

**NHS 24**

**Minutes of the Meeting of the  
NHS 24 Board  
held on Thursday 27 April 2023 at 10.30am  
Boardroom, Lumina, Ainslie Road, Hillington,  
Glasgow, G52 4RU/MS Teams**

**PRESENT**

Dr Martin Cheyne (in the Chair)

Mr Mike McCormick (Vice Chair)	Ms Carol Gillie
Mr Jim Miller	Ms Marieke Dwarshuis
Ms Liz Mallinson	Mr John Gebbie
Mr Martin Togneri	Mr Kenneth Woods (from 11am)
Mr Alan Webb	

**IN ATTENDANCE**

Ms Ann-Marie Gallacher	..	Chief Information Officer
Ms Jacqui Hepburn (from 11am)	..	Director of Workforce
Ms Stephanie Phillips	..	Director of Transformation, Strategy, Planning and Performance
Ms Suzy Aspley	..	Chief Communications Officer
Ms Pauline Howie	..	Director of Service Delivery
Mrs Geraldine Mathew	..	Board Secretary (Minutes)
Mr Andrew Moore	..	Deputy Director of Nursing & Care
Dr Ron Cook	..	Associate Medical Director

		<b>ACTION BY</b>
<b>01.</b>	<b>WELCOME, APOLOGIES AND INTRODUCTIONS</b>	
	<p>The Chair welcomed everyone present to the meeting.</p> <p>Apologies were intimated on behalf of Ms Anne Gibson, Mr David Howe, and Dr Laura Ryan. Mr Andrew Moore, Deputy Director of Nursing &amp; Care was in attendance on behalf of Ms Docherty. Dr Ron Cook, Associate Medical Director, was in attendance on behalf of Dr Laura Ryan.</p> <p>Ms Carol Gillie, Mr Alan Webb, Ms Liz Mallinson, Ms Pauline Howie, and Ms Suzy Aspley attended the meeting via MS Teams.</p> <p>The Chair welcomed members of the public observing the meeting via MS Teams.</p> <p>The Chair advised members that the process for appointment of the Vice Chair was underway, and a letter inviting expressions of interest was circulated via email to Non-Executive members on 16 March and encouraged those interested to submit expressions of interest to the Board Secretary by 31 August 2023.</p> <p><b>NOTED</b></p>	

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<b>02.</b>	<b>DECLARATIONS OF INTEREST</b>		
	<p>The Chair invited members to declare any interests in any of the items being discussed. There were no declarations made.</p> <p><b><u>NOTED</u></b></p>		
<b>03.</b>	<b>MINUTES OF PREVIOUS MEETING OF 2 MARCH 2023</b>		
	<p>The Board considered the minute of the previous meeting held on Thursday 2 March 2023 [Paper No. Item 02] and were content to approve this as a complete and accurate record.</p> <p><b><u>APPROVED</u></b></p>		
<b>04.</b>	<b>MATTERS ARISING</b>		
	<p>There were no matters arising from the previous meeting.</p> <p><b><u>NOTED</u></b></p>		
<b>05.</b>	<b>NOTES ON ANY OTHER BUSINESS</b>		
	<p>Members had been invited to raise any other matters not otherwise included on the agenda by the Board Secretary, prior to the meeting. There were no other matters raised.</p> <p><b><u>NOTED</u></b></p>		
<b>06.</b>	<b>CHAIR'S REPORT</b>		
	<p>The Chair provided an overview of activities since the last meeting, and these were included as an appendix with the papers for information.</p> <p>The Chair highlighted the productive Joint Board Session with SAS on reviewing areas where both organisations could work closer. The Chair was delighted with the positive visit of the new Cabinet Secretary when he attended Lumina recently.</p> <p>Dr Cheyne noted the upcoming completion of Mr Mike McCormick's term of office on 31 October 2023 and confirmed that a joint process with SAS to appoint a Non-Executive Board member was well underway.</p> <p>The Board were content to note the Chair's Report, and the activities undertaken since the last meeting.</p> <p><b><u>NOTED</u></b></p>		
<b>07.</b>	<b>CHIEF EXECUTIVE'S REPORT</b>		
	<p>The Board considered the paper 'Executive Report to the Board' [Paper No. Item 07] presented by Mr Jim Miller, Chief Executive. Mr Miller provided an overview of the key topics within the report including the completion of one year hosting the Forensic Medical Examination service, refreshment of the new Induction Programme, and the successful Joint Board Session with SAS.</p> <p>Mr Miller noted that the internal corporate escalation level of the organisation was currently at moderate. He thanked all staff for their significant efforts over the Easter period and advised that focus was now on tackling the challenges of the May bank holidays.</p>		

