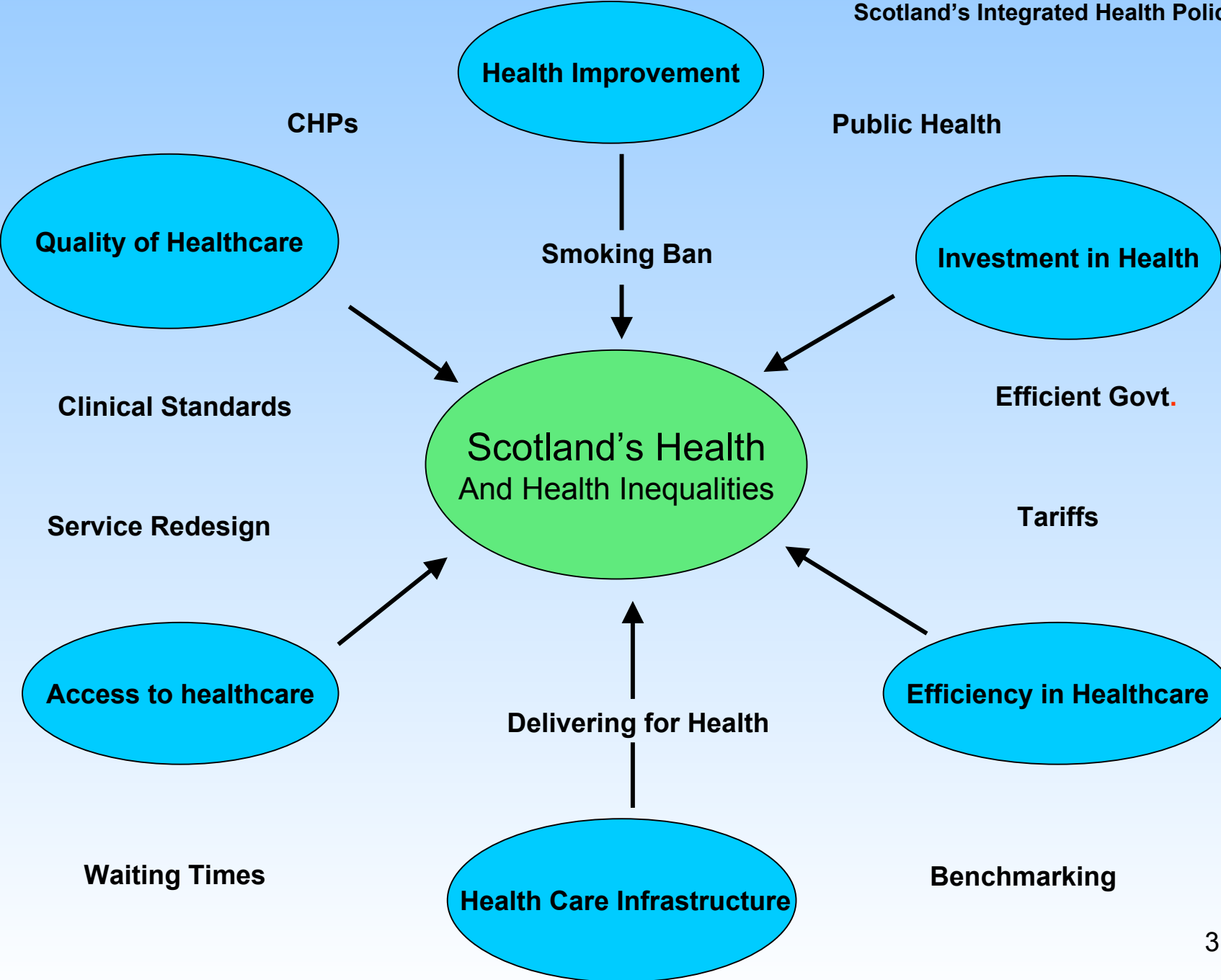
John Connaghan

Director Of Delivery

IHM 11 October 2006

~~ag~~ i j k l

- Delivery and Scotland's Health Policy
- What does Delivery do?
- How has Scotland Performed?
- Data, Performance and Delivery
- Challenges



~~h~~ i j k l

Directorate Overview

**On behalf of the Chief Executive for NHS
Scotland ...**

**“To take the lead for the Department
in providing assurance to Ministers
that their key targets and priorities
for the Health portfolio are
delivered”**

