## **OUT OF HOURS PROJECT PLAN - DRAFT VERSION**

					Jan-2	20		Fe	b-20			Mar	r-20		Apr-	-20		ľ	May-20			Jun-	20		Ju	-20		A	ug-20		9	Sep-20			Oct-20	
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	GOVERNANCE							1	1	1	П			1	1 1					1					1	П										+
G1	Approval of Project at NHS Board	Pending	PMO																																	1
	Establish Project Team & Governance	Pending	PMO																																	1
G3	Agree Terms of Reference, Membership and Quorate	Pending	PMO																																	
-	Develop and sign off PID	Pending	PMO																																	1
-	Develop Project Plan	Pending	PMO																																	
	Project Board Agree Project Plan	Pending	Project Board																																	
	Identify and Set up Work Streams	Pending	PMO																																	1
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	WORKFORCE																																			
	Demand & Capacity: Capture & Analyse current demand and workforce			$\vdash$	$\dashv$	$\dashv$	+	+	+		$\vdash$		<del>                                     </del>	+	+ +	$\dashv$	$\dashv$	$\dashv$		+	$\vdash$	+	+	+	+	<del>                                     </del>	_	+	+	<del>   </del>	+	+	++	+	+	+
	capacity	Pending	Pamela Buddy																	1									1							
W2	Establish the data and intelligence to drive the output	Pending	Pamela Buddy						1																											$\top$
-	Referral Processes: Triage & Referral & Sign Posting	Pending	Pamela Buddy						1																											
	Set out current working arrangements with NHS24/SAS	Pending	Pamela Buddy						1																								$\Box$			
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$\vdash$	MEDICAL WORKFORCE:	Pending		-+	$\dashv$	$\dashv$	+	+	╁	+	$\vdash$			+	+	+	+	$\dashv$	+	+	$\vdash$	$\dashv$	+	+	+	$\vdash$	-+	+	+	+	+	-	++	+	+	+
	Establish Short Life Working Group to look at medical workforce &	1 origing			$\dashv$	$\dashv$			+		H			+	+	_		_	_	+			$\dashv$	+		Н	-	$\top$	+				+	+	+	+
	requirements	Pending	lain Hathorn																																	
W6	Recruitment & Retention - Recruit staff for identified new posts	Pending	lain Hathorn						1																1				1				$\Box$			
W7	Consider retention needs	Pending	lain Hathorn						1																1				1				$\Box$			
W8	Standardisation of T&Cs of OOH GPs (to ensure more GPs into service)	Pending	lain Hathorn																																	
W9	Progress work with GP Fellowship Scheme	Pending	lain Hathorn						1												1 1				1		ĺ									$\top$
	NON MEDICAL / CLINICAL WORKFORCE:	Pending																																		
	Establish Short Life Working Group to look at all clinical AHP workforce &		Lynsey												П						П															$\Box$
W10	requirements	Pending	Sutherland		_	$\perp$			_		$\sqcup \sqcup$			_	+			$\perp$		$\bot$	$\sqcup$	oxed	$\perp$	$\bot$	_	$\sqcup \hspace{-0.1cm} \sqcup$			_	$\sqcup$			+	$\dashv$	+	+
\\/11	Recruitment & Retention - Recruit staff for identified new posts	Pending	Lynsey Sutherland																																	
VVII	Recruitment & Retention - Recruit stan for identified new posts	Pending	Lynsey		-+		+	-	+	+	$\vdash$			-	+			-		+	+		-	-	+		-		+	+		-	++	+	+	+
W12	Consider retention needs	Pending	Sutherland																																	
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$\vdash$	Establish Short Life Working Group to look at all support staff workforce &				$\dashv$	$\dashv$			T		$\vdash$			+	1 1	$\dashv$	$\dashv$	$\dashv$		T		$\dashv$	$\dashv$	+	+	H		$\dashv$	+		$\dashv$		+	+	十	+
	requirements	Pending	Pamela Buddy		[						L ∣	I	I	$\perp$	╽			[		$\perp$	<u> </u>				L	L ∣	[							[		
	Use of workforce planning tools (e.g. engage with staff via questionnaire)	Pending	Pamela Buddy					1				Ī																1								$\Box$
W15	Recruitment & Retention - Recruit staff for identified new posts	Pending	Pamela Buddy																																	$\Box$
W16	Consider retention needs	Pending	Pamela Buddy																																	
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	Establish Short Life Working Group to develop Clinical Model	Pending	lain Hathorn		+	+			+		+		-	-	+	+		+		-	+	+				+	+	$\vdash$				+	+	++	
