

Ref	SOURCE	ACTION AREA	ORIGINATION DATE	ACTION/RECOMMENDATION	UPDATE	RAG	LEAD	TARGET DATE	COMMENTS
673	Board	7 - Chair's Report	20 June 2019	Joint Scottish Ambulance Service (SAS) and NHS 24 development workshop to be arranged.	In the current climate, it is recommended that the joint SAS/24 Board Session is postponed until Autumn 2020. This will be reviewed if circumstances change. In the meantime, the Executive Team are continuing to work with SAS on strategic areas of collaboration. This work has accelerated as both organisations look to maximise opportunities arising from COVID-19 collaboration.		PS	30 October 2020	No additional update at this point- we continue to engage with SAS at a strategic planning level, as well as operationally.
725	Board	8.2: Service Quality Report	27 February 2020	Ms Speirs noted the report will be refreshed going forward in line with the Performance Framework Dashboard. Mr McCormick suggested a 13 month graph running January to January would be helpful for comparison.	Dashboard has been updated to reflect this.		PS	27 August 2020	To remain open until full report received at August meeting.
726	Board	9.2: Corporate Risk Register	27 February 2020	Mr Glennie noted the risk on absence management and suggested this may need to be revisited as the audit report has now been received.	Risk will be reviewed in line with audit recommendations and current sickness absence and COVID implications. This will go through internal risk mgt processes before coming back to the Board.		KMcM	27 August 2020	21.07.20 - KMcM confirmed this was approved on the basis the wording was amended. KMcM has done this. Complete.
728	Board	10.1: Property and Asset Management Strategy	27 February 2020	Mr Togneri asked for clarification on how Governance will be managed on the collaborated report. Ms Kane advised this has not yet been agreed however discussions are ongoing and the Board will be advised once it is confirmed.	There has been no further update from NSS in relation to the governance for the Collaborative PAMS. LK will continue to liaise with NSS and revert back once the governance route has been proposed or agreed.		LK	8 October 2020	
729	Board	11.2 Workforce Performance Report	27 February 2020	Mr Tait noted that a risk for absence management has been on the register since 2015. This was discussed at the recent Audit and Risk Committee where a sectoral benchmark was requested. Mr Tait requested a further audit once implementation of the policy has progressed.	Revised Attendance Management Improvement Plan agreed by the Staff Governance Committee May 2020. Performance against the Plan including relevant benchmarking information will be provided to each Staff Governance Committee. Further audits will be agreed as required.		DW	18 June 2020	Propose for closure as no further action required.
739	Board	7. Executive Report to the Board	18 June 2020	Ms Phillips noted the redeployment of Dentists during COVID-19 has been valuable. The Chair suggested a formal thank you to all staff who were redeployed to NHS 24 during COVID. Ms Huckerby confirmed this is currently being coordinated by the Service Development Directorate. This will be formally recorded at a future Board Meeting.	21.07.20 - The RRR (Remobilise/Recover/Renew) Programme is leading the strategic conversation to support our Remobilisation Plan/AOP and is undertaking an Evaluation, Assessment & Review (EAR Group) of 17 agreed priorities across new service models, enhanced use of clinical expertise, and ways of working. The outputs of this work will report in August, and will be incorporated into the Board update on 27.8.20.		LH	27 August 2020	Propose to close.
740	Board	8.1: Patient Stories	18 June 2020	Ms Docherty explained a recent compliment in relation to positive feedback on the service delivered by NHS 24 staff. This compliment can be viewed on Care Opinion. Ms Docherty agreed to share the link with the Board.	23.07.20 - The link has been shared and the action updated so nothing further required on this action.		MD	27 August 2020	23.07.20 - propose the action is closed.
741	Board	8.1: Patient Stories	18 June 2020	The Board would like to formally express their thanks to the family for sharing their story on Care Opinion. Ms Docherty will feed this back to the family.	13.08.20 - As the story was shared via Care Opinion we do not have contact details for this family and are unable to provide feedback directly.		MD	27 August 2020	13.08.20 - MD proposed this action is closed.
742	Board	8.2: Service Quality Report	18 June 2020	As the next Board meeting is not until August, Ms Smith suggested a monthly summary in July. Ms Speirs suggested distribution of this the first week in August to capture the information for the full month of July.	Report issued. Complete		PS	27 August 2020	Propose to close.
743	Board	9.2: Risk Appetite	18 June 2020	Mr McMahon confirmed this has previously been to the Development session held in January and again in May due to the change in landscape. Comments received from the Audit and Risk Committee asked for Stakeholder Engagement and Reputation to be separated. This has now been completed. The narrative in the last paragraph to be reviewed.	Complete		KMcM	27 August 2020	21.07.20 - KMcM confirmed action complete.
744	Board	9.3: Corporate Governance Framework - Model Standing Orders	18 June 2020	A review of Standing Orders has been completed to align with the Scottish Government New Model of Standing Orders. The Corporate Governance Framework will be updated to reflect the changes and will be reviewed by the Audit and Risk Committee.	This will be undertaken following further update from CGSG on Once for Scotland work.		PS	30 October 2020	Awaiting further update from CGSG work.
745	Board	9.3: Corporate Governance Framework - Model Standing Orders	18 June 2020	Mr Glennie advised the quorum for Staff Governance Committee may be different to other Committees. This will be reviewed and updated if required.	This has been reviewed and is in line with all other governance Committees		PS	27 August 2020	Propose for closure as no further action required.