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	<p>Dr Cheyne thanked Mr Miller for the update and invited comments and questions from members.</p> <p>Discussion took place regarding the SMS feedback testing, remote working, and the new Induction Programme. In response to a question raised regarding the evaluation of the new Induction Programme, Mr Miller advised that this was refreshed on an annual basis and the programme was reviewed monthly. Mr Miller agreed that Ms Hepburn would provide an update on the evaluation of the Induction Programme to the Staff Governance Committee.</p> <p>In summary, the NHS 24 Board were content to note the Executive Report and the overview of progress on the high-level activities associated with the delivery of the NHS 24 2022/23 Strategic Priorities and developing NHS 24 corporate strategy.</p> <p><b><u>NOTED</u></b></p>	<p><b>Ms Hepburn</b></p>
<b>8.1</b>	<b>PATIENTS STORY</b>	
	<p>Mr Andrew Moore, Deputy Director of Nursing and Care, introduced the Patient Story, which featured a short film regarding feedback from a patient about the service they received from a staff member when contacting the Mental Health Hub. The film featured Ms Carol Mackin, Psychological Wellbeing Practitioner, who received the call and described how she felt receiving the feedback.</p> <p>The Chair wished to note thanks on behalf of the Board to the patient for sharing their story and to Ms Mackin for sharing her thoughts on receiving the feedback, to the Communications Team, Mr Moore, and all staff involved in the production of the film. The feedback received demonstrated the high-quality service provided by the team and the value of staff members receiving feedback.</p> <p><b><u>NOTED</u></b></p>	
<b>9.1</b>	<b>FINANCE PLAN 2023/24</b>	
	<p>The Board considered the paper ‘2023/24 Finance Plan’ [Paper No. 9.1] presented by the Director of Finance, Mr John Gebbie. The paper provided an overview of the 2023/24 Finance Plan. Mr Gebbie thanked members for their participation in the Finance Plan session at the recent Board Workshop in March and noted that the Plan forecast a break-even position at 31 March 2024. There were challenges in relation to financial pressures including inflation and savings targets, however Mr Gebbie assured members that significant work continued in respect of reducing the overall deficit, ensuring sustainability and value, and this would continue to be monitored through the EMT and governance Committees as the year progressed.</p> <p>Dr Cheyne thanked Mr Gebbie for the report and invited comments and questions from members.</p> <p>Discussion took place regarding several topics including increases in energy prices and variables in relation to rates and the pay award.</p> <p>The NHS 24 Board were content to approve the 2023/24 Finance Plan and were assured by the information provided that significant work continued in respect of achieving a break-even position. Dr Cheyne noted thanks on behalf of the Board to Mr Miller, Mr Gebbie, the Finance Team, and all colleagues who have contributed to developing the Finance Plan for 2023/24.</p> <p><b><u>APPROVED</u></b></p>	

