

**NHS 24
BOARD MEETING**

**16 DECEMBER 2021
ITEM xx.x
FOR ASSURANCE**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE
HELD ON THURSDAY 12 AUGUST 2021**

Executive Sponsor:	Executive Director of Nursing & Care
Lead Officer/Author:	Martin Togneri – Chair
Action Required	The Board is asked to note the key points for assurance from the Clinical Governance Committee held on 4 November 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 4 November 2021.

2. Recommendation

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

3. Report of Clinical Directors

- 3.1. It was highlighted 40.7% of staff have their Flu vaccine and clinics for the COVID booster would start on the 6th November.
- 3.2. The Committee received a paper detailing the finding from an audit undertaken in August 2021, looking at the quality and safety of calls to the 111 service that exceeded a 30 minute waiting time. The audit (taken into consideration the small sample size) demonstrated that the quality of clinical care for patients waiting to access the 111 service for >30 minutes did not have a detrimental impact on quality and safety.

4. Healthcare Quality Report

- 4.1. The Committee reviewed the Quarterly Healthcare Quality Report for Q2 (July-September 2021). There was discussion around the presentation of data within the report to ensure provides the Committee with assurance. It was agreed further discussions would take place with the Chair, Nurse and Medical Director around format of future reports.

5. Service Delivery

- 5.1. The Committee received an update on activity within Service Delivery noting the pressures within the service, however, COVID calls had stabilised to around 23-24%. Temporary call operators have been recruited to bolster the service going into the winter period.
- 5.2. In terms of the RUC programme it was noted there are approx. 1400-1600 calls per day. Phase 2 is starting to progress with each of the workstreams coming together: MSK, Pharmacy and Mental Health. A number of evaluations are underway, however, the evaluation of public messaging showed positive results to the public's response to.

6. Patient Experience Survey

- 6.1. The Committee received a paper detailing the Patient Experience Survey results from April – September 2021. It was noted of 2,700 patients randomly selected the return rate was 4%. Work is currently underway to prepare an action plan to move away from postal surveys to SMS text messaging which will hopefully improve the returns. A paper will be presented to the next Committee meeting in February 2022..