	Develop Clinical Model	Pending	lain Hathorn		+	+			+		+			+	+	$\dashv$		+			+	+					+	$\vdash$			+	+	+	++	-
	Seek approval of Clinical Model	Pending	lain Hathorn		+	+	$\vdash$		+		+			+				+			+	+					+	$\vdash$			+	+	+	++	-
	Develop Clinical Model Implementation Plan	Pending	lain Hathorn		+	+			_		1		_	+							+	+			<del>                                     </del>	+	+	$\vdash$				+	+	++	
	Roll out Clinical Model	Pending	lain Hathorn		+	+	$\vdash$	$\dashv$	+	+	+	$\vdash$		-	++	-+			$\vdash$		+	+	$\vdash$				-	+				+	+	++	+
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	TRAINING, DEVELOPMENT & SOPs Establish Short Life Working Group to develop Training Approach		Linsey		+	-		-	_		+			-	+			-		-	+	+			-	-	-	+				+	+	+	-
111	Establish Short Life Working Group to develop Training Approach	Pending	Sutherland/John																																
		. Griding	Henderson												1 1																				
T2	Agree content of training materials for target audience(s)		Linsey																									$\Box$							
		Pending	Sutherland/John																																
			Henderson		_		$\sqcup$		_		1	$\vdash$	_	_							_				$\vdash \vdash$		-	igspace				+	—	++	
Т3	Produce Training Documentation		Linsey Sutherland/John																																
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T4	Produce SOPs	, origing	Linsey	$\dashv$	+	+		$\dashv$	$\dashv$	+	†	+ +	$\dashv$	+	+ +	$\dashv$	$\dashv$	+		$\dashv$	+	+			$\vdash$	+	+	$\vdash$		+	+	+	+	++	+
1			Sutherland/John																																
		Pending	Henderson																																
T5	Seek approval of Training Documentation		Linsey																																
		Danielline	Sutherland/John Henderson												1 1																				
T6	Agree a rell out plan for training accessors	Pending	Linsey		+	-	$\vdash$	-	-	-	<del> </del>	$\vdash$		-	++			-	$\vdash$		4				$\vdash$	-	-	+				+	+	+	-
16	Agree a roll out plan for training sessions		Sutherland/John																																
		Pending	Henderson																																
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	Car renewal - Establish Short Life Working Group		Pamela	-	+	+	$\vdash$	$\dashv$	+	+	+			+	+	-	-	+		+	+	+			$\vdash$	+	+	+			+	+	+	++	+
' '	our renewal Establish enert Elle Werking Group		Buddy/Lesley												1 1																				
		Pending	Robertson																																
PT2	Review current car equipment / technology & models		Pamela																																
		Danielline	Buddy/Lesley												1 1																				
DTO	Additional Occupancy - SOP for additional rooms	Penaing	Robertson Pamela		+	-	$\vdash$	-	+	-	<del> </del>	$\vdash$		-	++			-	$\vdash$	-	+	+	-		$\vdash$	-	-	+				+	+	+	+
PIS	Additional Occupancy - SOF for additional rooms		Buddy/Lesley																																
		Pending	Robertson																																
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	Review remote access for OOH's clinicians carrying out home visits	Pending	Pamela Buddy			$\perp$	Ш			$\perp$					$\perp \perp$	_	_		Ш		$\perp$					$\perp$		Ш					Щ	$oldsymbol{oldsymbol{\sqcup}}$	$\perp \perp \perp$
	Identify alternative systems/solutions	Pending	Pamela Buddy			$\perp$	$\sqcup$			$\perp$		$oxed{oxed}$	$\perp$		$\perp$		_											Ш					Щ.	$\perp \perp$	$\perp \perp \perp$
	Ongoing discussion to upgrade of Adastra system	Pending	Pamela Buddy	_	$\perp$		$\sqcup$					$\sqcup \bot$			$\bot \bot$				Ш	$\perp\!\!\!\perp$		1	lacksquare				4	ш				$\bot$	Д_	$\downarrow \downarrow \downarrow$	$\perp$
	Purchase iPADs for Test of Change	Pending	Pamela Buddy	_	$\perp$		$\sqcup$					$\sqcup \bot$	$\perp$		$\perp \perp$				Ш	$\perp\!\!\!\perp$		1	lacksquare				4	ш					Щ	$\downarrow \downarrow \downarrow$	
	Attend Anywhere Test of Change	Pending	Pamela Buddy	_	$\perp$		$\sqcup$					$\sqcup \bot$	$\perp$		$oldsymbol{oldsymbol{\sqcup}}$				Ш	$\perp\!\!\!\perp$		1	lacksquare		$oxed{oxed}$		4	ш					Щ	$\downarrow \downarrow \downarrow$	
	Attend Anywhere Test of Change reviewed	Pending	Project Board	_	$\bot$		$\sqcup$			$\bot$		$\sqcup$			+										igspace			ш					—	+	+
