Ref	SOURCE	ACTION AREA	ORIGINATION DATE	ACTION/RECOMMENDATION	UPDATE	RAG	LEAD	TARGET DATE	COMMENTS
655	Board	1 - Welcome & Apologies	11 April 2019	Non-Executives to contact Lisa Dransfield if they are willing to take part in a promotion video for the new Chair post.	The chair video was made with Ms Roberton and promoted widely across social media.		SA	20 June 2019	**Board to confirm removal from action log.**
656	Board	8.2 - Service Quality Report	11 April 2019	Make the following changes to the Service Quality Report: • explanation to be added with regard to the average time to answer figure • add information on the whole patient model	Amendments in progress.	(green)	MMcG	8 August 2019	
657	Board	8.2 - Service Quality Report	11 April 2019	Continue to monitor how many people wait over five minutes		(green)	SP	20 June 2019	
658	Board	8.2 - Service Quality Report	11 April 2019	Ms Phillips will liaise with Mr Glennie outwith the meeting in regard to a query relating to carry over of annual leave.		(green)	SP	20 June 2019	
659	Board	8.5 - Equality Mainstream Report	11 April 2019	Make the following changes to the report/cover paper: • add percentages should be added to the board composite. • the report should be for approval, therefore the cover paper should be altered to reflect that. • add the steps being taken to ensure continuous quality, safe and effective patient care • add information on the diversity of our workforce and how this is used to create capacity, capability and confidence in our people and teams • add information around improving our stakeholder engagement to make sure that our services match our stakeholder needs.	Complete.		Dmo		**Board to confirm removal from action log.**
660	Board	9.1 Blueprint for Good Governance	11 April 2019	Make the following changes: • attempt to reduce the report to six pages • on page eight the last bullet 'approving the appointment and termination of the Head of Internal Audit' to be removed	Complete.		MMcG	20 June 2019	**Board to confirm removal from action log.**
661	Board	9.2 Annual Operating Plan 2019/20	11 April 2019	Make the following changes: • Alter the wording for describing P1/P2/P3 • Add rationale for going for accepting a performance level of 70 percent for first 3 quarters and note that performance is steadily improving • Provide wording to Ms McGurk on endorsing Juran's Trilogy in relation to using quality Improvement and quality assurance methodology in relation to performance • Annex 1 – correct the KPI Target of the measure 'NEW – Care delivered at first point of contact' to be 'measure at first point of contact' • Include narrative in relation to workforce attendance • Refine the document to better define what we mean by 'care' and the first time 'care journey' is mentioned, provide an annotation to explain what is meant by this, i.e. patient experience within NHS 24.	Complete.		MMcG/LR/SP/ED	20 June 2019	**Board to confirm removal from action log.**
662	Board	9.6 - Digital Strategy	11 April 2019	Make the following changes: • on page 6, remove the word 'single' to allow the sentence to read 'a front door into the health service' • amend the order in section 3 to reflect the order in which the tests of change will be actioned.	Complete.		LH	20 June 2019	**Board to confirm removal from action log.**
663	Board	9.6 - Digital Strategy	11 April 2019	Mr Webb/Ms Huckerby to discuss education of digital skills outwith the meeting.	Complete.		LH	20 June 2019	**Board to confirm removal from action log.**
664	Board	10.2 - Workforce Performance Report	11 April 2019	Compare absence rates against other 111 centres	Unfortunately, the data for 111 is not captured within one location. The 111 service is either run by the ambulance service or another 111 provider so there is not a set of statistics specifically for the 111 service.		DM	20 June 2019	**Board to confirm removal from action log.**
665	Board	10.2 - Workforce Performance Report	11 April 2019	Report mandatory training compliance to the Staff Governance Committee going forward.	A training report is included within the Workforce Report and is reported to the Staff Governance Committee at each meeting.		DM	20 June 2019	**Board to confirm removal from action log.**
666	Board	10.2 - Workforce Performance Report	11 April 2019	Add the key to the graph on page 11 for mental health issues, as it is missing.	Mental Health issues key has been added to the graph on page 11.		DM	20 June 2019	**Board to confirm removal from action log.**