

NHS 24 OFFICIAL



**NHS 24 BOARD MEETING
AGENDA**

**For meeting to be held on Thursday 31 August 2023 at 10.30am
Boardroom, Lumina, 40 Ainslie Road, Hillington,
Glasgow, G52 4RU**

INTRODUCTIONS, APPROVAL OF MINUTES, CHAIR AND EXECUTIVE REPORTS				
1	1030	Welcome, Introductions & Apologies		VERBAL Chair
2		Declarations of Interest	For Assurance	VERBAL Chair
3		Minute of the meeting held Thursday 22 June 2023	For Approval	Chair
4		Matters Arising	For Approval	VERBAL Chair
5		Notes on any Other Business	For Approval	VERBAL Chair
6		Chair's Report	For Assurance	VERBAL Chair
7		Executive Report to Board	For Assurance	Chief Executive
8	QUALITY & SAFETY			
8.1		Patient Stories	For Assurance	VERBAL Maria Docherty Director of Nursing & Care
8.2		Corporate Risk Register	For Assurance	Kevin McMahon Head of Risk and Resilience
9	STRATEGIC PLANNING & DEVELOPMENT			
9.1		NHS 24 Strategic Portfolio Update	For Assurance	Steph Phillips Director of Transformation Strategy, Planning & Performance
9.2		Risk Management Strategy	For Approval	Kevin McMahon Head of Risk and Resilience
9.3		Risk Appetite	For Approval	Kevin McMahon Head of Risk and Resilience
9.4		Climate Emergency and Sustainability Update	For Assurance	Laura Ryan Medical Director
9.5		iMatter Survey Update	For Assurance	Helen Meldrum Head of Organisational Development, Leadership and Learning
9.6		Procurement Strategy Annual Review 2023-25	For Approval	Damien Snedden Deputy Director of Finance

10 REPORTS			
10.1	NHS 24 Duty of Candour Annual Report 2022/23	For Approval	Maria Docherty Director of Nursing & Care
10.2	Patient and Service User Experience Annual Report 2022/23	For Approval	Maria Docherty Director of Nursing & Care
10.3	Corporate Parenting Report and United Nations Convention on the Rights of Children (UNCRC) Progress Report 2020-23 and 2023-26 Action Plan	For Approval	Maria Docherty Director of Nursing & Care
10.4	Public Partnership Forum Annual Report 2022/23	For Approval	Steph Phillips Director of Transformation, Strategy, Planning and Performance
11 PERFORMANCE			
11.1	Corporate Performance Report	For Assurance	Steph Phillips Director of Transformation, Strategy, Planning and Performance
11.2	Financial Performance Report	For Assurance	Damien Snedden Deputy Director of Finance
11.3	Workforce Performance Report	For Assurance	Jacqui Hepburn Director of Workforce
12 BOARD STANDING COMMITTEES - RECEIPT OF MINUTES & HIGHLIGHT REPORTS <i>These are received to confirm to the Board that its sub-committees are continuing to meet their remits and are undertaking business on its behalf to the standard it expects. Items of note can be brought to the attention of the Board by the respective Committee Chairs</i>			
12.1	Clinical Governance Committee • Approved Minute – 01.06.23 • Highlight Report – 10.08.23	For Assurance	Martin Togneri Chair CGC
12.2	Staff Governance Committee • Approved Minute – 18.05.23 • Highlight Report – 03.08.23	For Assurance	Alan Webb Chair SGC
12.3	Audit and Risk Committee • Approved Minute – 08.06.23 • Highlight Report – 17.08.23	For Assurance	Carol Gillie Chair A&RC
12.4	Planning and Performance Committee • Approved Minute – 23.05.23 • Highlight Report – 14.08.23	For Assurance	Mike McCormick Chair P&PC
12.5	Integrated Governance Committee • Approved Minute – 06.12.22 • Highlight Report – 27.06.23	For Assurance	Martin Cheyne Chair IGC
12.6	Equality, Inclusion and Rights Working Group Update	For Assurance	Laura Ryan Chair of Equality, Inclusion and Rights Working Group
13 GOVERNANCE			
13.1	Board and Committee Composition Update	For Approval	Chair



14	BOARD ACTION LOG AND AOB		
14.1	NHS 24 Board Action Log	For Approval	Chair
14.2	AOB		VERBAL
	DATES OF FUTURE MEETINGS		
	Thursday 26 October 2023, 10am Thursday 21 December 2023, 10am Thursday 29 February 2024, 10am		