

<b>NHS 24 BOARD MEETING</b>		<b>22 JUNE 2023 ITEM NO 12.1 FOR ASSURANCE</b>	
<b>KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD ON THURSDAY 1 JUNE 2023</b>			
<b>Executive Sponsor:</b>	Committee Chair, Mr Martin Togneri		
<b>Lead Officer/Author:</b>	Director of Nursing and Care, Maria Docherty		
<b>Action Required</b>	The Board is asked to note the key points for assurance from the Clinical Governance Committee held on 1 June 2023		

## 1. Purpose of the report

- 1.1. This report provides the NHS 24 Board with an update on key issues arising from the Clinical Governance Committee meeting held on Thursday 1<sup>st</sup> June 2023.

## 2. Recommendation

- 2.1. The NHS 24 Board is asked to receive and note the key points outlined.

## 3. National Quarterly Healthcare Quality Report

- 3.1. The Committee reviewed the Quarterly Healthcare Quality Report for Q4 (January – March 2023), presented by Dr Andrew Moore, Deputy Director of Nursing and Care. Members of the Committee provided feedback and comments on the presentation of report. A review of the report will be undertaken to present the data in a more meaningful way utilising control charts.

## 4. Report of Clinical Directors

- 4.1. The main areas highlighted to the Committee were in relation to the organisation welcoming Paramedic Students as part of the wider disciplinary student placements within NHS 24. An update was provided in terms of the pilot SMS Survey within the Mental Health Hub. The partnership with NHS Tayside and a more detailed paper being presented to the next Committee meeting in August.

**5. MSK Update**

- 5.1. The Committee received a paper providing an update on the work of the MSK workstream of the Redesign of Urgent Care Programme, and implications for NHS 24.

**6. Care Opinion**

- 6.1. The Committee received a paper providing detail of the work underway to build on the use of Care Opinion as a valuable feedback mechanism within NHS 24.

**7. Whistleblowing Annual Report 2022/23**

- 7.1. The Committee approved the Whistleblowing Annual Report for onward submission for approval by the NHS 24 Board.

**8. Armed Services**

- 8.1. The Committee received a paper detailing the Armed Forces Covenant and NHS 24 Armed Forces and Veterans Workplan 2023/24.
- 8.2. The Committee requested the Terms of Reference of the Committee be updated to reflect compliance with the duty and reporting of progress against the workplan through the Clinical Governance Committee as the primary committee for NHS 24s 'Person Centred' portfolio and aligned with equalities, public involvement and related 'due regard' duties.

**9. Quality Framework**

- 9.1. The Committee received a presentation from Mr Andrew Moore on the refreshed Quality Framework for NHS 24. The framework outlines the essential elements of the quality management system and the prioritised actions that will further strengthen 'quality management' in our 'ways of working'. The paper outlined the priority actions and associated timescales that will demonstrate continuous improvement of the management of quality across the organisation.
- 9.2. The Committee approved the refreshed Quality Framework for NHS 24.