

NHS 24

**Minutes of the Meeting of the
NHS 24 Board
held on Tuesday 8 December 2022 at 10.30am
Boardroom, Lumina Building/MS Teams**

PRESENT

Dr Martin Cheyne (in the Chair)

Mr Mike McCormick (Vice Chair)	Ms Carol Gillie
Mr Jim Miller	Ms Marieke Dwarshuis
Ms Anne Gibson	Ms Maria Docherty
Ms Liz Mallinson	Mr John Gebbie
Dr Laura Ryan	Mr Martin Togneri
Mr David Howe	Mr Alan Webb
Mr Kenneth Woods	

IN ATTENDANCE

Ms Anne Marie Gallacher	..	Chief Information Officer
Ms Jacqui Hepburn	..	Director of Workforce
Ms Stephanie Phillips	..	Director of Transformation, Strategy, Planning and Performance
Ms Suzy Aspley	..	Chief Communications Officer
Ms Pauline Howie	..	Director of Service Delivery
Mrs Geraldine Mathew	..	Board Secretary
Mr Kevin McMahon	..	Head of Risk and Resilience (For Item 8.2)
Ms Janice Houston	..	Director of Special Projects
Ms Ann Campbell	..	Executive PA to the Board (Minute)
Mr Graham Murphy	..	Solution Architect (For Item 13.2)

		ACTION BY
01.	WELCOME, APOLOGIES AND INTRODUCTIONS	
	<p>The Chair welcomed members present to the December 2022 meeting of the Board. There were no apologies noted.</p> <p>The Chair welcomed Ms Pauline Howie, the newly appointed Director of Service Delivery, to the meeting. Ms Howie had taken up post on 7 November 2022, having previously held several corporate posts, most recently with Scottish Enterprise. The Board looked forward to working with Ms Howie.</p> <p>NOTED</p>	
02.	DECLARATIONS OF INTEREST	
	<p>The Chair invited members to declare any interests in any of the items being discussed. There were no declarations made.</p> <p>NOTED</p>	

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		ACTION BY
03.	MINUTES OF PREVIOUS MEETING OF 20 OCTOBER 2022	
	The Board considered the minute of the previous meeting held on Thursday 20 October 2022 [Paper No. Item 03] and were content to approve this as a complete and accurate record. <u>APPROVED</u>	
04.	MATTERS ARISING	
	There were no matters arising from the previous meeting. <u>NOTED</u>	
05.	NOTES ON ANY OTHER BUSINESS	
	Members had been invited to raise any other matters not otherwise included on the agenda by the Board Secretary, prior to the meeting. There were no matters raised by members, however the Chair, Dr Martin Cheyne, noted that an additional item would be taken under Any Other Business, in relation to a demonstration of the NHS 24 App, which would be provided by Mr Graham Murphy, Solution Architect, Architecture and Digital Solutions. <u>NOTED</u>	
06.	CHAIR'S REPORT	
	The Chair provided an overview of activities since the last meeting, and these were included as an appendix with the papers for information. The Board were content to note the Chair's Report, and the activities undertaken since the last meeting. <u>NOTED</u>	
07.	CHIEF EXECUTIVE'S REPORT	
	The Board considered the paper 'Executive Report to the Board' [Paper No. Item 07] presented by Mr Jim Miller, Chief Executive. Mr Miller provided an overview of the key topics within the report including the success of the launch of the NHS 24 App; the positive feedback received following the Mid-Year Review; and the excellent progress made regarding the mandatory training compliance. Dr Cheyne thanked Mr Miller for the update. Discussion took place about the potential industrial action and preparations in respect of this; the refresh of the corporate induction programme; and the reintroduction of appraisals. Following discussion regarding mandatory training it was agreed that Mrs Mathew, Board Secretary would provide members with current compliance levels. The Board were content to note the report and the overview of progress on the high-level activities associated with the delivery of the NHS 24 2022/23 Strategic Priorities and developing NHS 24 corporate strategy. <u>NOTED</u>	Board Secretary

