

**NHS 24  
BOARD MEETING**

**26 AUGUST, 2019.  
FOR ASSURANCE**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD  
ON TUESDAY, 19 AUGUST, 2019.**

|                             |   |
|-----------------------------|---|
| <b>Executive Sponsor:</b>   | Eddie Docherty, Director of Nursing & Care  |
| <b>Lead Officer/Author:</b> | Madeline Smith - Chair  |
| <b>Action Required</b>      | The Board is asked to note the key points for assurance from the Clinical Governance Committee (CGC) held on 19 August, 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 19 August, 2019.

**2. Recommendation**

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

- Teleprescribing: NHS 24 now has a qualified prescribing capability. Currently starting small but potential for growth
- Organisational Resilience: NHS 24 now has a recognised specific role within the National Plan
- National Quarterly Healthcare Quality Report: Patient Safety Leadership Walkrounds now utilising the NES safety culture cards to prompt discussions
- Public Protection: Increase in referrals for vulnerable adults. New Lead Nurse starts with NHS 24 on Tuesday 20 August, 2019. Public Protection update will be submitted at a future CGC meeting
- Tech Refresh: Key questions for CGC:
  - Resilience
  - Planned/Unplanned downtime - frequency and impact
  - Strategic opportunities for NHS 24 and Scottish partners
  - Appreciate work in progress and will continue to be updated with clinical considerations as things become clearer

- Software as Medical Devices - MHRA Legislation: NHS 24 very proactive in approach to new legislation and an update paper will be submitted at the November CGC meeting
- Accreditation of NHS 24 Core Induction: Glasgow Caledonian University accreditation of our induction training very positive and has real potential for wider skills recognition
- Two deep dive presentations:
  - Process for capturing risks and clinical governance assurance with regard to new programmes of work
  - Mental Health Hub Update: Good to see the performance and collaboration which is still progressing
- Deep dive presentations for November CGC meeting are:
  - Scottish Emergency Dental Service (SEDS) Update
  - Patient Safety Leadership Walkrounds