



NHS 24 BOARD MEETING

Date: Thursday 27 August 2020
Time: 11.45
Venue: Teams/Boardroom, Clyde Contact Centre

AGENDA

PUBLIC SESSION

Time	No	Item	Action	Lead
1145	1	Welcome and Apologies		Chair
	2	Declaration of Interests To invite Board Members to declare interests in Agenda items	For assurance	Chair
1150	3	Minutes of Previous Meeting To submit for approval the Minutes of 18 June 2020 Board meeting	For approval	Chair
1155	4	Matters Arising	For approval	Chair
	5	Notes of Any Other Business	For approval	Chair
1200	6	NHS 24 ANNUAL REPORT AND ACCOUNTS 2019/20 (Agenda for Item 6 at Annex 1)	For approval	John Gebbie
1220	7	Chair's Report (v)	For assurance	Chair
1225	8	Executive Report to the Board	For assurance	Chief Executive
1235	9	QUALITY & SAFETY		
1235	9.1	Patient Stories (v)	For assurance	Maria Docherty
1245	9.2	Service Quality Report	For assurance	Lynne Huckerby
1255	9.3	Corporate Risk Register	For approval	Laura Ryan
1300	9.4	Strategic Risk Register	For assurance	Laura Ryan
1305	10	STRATEGIC PLANNING & DEVELOPMENT		
1305	10.1	Risk Management Strategy	For assurance	Laura Ryan
1315	10.2	Update on Strategic Planning Process	For assurance	Lynne Huckerby
1325	10.3	Change Portfolio Update	For assurance	Lynne Huckerby
1335	10.4	NHS 24 Procurement Strategy	For approval	John Gebbie

1340 **10.5** Communications Strategy & Annual Delivery Plan For approval Suzy Aspley

1345 **11 PERFORMANCE**

1345 **11.1** Financial Performance Report For assurance John Gebbie

1355 **11.2** Workforce Performance Report For assurance Dorothy Wright

**12 CONSENT AGENDA
BOARD STANDING COMMITTEES**

12.1 Clinical Governance Committee For assurance Madeline Smith

- Approved Minute (19 May 2020)
- Highlight Report (6 August 2020)

12.2 Staff Governance Committee For assurance John Glennie

- Approved Minute (20 May 2020)
- Highlight Report (25 August 2020)

12.3 Audit and Risk Committee For assurance Albert Tait

- Approved Minute (4 June 2020)
- Highlight Report (13 August 2020)

12.4 Planning and Performance Committee For assurance Mike McCormick

- Approved Minute (22 May 2020)
- Highlight Report (20 August 2020)

12.5 Integrated Governance Committee For assurance Chair

- Highlight Report 29 June 2020

1405 **13 Corporate Governance**

13.1 2020/21 Board/Committee Dates For approval Chair

13.2 2021/22 Draft Board/Committee Dates For approval Chair

1410 **14 Action Log** For approval Chair

1415 **15 Any Other Business** Chair

1420 **16 Date of Next Meeting:** Chair
Thursday 08 October 2020, Teams/Clydebank