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8.1	PATIENTS STORY		
	<p>Ms Maria Docherty, Director of Nursing and Care, provided an overview of a recent complaint, which involved both NHS 24 and a territorial Board, and the subsequent investigation and learning review, which focused on several key areas including advice, planning, training, and systems. Ms Docherty noted the HIS guidance when reviewing cases with other Boards, and that usually a joint response would be provided to the complainant. On this occasion, a separate response was given, as it was felt that this was the most suitable course of action in this case, to ensure a patient-centred approach.</p> <p>Dr Cheyne thanked Ms Docherty for the overview and wished to express sympathy on behalf of the Board to the family and noted thanks to the family for allowing Ms Docherty to share this.</p> <p>Ms Docherty described a recent compliment received from a service user regarding the Living Life Service, following long-term difficulties with low mood and anxiety. The patient noted the positive impact this service had had on their condition and the overall transformation this had brought about in their life.</p> <p>Dr Cheyne thanked Ms Docherty for the overview and wished to note his thanks on behalf of the Board to the patient for sharing their story.</p> <p><u>NOTED</u></p>		
8.2	CORPORATE RISK REGISTER		
	<p>The Board considered the paper ‘Corporate Risk Register Update’ [Paper No. 8.2] presented by Mr John Gebbie, Director of Finance, and Mr Kevin McMahon, Head of Risk and Resilience. Mr Gebbie noted recent discussion at the Integrated Governance Committee, where a proposal to revert to the previous cycle of presentation of the Risk Register to Board was discussed. The Committee agreed with the proposal and approved the recommendation that the Risk Register was presented to the Board on a quarterly basis, in line with reporting to the Audit and Risk Committee.</p> <p>The Chair thanked Mr Gebbie and Mr McMahon for the report.</p> <p>The Board were content to note the risks presented and were assured by the risk management process.</p> <p><u>NOTED</u></p>		
9.1	NHS 24 CLIMATE CHANGE EMERGENCY AND SUSTAINABILITY PROGRAMME		
	<p>The Board considered the paper ‘NHS 24 Climate Emergency and Sustainability Programme’ [Paper No. Item 9.1] presented by the Medical Director, Dr Laura Ryan. The paper detailed key activities and developments relating to the NHS 24 response to climate emergency and sustainability. Dr Ryan highlighted that there is a new requirement for Health Boards to publish an Annual Climate Emergency and Sustainability Report, referred to as the NHS 24 CESP Annual Report, and the Board were asked to approve the new CESP Annual Report for 2021/22 for submission in January 2023.</p> <p>Dr Cheyne thanked Dr Ryan for the report and invited comments and questions from members.</p> <p>Discussion took place regarding the connection between sustainability and financial efficiencies, and Dr Ryan and Mr Gebbie confirmed that these were very closely aligned and that regular meetings were in.</p> <p>In summary, the Board acknowledged and took assurance from, the Climate Emergency and Sustainability Programme Update, and were content to approve submission of the new CESP Annual Report for 2021/22.</p>		

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	<u>APPROVED</u>		
10.1	CORPORATE PERFORMANCE REPORT		
	<p>The Board considered the paper ‘Corporate Performance Report October 2022’ [Paper No. Item 10.1] presented by Ms Stephanie Phillips, Director of Transformation, Strategy, Planning and Performance. The paper provided an overview of key points in relation to October 2022 performance, including the increase of 4 % in demand to the 111 service, increased demand within the Mental Health Hub and Breathing Space, and a rise in seasonal illness being experienced across the service. Ms Phillips noted that there had been a drop in demand seen in the first two weeks of November.</p> <p>Dr Cheyne thanked Ms Phillips for the report and invited comments and questions from members.</p> <p>Discussion took place about the key performance indicators, and Ms Phillips confirmed that work would be undertaken to revisit the KPIs. Furthermore, consideration would be given to the order in which the data contained within the report was presented, to ensure that person-centred care aspects, such feedback received, was highlighted.</p> <p>In response to a question regarding the level of absence and if this was attributable to seasonal illness, Ms Hepburn explained that short term absence related to colds and flus had increased, as was typical of this season, however she noted that long term absence had decreased. Ms Docherty noted the current uptake rates for flu vaccination and highlighted that discussion was underway nationally to consider ways in which uptake could be promoted and increased.</p> <p>The Board were content to note the Corporate Performance Report for October 2022 and were assured by the information provided in respect of the quality and performance of services provided for the period ended 31 October 2022.</p> <p><u>NOTED</u></p>		
10.2	FINANCIAL PERFORMANCE REPORT		
	<p>The Board considered the paper ‘Financial Performance Report to 31 October 2022’ [Paper No. 10.2] presented by the Director of Finance, Mr John Gebbie. The paper provided an overview of NHS 24 financial performance for the period April 2022 to October 2022. Mr Gebbie noted that NHS 24 reported an underspend position of £249k against the forecast position at Month 7. The full year forecast was anticipating a £285k underspend position, and this was subject to funding assumptions in relation to the Mental Health Hub, and the Agenda for Change pay uplift outcome being fully funded.</p> <p>The Chair thanked Mr Gebbie for the report and invited comments and questions from members.</p> <p>The Board were content to note the report and the NHS 24 financial performance to 31 October 2022.</p> <p><u>NOTED</u></p>		
11.1	REVIEW OF CORPORATE GOVERNANCE FRAMEWORK		
	<p>The Board considered the paper ‘Review of Corporate Governance Framework’ [Paper No. Item 11.1] presented by Mr John Gebbie, Director of Finance. The Corporate Governance Framework was last fully updated in December 2019 and it had been agreed earlier in the year that the Framework would be updated in line with the Blueprint for Good Governance. Mr Gebbie noted that the Blueprint remained in draft nationally, however publication of the final Blueprint was expected imminently. Mr Gebbie noted that the Framework had been presented</p>		

