

**NHS 24  
BOARD MEETING**

**14 FEBRUARY 2019  
FOR ASSURANCE  
ITEM 12**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD  
ON MONDAY, 14 JANUARY 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 14 January 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 14 January 2019.

**2. Recommendation**

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

- **Clinical Call Review & Overall Clinical Effectiveness:** It was agreed that the two deep dive presentations for the March CGC meeting will be:
  - Call Consultation Reviews
  - Better Working Better Care
- **Discussion on risks around potential generic clinical strategic risk regarding patient harm.** It was agreed this should be included, although it may be categorised as a low risk on the risk register due to the extensive mitigation
- **Clinical Risk Appetite:** The Committee agreed it be minuted that the Clinical Risk Appetite remain at low
- **Outliers:** Work is ongoing to level and review the outliers with the CSMs and the valuable learning being gained from feedback received. A report on how the change has improved learning will come to a future CGC
- **Discussion on how the new medical devices directive which will include software as medical devices and how this will impact on NHS 24.** This legislation will be effective from 2020

- NHS Inform - uncoupling from NHS.uk. Discussion on taking ownership of the content and any increased risk for NHS 24.
- The following two deep dive presentations were positively received:
  - Mental Health
  - Public Protection