

Meeting: Highland Health and Social Care Committee

Meeting date: 6th May 2026

Title: Highland Health and Social Care Partnership - Integrated Performance and Quality Report (IPQR)

Responsible Executive/Non-Executive: Arlene Johnstone, Chief Officer, HHSCP (Highland Health and Social Care Partnership)

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1 Purpose

This is presented to the Committee for:
Assurance

This report relates to a:
Annual Delivery Plan

This aligns to the following NHS Scotland quality ambition(s):

Safe, Effective and Person Centred

This report relates to the following Strategic Outcome(s)

Start Well		Thrive Well		Stay Well		Anchor Well	
Grow Well		Listen Well		Nurture Well		Plan Well	
Care Well	X	Live Well	X	Respond Well	X	Treat Well	X
Journey Well		Age Well		End Well		Value Well	
Perform Well		Progress Well					

2 Report summary

The HHSCP Integrated Performance & Quality Report (IPQR) is a set of performance indicators used to monitor progress and evidence the effectiveness of the services that HHSCP provides aligned to the Annual Delivery Plan.

A subset of these indicators will then be incorporated in the Board IPQR.

2.1 Situation

To standardise the production and interpretation, a common format is presented to committee which has been aligned to the Clinical and Care Governance Committee and the Finance, Resources and Performance Committee.

As has been intended, this report has been developing to be more inclusive of the wider Health and Social Care Partnership requirements, and progress has been made in developing key performance indicators (KPIs) and an associated performance framework for the Highland HSCP.

2.2 Background

A process of mapping and identifying KPIs across all directorates and service areas of the HSCP has been undertaken since September 2025, building and expanding on existing Key Performance Indicators.

2.3 Assessment

Further KPI identification in the areas of Primary Care and Community Services in particular have occurred and are included in this report. These include slides on prescribing, experience of GP services and Minor Injury Unit performance.

Additionally, Adult Social Care targets for SDS have been expressed as percentages rather than numbers of people, in line with formats for other KPIs.

Key areas of work ongoing in identifying KPIs include delay and admissions to acute care.

For delay the HSCP has re-established a Discharge without Delay group, with support from the national DwD team. The group is currently identifying performance metrics and trajectories.

Admissions data is currently being interrogated and will be a new slide in the next IPQR.

Assessment of current performance as per **Appendix 1**.

2.4 Proposed level of Assurance

This report proposes the following level of assurance:

Substantial
Limited

X

Moderate
None

Given the ongoing challenges with the access to social care, delayed discharges and access for our population limited assurance is offered today.

3 Impact Analysis

3.1 Quality / Patient Care

IPQR provides a summary of agreed performance indicators across the Health and Social Care system.

3.2 Workforce

IPQR gives a summary of our related performance indicators affecting staff employed by NHS Highland and our external care providers.

3.3 Financial

The financial summary is not included in this report.

3.4 Risk Assessment/Management

The information contained in this IPQR is managed operationally and overseen through the appropriate groups and Governance Committees

3.5 Data Protection

This report does not involve personally identifiable information.

3.6 Equality and Diversity, including health inequalities

No equality or diversity issues identified.

3.7 Other impacts

None.

3.8 Communication, involvement, engagement, and consultation

This is a publicly available document.

3.9 Route to the Meeting

This report has been considered at the HHSCP previously and is now a standing agenda item.

4 Recommendation

The Health and Social Care Committee and committee are asked to:

- Consider the progress made with the development of KPIs and internal targets across the HSCP to be managed within a performance framework.
- Note the ongoing target setting and KPI development in some areas.
- To accept limited assurance and to note the continued and sustained stressors facing both NHS and commissioned care services.

4.1 List of appendices

The following appendices are included with this report:

- **HHSCP IPQR Performance Report, March 2026**