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	<p>to the Audit and Risk Committee at its meeting on 1 December and amendments made to the Framework since review by the Audit and Risk Committee had been circulated for assurance.</p> <p>Dr Cheyne thanked Mr Gebbie for the report and noted that this was a comprehensive document.</p> <p>The Board were content to approve the updated Corporate Governance Framework and noted that should there be any material amendments required to the Framework following publication of the final Blueprint for Good Governance, these would be presented to the Board for approval.</p> <p>APPROVED</p>		
11.2	BOARD AND COMMITTEE COMPOSITION UPDATE		
	<p>The Board considered the paper ‘Board and Committee Composition Update’ [Paper No. 11.2] presented by Mr John Gebbie, Director of Finance. The paper provided an overview of Board and Committee Composition as of 1 December 2022, following the appointment of the Director of Service Delivery, appointment of the Partnership Forum Representative on the Audit and Risk Committee, appointment of the Sustainability Champion, and appointment of the Vice Chair of the Audit and Risk Committee.</p> <p>The Board were content to approve the appointments outlined in the Board and Committee Composition as of 1 December 2022.</p> <p>APPROVED</p>		
12.1	CLINICAL GOVERNANCE COMMITTEE		
	<p>The Board considered the approved minute of the Clinical Governance Committee meeting of 8 August 2022 [Paper No. 12.1a] and the Highlight Report of the meeting of 24 November 2022 [Paper No. 12.1b] and were content to note these.</p> <p>Mr Martin Togneri, Chair of the Clinical Governance Committee, provided an overview of the key topics discussed, including an update on Realistic Medicine, a Whistleblowing Update, and an update on Safe Staffing Legislation.</p> <p>Ms Docherty noted that work was underway to develop the Board Leadership Walk round Programme, and the programme would shortly be made available to members via the Board Secretary.</p> <p>NOTED</p>		
12.2	STAFF GOVERNANCE COMMITTEE		
	<p>The Board considered the approved minute of the Staff Governance Committee meeting of 28 July 2022 [Paper No. 12.2a] and the Highlight Report of the meeting of 18 October 2022 and 17 November 2022 [Paper No. 12.2b] and were content to note these.</p> <p>Mr Alan Webb, Chair of the Staff Governance Committee, provided an overview of the key topics discussed at the recent meeting including Workforce Strategy, Attrition and Recruitment, and roles and development opportunities.</p> <p>NOTED</p>		

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12.3	AUDIT AND RISK COMMITTEE		
	<p>The Board considered the approved minute of the Audit and Risk Committee meeting of 11 August 2022 [Paper No. 12.3a] and the Highlight Report of the meeting of 1 December 2022 [Paper No 12.3b] and were content to note these.</p> <p>Ms Carol Gillie, Chair of the Audit and Risk Committee, provided an overview of the key topics discussed at the last meeting, including review of the Internal Audit Plan for 2022/23 and the new process adopted for tracking Internal Audit recommendations.</p> <p><u>NOTED</u></p>		
12.4	PLANNING AND PERFORMANCE COMMITTEE		
	<p>The Board considered the approved minute of the Planning and Performance Committee meeting of 4 August 2022 [Paper No. 12.4a] and the Highlight Report of the meeting of 28 November 2022 [Paper No. 12.4b] and were content to note these.</p> <p>Mr Mike McCormick, Chair of the Planning and Performance Committee, provided an overview of the key topics discussed at the last meeting, including the update on the climate emergency and sustainability programme.</p> <p><u>NOTED</u></p>		
12.5	INTEGRATED GOVERNANCE COMMITTEE		
	<p>Dr Martin Cheyne, Chair of the Integrated Governance Committee, provided a verbal update on the recent meeting of the Committee on 6 December 2022 and noted the key topics discussed including the Corporate Risk Register reporting on a quarterly basis to the Board, in line with Audit and Risk Committee, alignment of the Procurement Strategy, and reinvigoration of the Annual Board and Committee Self Effectiveness Reviews.</p> <p><u>NOTED</u></p>		
13.1	NHS 24 BOARD ACTION LOG		
	<p>The Board considered the paper ‘Rolling Actions Log’ [Paper No. 13.1] and were content to approve the recommendation that eight actions were closed. The Board noted that five actions remained ongoing.</p> <p><u>APPROVED</u></p>		
13.2	AOB		
	<p><u>VALEDICTORY</u></p> <p>Dr Cheyne noted that this would be the last Board Meeting of Ms Janice Houston, Director of Special Projects. Ms Houston would shortly retire in spring 2023, and Dr Cheyne noted that Ms Houston had had an extensive career with NHS 24, taking up post when the organisation was established. Ms Houston had held several posts within the Health Service during her career and Dr Cheyne thanked Ms Houston for her commitment and hard work throughout her time with the Health Service and with NHS 24 and wished her well in her retirement on behalf of the Board.</p> <p><u>NHS 24 APP</u></p>		

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	<p>Dr Cheyne welcomed Mr Graham Murphy, Solution Architect, to the meeting. Mr Murphy provided a demonstration of the newly launched NHS 24 App and the functionality available to users within it.</p> <p>The Board thanked Mr Murphy for the demonstration and welcomed the soft launch of the App.</p> <p><u>NOTED</u></p>	
	<p>DATE OF NEXT SCHEDULED MEETING</p>	
	<p>Thursday 2 March 2023, 10am, Boardroom, Lumina Building.</p>	
	<p style="text-align: right;">The meeting concluded at 13:01.</p>	