17	Attend Anywhere Implementation Plan produced	Pending	Pamela Buddy		$\bot$		$\sqcup$	_	_	$\bot$	1	$\sqcup$	$\perp$	_	+	_				$\perp$	$\bot$						4	igspace		_		+	$\bot$	+	+
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	FINANCE																																		$\neg \neg$
	Take cognisance of CRES savings	Pending	Pamela Buddy	$\neg \vdash$	+	+	$\vdash$	$\dashv$	$\dashv$	$\top$	t	<del>   </del>	$\dashv$	+	+ +	$\dashv$	$\dashv$	+	$\Box$	$\dashv$	+	T	$\Box$		$\vdash$	+	+	+		$\dashv$	+	+	+	+	+
	Develop Business Case (as necessary to secure new funding)	Pending	Pamela Buddy	$\neg$	$\top$	1		$\dashv$	$\dashv$	$\top$	1		$\dashv$	$\top$	+ +	$\dashv$	$\neg$	1		$\dashv$	$\top$	1				$\top$	1	$\Box$		$\dashv$	$\neg$	+	1	+	+
	Organise monthly budget meetings with finance	Pending	Pamela Buddy	$\neg$	$\top$	1	$\vdash$	$\dashv$			1		$\dashv$	1	+ +	$\dashv$	$\dashv$	1	$\Box$	$\dashv$	$\top$	1				1	1	$\vdash$		$\dashv$	$\dashv$	+	1	+	+
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	HR																																					
HR1	Review processes for gaining access for sessional non-medical clinical staff	Pending	Pamela Buddy/Marlene Fraser																																	$\prod$		
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	COMMUNICATIONS																																					
C1	Complete Stakeholder Analysis	Pending	Comms Officer tbc																																			
C2	Develop Communication & Engagement Strategy	Pending	Comms Officer tbc								T																											
	Robust communication processes to be put in place to raise awareness of OOH's services	Pending	Comms Officer tbc																																			
	Engagement with Support Partners (e.g. NHS24, SAS, AHPs, Acute Services)	Pending	Comms Officer tbc																																			
	Staff engagement (medical, non-medical & support services e.g. drivers, admin etc) ITEM 15C	Pending	Comms Officer tbc																																			
	Issue staff survey & monitor responses	Pending	Pamela Buddy																																			
C7	Produce Audit Findings	Pending	Pamela Buddy																																			
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	EVALUATION			Щ							$\perp$	_			$oldsymbol{ol}}}}}}}}}}}}}}}}}}$																			Ш	$\perp \downarrow$	$\perp \! \! \! \! \! \! \! \! \perp$		
	Ongoing Evaluation of Redirection Pilot	Pending	Helen Alexander	Ш						$\sqcup \bot$	$\perp$				$oxed{oxed}$												$\perp$							Ш	$\perp \!\!\! \perp$	$\perp$	$\bot$	$oxed{oxed}$
E2	Identify other areas of evaluation	Pending	Pamela Buddy	Щ						$\sqcup \!\!\! \perp$		_			$oldsymbol{ol}}}}}}}}}}}}}}}}}}$																			Ш	$\perp \downarrow$	$\perp$		

Risk Register: Updated: Urgent Out of Hours Project

## RISK REGISTER

Note: All Risks sl	haded in GRE	Y are closed	Ī								
						Init	ial Risk Le	vel			Cu
Risk ID No.	Date Raised	Risk Type	Risk Sub-Type	Risk Status	Risk Description	Likelihood	Impact	Combined	Mitigating Action Plan	Progress	Likelihood
CORPORATE:											
PROJECT:											
CLOSED DICKS		+									
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Ref	Type (RFC, Off-Spec or General)	Author	Date Identified	Date of Last Update	Description	Status

## Purpose

The lessons learned log is a project repository for lessons that apply to this project or future projects. Some lessons may originate from other projects and should be captured on the lessons log for input to the project's strategies and plans. Some lessons may originate from within the project – where new experience (both good and bad) can be passed on to others via a lessons report.

## Lessons:

Date	Description *	Recommendation

Descriptions could include:

- · What management and quality processes went well; went badly; were lacking
- · Any abnormal events causing deviations
- · Notes on the performance of specialist methods and tools used
- Useful measurements on how much effort was required to create the various products
- Notes on effective and ineffective quality reviews and other tests, including the reasons for them working well or badly.