

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	
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 March 2020	
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	
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	
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	14 November 2019	
690	Board	9.2 - Committee TORs 2019/20	26 August 2019	Mr Togneri suggested as Remuneration Committee is a sub committee of Staff Governance Committee that the terms of reference for Remco should be added as an appendix to SGC. The Board agreed.	Terms of Reference added to Staff Governance Terms of Reference as an Appendix.		DM	3 October 2019	Board to confirm removal from action log.
691	Board	9.3.2 - NHS 24 Assurance Map	26 August 2019	This was presented at the Planning and Performance Committee and was endorsed for the Board's approval. It was noted the cover paper requires to be updated.			MMcG/DS	3 October 2019	
692	Board	10.4.3 - Estates Update	26 August 2019	Work is ongoing and NHS 24 and Golden Jubilee are working together to agree an acceptable exit timeline. The property search has been completed. Update on Shortlisted properties required for next meeting.	We have asked for heads of terms for 6 properties plus waiting on further information from West Dunbartonshire Council. 3 heads of terms have been received to date.		MMcG	12 December 2019	
693	Board	10.4.4 - Estates Update	26 August 2019	The Board agreed further discussions are required before responding to the termination notice letter. It was agreed to acknowledge the letter stating we are not able to agree the exit timeline until a satisfactory option has been identified.	We have been working with the DoF of GJNH to get a mutually agreed alternative timeline. The aim is to have something in writing in October and then would have an official response to the revised timeline.		MMcG/AF	12 December 2019	
694	Board	12.4.1 _ Planning and Performance Committee	26 August 2019	The Technology Refresh comments/suggestions captured from the Planning and Performance Committee will be circulated to the Board for information.	Complete.		YK	3 October 2019	Board to confirm removal from action log.
695	Board	14.1 - Any other Business	26 August 2019	Schedule of Committee dates should be included with the agenda going forward for all meetings.	Ms Speirs agreed with the Chair that schedule of Committee dates will be included on all agendas going forward from December 2019 (currently processing changes).		PSp	12 December 2019	
696	Board	14.1 - Any Other Business	26 August 2019	Proposed dates for 2020/21 have still to be agreed and should be sent to the Board prior to the next meeting in October for approval.	Draft dates circulated to Committee Chairs'. Further changes required prior to full circulation.		PSp	14 November 2019	
700	Board	14.2 - Any Other Business	26 August 2019	As committees are more aligned a cover paper for updates to papers presented was agreed as acceptable for the Board.	A cover paper drafted and agreed by interim Chair. Agreed to implement from December 2019 Board meeting.		ALL	12 December 2019	