

Ref	SOURCE	ACTION AREA	ORIGINATION DATE	ACTION/RECOMMENDATION	UPDATE	RAG	LEAD	TARGET DATE	COMMENTS
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. Information on the whole patient journey remains a work in progress		MMcG	12 December 2019	
657	Board	8.2 - Service Quality Report	11 April 2019	Continue to monitor how many people wait over five minutes	Complete. Routine monitoring is in place within operational processes		SP	20 June 2019	Board to confirm removal from action log.
667	Board	2 - Declaration of Interests	20 June 2019	Include Madeline Smith's role within the Digital Health Institute to the Register of Interest and re-publish on the website.	Complete.		PS	20 July 2019	Board to confirm removal from action log.
668	Board	3 - Minutes of Previous Meeting	20 June 2019	Ms Smith made an amendment to point Item 2.2 of 11 April 2019 minute, and added that she is 'supervisor of his masters'.	Complete.		PS	8 August 2019	Board to confirm removal from action log.
669	Board	6.2.3 - Clinical Governance Committee Annual Report 2018/19	20 June 2019	Amend the report to explicitly mention the supervision model.	Complete.		MS	8 August 2019	Board to confirm removal from action log.
670	Board	6.2.4.1 - Remuneration Committee Annual Report 2018/19	20 June 2019	Amend the report to 'for noting' instead of 'for assurance'.	Complete.		PS	8 August 2019	Board to confirm removal from action log.
671	Board	6.2.5 - Risk Management Annual Report 2018/19	20 June 2019	The Board agreed the following points: • With reference to Risk Appetite, change the word 'revised' to 'reviewed'. • Reflect something around all programmes including tech refresh. • In addition, include Tech Refresh within 1 – 3 years. • Figure two on page five is difficult to read. The Board asked that this format is not used in future reports.	Complete.		MMcG	8 August 2019	Board to confirm removal from action log.
672	Board	6.6 - NHS 24 Annual Report and Accounts 2018/19 (Restricted until laid before Parliament)	20 June 2019	The Board agreed the following points: • Review when Ms Susan Dunn left the organisation and add her as a Non-Executive Director this year, if applicable. • Correct minor formatting issues and acronyms.	Complete.		MMcG	8 August 2019	Board to confirm removal from action log.
673	Board	7 - Chair's Report	20 June 2019	Joint Scottish Ambulance Service (SAS) and NHS 24 development workshop to be arranged.	Discussions underway. Looking to arrange in early 2020		PSp	12 December 2019	
674	Board	8 - Scottish Government Annual Review Letter	20 June 2019	Draft a response to the Scottish Government Annual Review Letter.	Complete.		ER	8 August 2019	Board to confirm removal from action log.
675	Board	10.2 - Service Quality Report	20 June 2019	Include texting within the report and diagram to make it clear that texting is used for queue management.	Currently reviewing available data.		MMcG	3 October 2019	
676	Board	10.2 - Service Quality Report	20 June 2019	Mr Togneri asked for a further breakdown of the 4.5m visits to the NHS Inform in April.	Breakdown from NHS Inform currently being produced and will be made available shortly (13.8.19)		LH	8 August 2019	
677	Board	10.2 - Service Quality Report	20 June 2019	It was agreed that the language used should be amended in relation to sickness absence targets at point 8 of the report to describe in terms of milestone.	Complete.		MMcG	8 August 2019	Board to confirm removal from action log.
678	Board	10.2 - Service Quality Report	20 June 2019	Intermittently include a graph that showed the survey results in a way that allowed the reader to compare month to month for a full year of results.	Currently reviewing available data.		MMcG	3 October 2019	
679	Board	10.2 - Service Quality Report	20 June 2019	Include further annotation on the graphs to explain how we plan to address any performance issues.	Currently reviewing available data.		MMcG	3 October 2019	
680	Board	10.3 - Corporate Risk Register	20 June 2019	Regarding the risk (RPND/030603) relating to patient journey. It was agreed that the Clinical Governance Committee and the Performance and Planning Committee would review this matter in more detail.	This risk will be highlighted to both Committees at the Committee meetings scheduled for August.		MMcG/ED	8 August 2019	Board to confirm removal from action log.
681	Board	10.3 - Corporate Risk Register	20 June 2019	Amend the report to note 'at 31 March 2019'.	Complete.		MMcG	8 August 2019	Board to confirm removal from action log.
682	Board	11 - SPRA 2019/20 Bi-Monthly Review Process	20 June 2019	Amend the report to 'for approval' instead of 'for assurance'.	Complete.		MMcG	8 August 2019	Board to confirm removal from action log.
683	Board	11 - SPRA 2019/20 Bi-Monthly Review Process	20 June 2019	SPRA to be included for a topic for internal audit at the end of this financial year, or the beginning of next.	Will be taken forward in discussion with the Internal Auditors, EMT and the Audit and Risk Committee.		MMcG	3 October 2019	Board to confirm removal from action log.
684	Board	11.3 - Technology Transformation Programme – Outline Business Case Framework	20 June 2019	Annotate risk appetite more fully in the business case, as part of the risk assessment.	It has been agreed to develop an options appraisal rather than a full business case at this stage. The options development remains as a work in progress.		MMcG	3 October 2019	
685	Board	11.9 - Communications Delivery Plan	20 June 2019	The Board agreed that this item that should also report to the Planning and Performance Committee in addition to the Staff Governance Committee.	Complete.		SA/ PLANNING TEAM	8 August 2019	Board to confirm removal from action log.
686	Board	11.9 - Communications Delivery Plan	20 June 2019	Information around what we are doing and why should be added to the Communications Delivery Plan.	Complete.		SA	8 August 2019	Board to confirm removal from action log.
687	Board	12.2 - Workforce Performance Report	20 June 2019	The table at point 4.7 is incorrect and will be corrected prior to the paper being uploaded to the NHS 24 website.	Complete.		DM	8 August 2019	Board to confirm removal from action log.

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688	Board	12.2 - Workforce Performance Report	20 June 2019	It was agreed that the Clinical Governance Committee should include the annual clinical refresher modules to their agenda.	Complete		DM	8 August 2019	Board to confirm removal from action log.
689	Board	12.3 - NHS 24 Draft response to Sturrock Report on NHS Highland	20 June 2019	At point 3.1 of the report, the members of the partnership should be made explicit.	Complete		DM	8 August 2019	Board to confirm removal from action log.