Ref

~~h i j k l~~

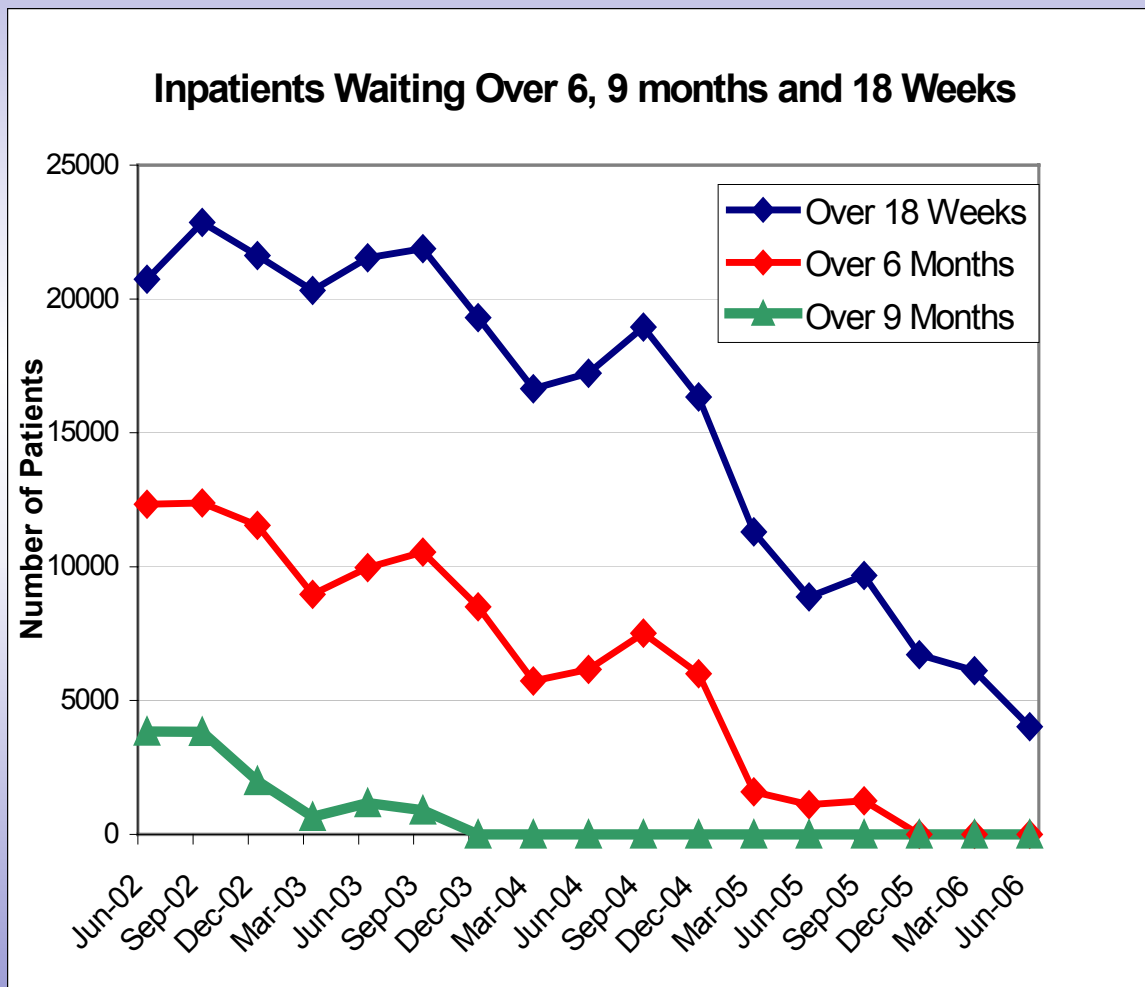
Maintain Focus on Priorities by

- **Regular Review of HEAT/LDP process**
- **Co-ordination of Annual LDP cycle**
- **“Sign off” performance contract from SEHD**
- **Track Board Performance**
- **Provide support as needed**
- **Work with the service and SEHD colleagues**

Scotland is doing well

- Lowest ever inpatient waits
- Lowest ever outpatient waits
- Tackling Diagnostics, Cancer and A&E Performance – with same good progress
- Overall financial balance
- Reducing the impact of big killers
- Modernising practice and infrastructure
- Developing and supporting our workforce