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<b>10.1</b>	<b>CORPORATE PERFORMANCE REPORT</b>		
	<p>The Board considered the paper ‘Corporate Performance Report March 2023’ [Paper No. 10.1] presented by Ms Steph Phillips, Director of Transformation, Strategy, Planning &amp; Performance. The paper provided assurance on the quality and performance of services provided for the period ended 31 March 2023. Ms Phillips highlighted that the report did not include performance over the Easter period, however she assured the Board that good progress had been made in respect of performance.</p> <p>Dr Cheyne thanked Ms Phillips for the update and invited comments and questions from members. He commended Ms Phillips and the team for their efforts in accurate forecasting.</p> <p>Discussion took place regarding the availability of data related to digital activity. Ms Phillips confirmed that work was underway to further develop the Performance Report to include digital activity. Ms Ann-Marie Gallacher, Chief Information Officer, noted that a report was being prepared for EMT in relation to digital contacts reporting to further develop an understanding of this in relation to the full patient journey and indicated that the next Performance Report would incorporate further information on digital activity.</p> <p>In response to a question regarding the reporting of attendance rates, specifically in relation to COVID-19-related absence, Ms Hepburn agreed to consider the reporting of this information and if there was any merit in reporting this separately to other absence reasons.</p> <p>In summary, the Board were content to note the Corporate Performance Report for March 2023, and the quality and performance of services provided for the period ended 31 March 2023.</p> <p><b><u>NOTED</u></b></p>		<b>Ms Hepburn</b>
<b>10.2</b>	<b>FINANCIAL PERFORMANCE REPORT</b>		
	<p>The Board considered the paper ‘M11 – Financial Performance Report’ [Paper No. 10.2] presented by Mr John Gebbie, Director of Finance. The report provided an overview of the Month 11 financial position, and the full year forecast. Mr Gebbie noted that the savings plans had been achieved, and some vacancies had offset overspends. The organisation reported a position slightly below funding allocation and was within 1% of the overall budget.</p> <p>Dr Cheyne thanked Mr Gebbie for the update and invited comments and questions.</p> <p>In response to a question regarding the increase in pay costs in the January to February 2023 period, Mr Gebbie that this increase was attributable to the delay in agreement of the pay award for 2022/23, and the subsequent back payments.</p> <p>In summary, the Board were content to note the Month 11 Finance Report and the forecast financial position of NHS 24 as at 31 March 2023.</p> <p><b><u>NOTED</u></b></p>		
<b>11.1</b>	<b>NHS 24 REGISTER OF INTERESTS</b>		
	<p>The Board considered the paper ‘NHS 24 Board Register of Interests’ [Paper No. 11.1] presented by Mr John Gebbie, Director of Finance. The paper provided an overview of the annual update of the Register of Interests registered by Board members, Executive Management Team, and Senior Managers, undertaken by the Board Secretary.</p> <p>The Chair thanked Mr Gebbie for the report and reminded all members of the requirement to notify the Board Secretary of any changes to their Register of Interests entry within one month of any changes occurring.</p>		

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	<p>The Board were content to note the updated annual review of the Register of Interests, that this would be published on the NHS 24 Board website, and reference made to the document within the Annual Report and Accounts.</p> <p><b><u>NOTED</u></b></p>		
<b>11.2</b>	<b>NHS 24 GIFTS AND HOSPITALITY REGISTER</b>		
	<p>The Board considered the paper ‘NHS 24 Gifts and Hospitality Register’ [Paper No. 11.2] presented by the Director of Finance, Mr John Gebbie. The paper provided a summary of the Gifts and Hospitality Register for the period April 2022 to March 2023. Mr Gebbie reminded Board members that entries to the Gifts and Hospitality Register were routinely reported to the Audit and Risk Committee as part of the Corporate Governance Activity Report.</p> <p>The Chair thanked Mr Gebbie for the report. There were no questions or comments raised.</p> <p>The Board were content to note the NHS 24 Gifts and Hospitality Register, that the Register would be published on the NHS 24 Board website, and reference made to the document within the Annual Report and Accounts.</p> <p><b><u>NOTED</u></b></p>		
<b>12.1</b>	<b>NHS 24 BOARD ACTION LOG</b>		
	<p>The Board considered the Rolling Actions Log [Paper No. 12.1] and were content to approve the recommendation that four actions were closed. There were no open actions ongoing.</p> <p><b><u>APPROVED</u></b></p>		
<b>12.2</b>	<b>AOB</b>		
	<p><u>NHS 24 21<sup>st</sup> Birthday</u> Dr Cheyne was pleased to note that NHS 24 would celebrate its 21<sup>st</sup> birthday on 8 May 2023 and remarked on the significant changes the organisation has undergone in the past years, particularly during the COVID-19 pandemic. Ms Suzy Aspley, Chief Communications Officer, provided an overview of the local communications and celebrations planned across the centres to celebrate the occasion, and this included a special edition of Team Talk. Work was also underway in relation to the Staff Awards for 2023 and further information on this would be available in due course.</p> <p><u>Non-Executive Board Member Recruitment</u> Dr Cheyne highlighted that some short videos would be filmed following the Board meeting to promote interest in the upcoming Non-Executive Board member vacancy. This content would be shared with Board members for posting on social media and circulation via their contacts, once available.</p>		
	<b>DATE OF NEXT SCHEDULED MEETING</b>		
	<p>Thursday 25 May 2023, 10am, Boardroom, Lumina Building* (Extraordinary Meeting of the Board) Thursday 22 June 2023, 10am, Lumina Building</p>		
	The meeting concluded at 12.30pm		