



NHS 24 BOARD MEETING

Date: Thursday 20 June 2019

Time: 10:00 – 15:30

Venue: Boardroom, Clyde Contact Centre

AGENDA

PUBLIC SESSION

No	Item	Action	Lead
1	Welcome and Apologies		Esther Robertson
2	Declaration of Interests To invite Board Members to declare interests in Agenda items	For assurance	Esther Robertson
3	Minutes of Previous Meeting To submit for approval the Minutes of 11 April 2019 Board meeting	For approval	Esther Robertson
4	Matters Arising	For approval	Esther Robertson
5	Notes of Any Other Business	For approval	Esther Robertson
6	NHS 24 ANNUAL REPORT AND ACCOUNTS 2018/19 (Agenda for Item 6 at Annex 1)	For approval	Margo McGurk
7	Chair's Report (v)	For assurance	Esther Robertson
8	Scottish Government Annual Review Letter	For noting	Esther Robertson
9	Executive Report to the Board	For assurance	Angiolina Foster
10	QUALITY & SAFETY		
10.1	Patient Stories (v)	For assurance	Eddie Docherty
10.2	Service Quality Report	For assurance	Margo McGurk
10.3	Corporate Risk Register	For approval	Margo McGurk
	LUNCH		
11	STRATEGIC PLANNING & DEVELOPMENT		
11.1	SPRA 2019/20 Bi-Monthly Review Process	For assurance	Margo McGurk
11.2	Strategic Planning Approach - June 2019	For assurance	Paula Speirs

11.3	Technology Transformation Programme – Outline Business Case Framework	For assurance	Ann-Marie Gallacher
11.4	Primary Care Reform Programme Update	For assurance	Laura Ryan
11.5	Mental Health Redesign Development Update	For assurance	Steph Phillips
11.6	Estates Strategy Outline Business Case Framework	For assurance	Margo McGurk/David Miller
11.7	Property and Assessment Management Strategy (PAMS)	For approval	Margo McGurk
11.8	Stakeholder Engagement Framework	For approval	Lynne Huckerby
11.9	Communications Delivery Plan	For assurance	Suzy Aspley

12 PERFORMANCE

12.1	Financial Performance Report	For assurance	Damien Snedden
12.2	Workforce Performance Report	For assurance	David Miller
12.3	NHS 24 Draft response to Sturrock Report on NHS Highland	For approval	David Miller

13 BOARD STANDING COMMITTEES

13.1	Clinical Governance Committee <ul style="list-style-type: none"> • Approved Minute (26 March 2019) • Highlight Report (10 May 2019) 	For assurance	Madeline Smith
13.2	Staff Governance Committee <ul style="list-style-type: none"> • Approved Minute (28 March 2019) • Highlight Report (16 May 2019) 	For assurance	John Glennie
13.3	Audit and Risk Committee <ul style="list-style-type: none"> • Approved Minute (21 March 2019) • Highlight Report (30 May 2019) 	For assurance	Albert Tait/Martin Togneri
13.4	Finance and Performance Committee <ul style="list-style-type: none"> • Approved Minute (11 March 2019) • Highlight Report (15 May 2019) 	For assurance	Mike McCormick
14	Action Log	For approval	Esther Robertson
15	Any Other Business		Esther Robertson
16	Date of Next Meeting: Thursday 08 August 2019, NHS 24, Clyde Contact Centre, Boardroom		Esther Robertson