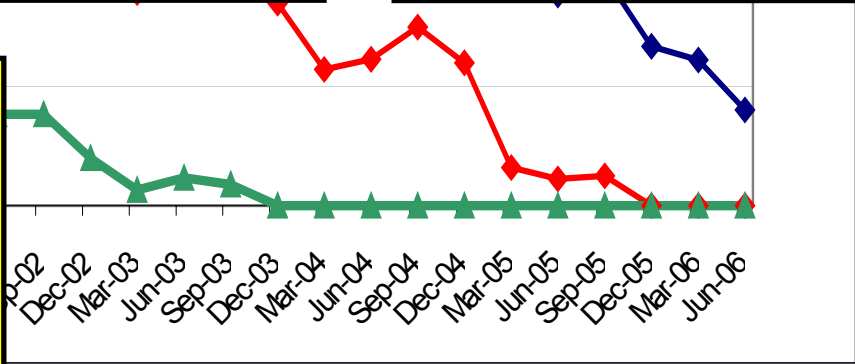
2001 j k l





er 6, 9

**New and more efficient facilities
With more in the pipeline.**



h i j k l
~~h i j k l~~

j

k

l



**It is better to ask for
forgiveness than for
permission.**

~~hij~~ i

j

k

l



**The wonderful thing
about standards is, there
are so many to choose
from.**

Grace Hopper

admiral link 1



“one accurate measurement is worth 1,000 expert opinions”

Admiral Grace M. Hopper, USNR

~~hij~~ ~~kl~~ ~~lm~~ ~~no~~ ~~pq~~ ~~rs~~ ~~t~~ ~~u~~ ~~v~~ ~~w~~ ~~x~~ ~~y~~ ~~z~~ ~~aa~~ ~~ab~~ ~~ac~~ ~~ad~~ ~~ae~~ ~~af~~ ~~ag~~ ~~ah~~ ~~ai~~ ~~aj~~ ~~ak~~ ~~al~~

The Rear View Mirror



~~aeji~~ aeji

j

k

l



~~aeji~~ j k l



~~logi~~ j k l

Delivery will always have an interest in
Objective Measurement of System
Performance

~~h~~ ~~g~~ ~~i~~ j k l

Data challenges facing NHS Scotland

Performance Management

- Increasing emphasis on information to support service improvement and performance reporting
- The need for occasional but rapid introduction of new data collections for short periods on specific issues

Annual >>> Quarterly >>> Monthly >>> Weekly

- Getting the balance right for the right purpose : Timeliness (for rapid response) vs Quality (for deeper understanding and public reporting)

~~h~~ i j k l

Data challenges facing NHS Scotland

Data Gaps

The need to develop better information on:

- Efficiency, effectiveness & cost
- Patient and financial flows through the health service
- Activity in the primary and community care sectors
- Quality of service from a patient's perspective

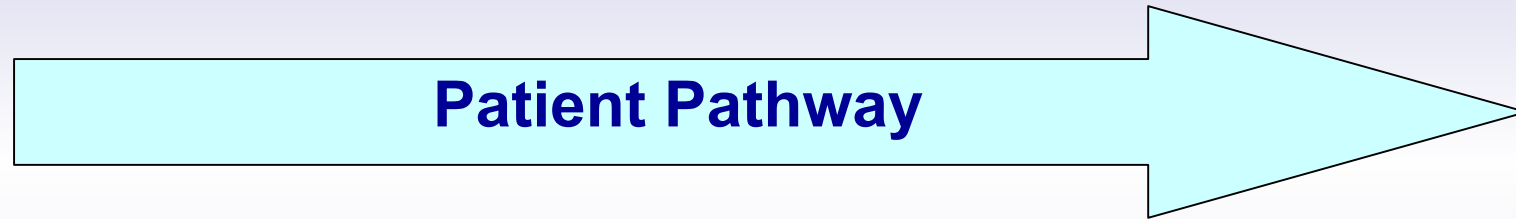
~~h~~ i j k l

But other new challenges lie ahead

- Efficiency & effectiveness challenges
- Shifting the balance of care
- Tackling health inequalities
- Managing unscheduled care
- **Actively managing planned care**

~~h~~ ~~g~~ ~~i~~ j k l

The 5 High Impact Changes



~~h~~ i j k l

Next 12 months

- Develop Delivering for Health Action Plan
- Prepare for new challenges post May 2007
- Support Year II LDP/HEAT
- Recognise management challenge and provide support