

<p>NHS 24 BOARD MEETING</p> <p style="text-align: right;">20 JUNE 2019 FOR ASSURANCE</p> <p style="text-align: center;">KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD ON TUESDAY, 10 MAY, 2019.</p>	
Executive Sponsor:	Eddie Docherty, Director of Nursing & Care
Lead Officer/Author:	Madeline Smith - Chair
Action Required	The Board is asked to note the key points for assurance from the Clinical Governance Committee (CGC) held on 10 May, 2019.

1. Purpose of the report

This report provides the NHS 24 Board with an update on key issues arising from the Clinical Governance Committee held on 10 May, 2019.

2. Recommendation

The NHS 24 Board is asked to receive and note the key points outlined:

- **British Sign Language:** The Committee were updated on the progress that has been made to support NHS 24 meet its requirements as set out in the BSL National Plan 2017 to 2023
- **Mental Health Hub:** Staff are embracing the new opportunity and initial staff feedback has been good. Examples of staff/public feedback provided - all very positive
- **Pharmacy Student Experiential Learning in NHS 24:** NHS 24 Head of Pharmacy and the Regional Pharmacy Advisors from Service Delivery were asked to develop and deliver a 5-day programme for 10 Strathclyde University students and 6 Robert Gordon University students. Initial feedback from the students and the Universities has been extremely positive
- **Supporting Primary Care Sustainability (Primary Care Reform):** Ensure that the CGC processes are in place across the service as we deliver new content
- **Service & Quality Improvement:** Ensure all clinical content and clinical governance measures in place around new projects before implementation

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- Realistic Medicine: The Committee are pleased to see the close alignment with NHS 24 strategy
- Service Model Implementation: Very positive paper - pleased to see the training that has been put in place
- Patient Experience Survey: Very positive feedback including compliments
- The following were noted:
 - Public Protection Policy
 - Public Protection Annual Report
 - Patient Feedback Annual Report
- It was agreed that the two deep dive presentations for the August CGC meeting will be:
 - Mental Health Hub
 - Process for capturing risks with regard to new programmes of work