

**NHS 24
BOARD MEETING**

**12 DECEMBER, 2019.
FOR ASSURANCE
ITEM: 12.1**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD
ON MONDAY, 18 NOVEMBER, 2019.**

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| Executive Sponsor: | Eddie Docherty, Director of Nursing & Care |
| Lead Officer/Author: | Albert Tait - Chair |
| Action Required | The Board is asked to note the key points for assurance from the Clinical Governance Committee (CGC) held on 18 November, 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 18 November, 2019.

2. Recommendation

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

- **Software as Medical Devices - MHRA Legislation:** The Committee noted that NHS 24's frontline application SAP CRM tools are exempt from the regulations which apply from May 2020. The exemption would be applied in consideration that the software is not commercially available to other healthcare providers and is exclusively used by NHS 24 in its health care setting. Confirmation is awaited regarding NHS 24 Self-Help Guides and a response from MHRA is expected in November 2019.
- The Committee noted that Phase 1 of the shift review has now been successfully completed with new shift patterns live from October, in line with planned implementation timetable. Most staff have now transitioned onto their new shift pattern and whilst a full evaluation of the shift review will be undertaken, the vast majority of staff have responded positively to the process throughout.
- The Committee noted the first NHS 24 Prescribing Policy which outlines the governance arrangements and requirements to support prescribing by telephone within NHS 24. This policy provides a framework to assure that all prescribing practice, undertaken by telephone within NHS 24, is governed by robust procedures and processes.

- Two deep dive presentations:
 - Scottish Emergency Dental Service (SEDS) Update
 - Patient Safety Leadership Walkrounds

- Deep dive presentations for February CGC meeting are:
 - Lead Nurse Public Protection/Lead Nurse Mental Health & Learning Disability: Joint presentation on what are the indentified priority areas for NHS 24 going forward
 - Presentation by external 'Atlas of Variation' Team