

## NHS 24 BOARD MEETING

**Date:** Thursday 12 December 2019  
**Time:** 11:00  
**Venue:** NHS 24, Clyde Contact Centre, Boardroom

### AGENDA

#### PUBLIC SESSION

Time	No	Item	Action	Lead
	<b>1</b>	<b>Welcome and Apologies</b>		Madeline Smith
	<b>2</b>	<b>Declaration of Interests</b> To invite Board Members to declare interests in Agenda items	For assurance	Madeline Smith
	<b>3</b>	<b>Minutes of Previous Meeting</b> To submit for approval the Minutes of 3 October 2019 Board meeting	For approval	Madeline Smith
	<b>4</b>	<b>Matters Arising</b>	For approval	Madeline Smith
	<b>5</b>	<b>Notes of Any Other Business</b>	For approval	Madeline Smith
	<b>6</b>	<b>Chair's Report (v)</b>	For assurance	Madeline Smith
	<b>7</b>	<b>Executive Report to the Board</b>	For assurance	Angiolina Foster
	<b>8</b>	<b>QUALITY &amp; SAFETY</b>		
	8.1	Patient Stories (v)	For assurance	Eddie Docherty
	8.2	Service Quality Report	For assurance	Margo McGurk
	<b>9</b>	<b>GOVERNANCE</b>		
	9.1	Corporate Governance Framework	For approval	Margo McGurk
	9.2	Corporate Risk Register	For assurance	Margo McGurk
	9.3	Change Portfolio Framework	For assurance	Lynne Huckerby

## **10 STRATEGIC PLANNING & DEVELOPMENT**

- |      |  |               |                  |
|------|--|---------------|------------------|
| 10.1 | NHS 24 Strategy Review                 | For assurance | Angiolina Foster |
| 10.2 | Estates Programme Business Case Update | For assurance | Margo McGurk     |

## **11 PERFORMANCE**

- |      |                              |               |              |
|------|------------------------------|---------------|--------------|
| 11.1 | Financial Performance Report | For assurance | Margo McGurk |
| 11.2 | Workforce Performance Report | For Assurance | David Miller |

## **12 BOARD STANDING COMMITTEES**

- |           |   |               |                |
|-----------|---|---------------|----------------|
| 12.1      | Clinical Governance Committee <ul style="list-style-type: none"><li>• Highlights Report (18 November 2019)</li><li>• Approved Minutes 19 August 2019</li></ul>    | For assurance | Albert Tait    |
| 12.2      | Staff Governance Committee <ul style="list-style-type: none"><li>• Highlight Report (4 November 2019)</li><li>• Approved Minutes 12 August 2019</li></ul>         | For assurance | John Glennie   |
| 12.3      | Audit and Risk Committee <ul style="list-style-type: none"><li>• Highlight Report (22 November 2019)</li><li>• Approved Minutes 8 August 2019</li></ul>           | For assurance | Albert Tait    |
| 12.4      | Planning and Performance Committee <ul style="list-style-type: none"><li>• Highlight Report (6 November 2019)</li><li>• Approved Minutes 15 August 2019</li></ul> | For assurance | Mike McCormick |
| <b>13</b> | <b>Action Log</b>   | For approval  | Madeline Smith |
| <b>14</b> | <b>2020/21 Board and Committee Dates</b>  | For Approval  | Madeline Smith |
| <b>15</b> | <b>Any Other Business</b>   |               | Madeline Smith |
| <b>16</b> | <b>Date of Next Board Meeting:</b><br>Thursday 27 February 2020,<br>NHS 24, Clyde Contact Centre, Boardroom   |               | Madeline Smith |