

**NHS 24
BOARD MEETING**

**17 JUNE 2021
ITEM 12.1
FOR ASSURANCE**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE
HELD ON THURSDAY 13 MAY 2021**

Executive Sponsor:	Director of Nursing & Care
Lead Officer/Author:	Madeline Smith – Chair
Action Required	The Board is asked to note the key points for assurance from the Clinical Governance Committee held on 13 May 2021.

1. Purpose of the report

- 1.1. This report provides the NHS 24 Board with an update on key issues arising from the Clinical Governance Committee meeting held on 13 May 2021.

2. Recommendation

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

3. Dental

- 3.1. The Committee reviewed the evaluation on the introduction of registered dentists to the Scottish Emergency Dental Service (SEDS). It was agreed a future deep five session would be held reviewing delivery of dental services last year.

4. Clinical Content Review Framework

- 4.1. The Committee were informed of the revised clinical content review and 'sign-off' framework which was required due to the COVID pandemic and RUC pathway development. The revised framework supports a more robust, agile and responsive approach to the clinical review and 'sign-off' of clinical content developed and/or used in NHS 24 in collaboration with expert partners and internal stakeholders.

5. Infection Prevention and Control

- 5.1. The Committee were assured of the measures which have been put in place across NHS 24 for Infection Prevention and Control. NES modules relating

to IPC have been identified and will be incorporated into the wider piece of work on mandatory training.

6. Public Protection Annual Report

- 6.1. The Committee received the Public Protection Annual Report providing assurance on the standards of public protection practice within NHS 24. The report identified the service achievements and potential risks for the period from 1st April 2020 until 31st March 2021. Work is currently ongoing on the detail of the Child Health Commissioner role which would support the Promise and Corporate Parenting with the Committee receiving an update a future meeting.

7. Patient and Service User Annual Report

- 7.1. The Committee received the Patient and Service Annual Report detailing the key activities and development relating to patient/service user feedback managed by the Patient Experience Team from 1st April 2020 – 31st March 2021. It was highlighted the work which has been undertaken by the digital team to update NHS Inform, the regular updates to IVR messaging around wait times, Better Working Better Care and Redesign of Urgent Care have all contributed to a better patient experience.