

We have met all our financial targets in 2016/17 and we are forecasting a balanced budget position for 2017/18

**#WeAreNSS
nhsnss.org**

Contact.

**Annual Review
2016 - 2017**

**0131 275 6610
nss.communications@nhs.net**

With a team of around 3,600, we improve the health and wellbeing of the people of Scotland.

We do this by working closely with our stakeholders, providing services and solutions that support the delivery of public services, in a cost efficient and effective way.

At a glance.

This At A Glance document provides information on aspects of NSS performance in year 2016/17.



Discovery is a system developed by NSS, which provides users with a range of comparative information across the NHS to support performance and quality improvement and drive transformation of services in the NHS. The user base has grown from 245 users in April 2016 to 562 in April 2017.

Our Local Intelligence Support Teams engaged with all health and social care partnerships across Scotland to provide intelligence led local decision making to improve services.



Annual value of goods and services procured under national contracts at £1,400 million up from £1,320 million in the previous year. £58 million savings were achieved through national contracts, an increase from £36m the previous year.



We have 118,032 active donors from whom we collected 160,321 donations and supplied 194,861 blood components to the rest of the NHS. This includes:

134,878 adult red cell units transfused to 41,630 patients.

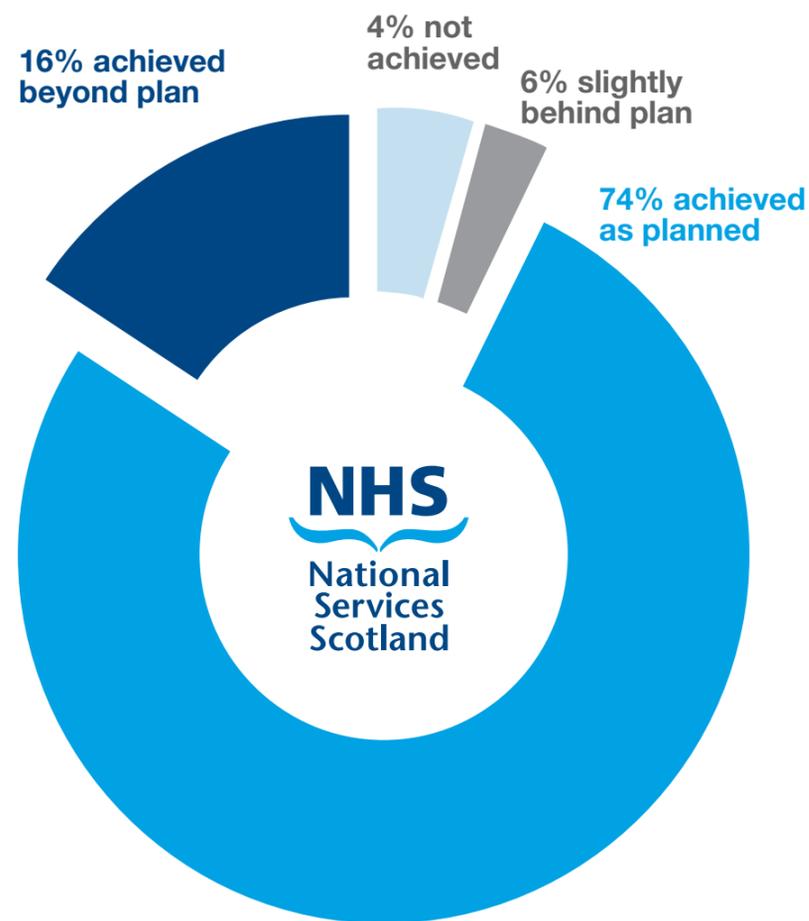
1,649 neonatal red blood cell units transfused to 688 babies.



£150 million of goods delivered on time in full (OTIF) of over 98%.



IT contracts delivered as planned for the NHS in Scotland and the wider public sector to the value of £35million.



Local Delivery Plan - achievement of milestones

NSS customer satisfaction score was at 65% against a target of 70% as at March 2017. We have worked with our business units to develop action plans to improve customer satisfaction. Initial findings suggest scores are improving.

We achieved a 75% good corporate citizen score which shows how sustainable our organisation is and the impact on the environment.

Our iMatter staff survey resulted in a participation rate of 81% with an employee engagement index of 76%.

Sickness absence for the year 2016 /17 was at 4.3% against a target of 3.8%.



During 2016/17, Counter Fraud Services (CFS) actions and initiatives are estimated to have reduced financial crime in NHS Scotland by £3.5 million. CFS also recovered £355,000 from patients who claimed exemption but were not exempt from payment for services received.



We achieved 99.9% accuracy of all primary care contractor payments against a target of 99.5%. For patient registrations in primary care, 98% of registrations were achieved within timescales which again meets the target. Over 478,000 patient medical records were transferred and met the target timescales



A total of 340 incidents and outbreaks were reported by NHS Boards to Health Protection Scotland between April 2016 and March 2017, covering a wide range of infectious diseases.



£200 million commissioned national specialist services for rare conditions on behalf of NHS Boards.



£2.1 million savings achieved by getting best value from Public Private Partnerships working with NHS Boards.'

A new energy monitoring system across NHS Scotland has generated savings of £100,000. New Energy Performance Contracts are anticipated to provide annual savings of £5 million and a reduction in greenhouse gas emissions of over 21,000 tonnes of carbon dioxide.

The home oxygen service continues to aid around 7,000 patients across Scotland.



Our Central Legal Office's charges were 59% lower when compared with the pursuers' expenses in the settled cases during this year.