

ACTION AREA	ORIGINATION DATE	ACTION/RECOMMENDATION	UPDATE	RAG	LEAD	TARGET DATE	COMMENTS
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 has been suggested to postpone the plan for a joint SAS/24 Board Session out to Autumn 2020. This will be reviewed if circumstances change. An update will be provided at the next meeting.		PS	27 August 2020	
7: Executive Report to the Board	27 February 2020	Dr Butler asked for clarification on the Breathing Space Webchat Service and asked how this being monitored. Ms Phillips advised an evaluation report of Webchat has been produced and will send on to Dr Butler for information.	Verbal Update will be provided at the meeting.		SP	2 April 2020	
7: Executive Report to the Board	27 February 2020	Full centre testing of the new supervision model BWBC took place in February within Cardonald and Aberdeen. This entailed 100% application of the new model. A detailed analysis report has been produced and was presented to the Clinical Effectiveness Group. Ms Phillips agreed to share this report with the Board.	Verbal Update will be provided at the meeting.		SP	2 April 2020	
8.1: Patient Stories	27 February 2020	Mr Kelly explained a recent compliment in relation to positive feedback on the advice given by NHS 24 staff. Mr Kelly noted there was a video from the family explaining their positive experience. It was agreed this would be shared at the next Board Meeting.	Due to the Board meeting being held virtually this will be carried forward to a future meeting.		MK	18 June 2020	
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.	Verbal Update will be provided at the meeting.		PS	2 April 2020	
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.	Verbal Update will be provided at the meeting.		KMcM	2 April 2020	
10.1: Property and Asset Management Strategy	27 February 2020	Ms Smith noted the reference to the Remuneration Committee being a subcommittee of Staff Governance Committee. It was suggested this to be removed from the report as is not relevant.	No action to date, the PAMS document will be updated to reflect to enable formal sign off.		LK	18 June 2020	
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.	This has not yet been fully agreed. However, I understand the collaborative PAMS has been submitted to respective DOFs to gather initial feedback. Further clarification to be sought.		LK	18 June 2020	
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.	Update for June Board.		SP	18 June 2020	
13: Action Log	27 February 2020	The Board reviewed the action log and confirmed closure of all actions recommended for closure.	Complete		YK	2 April 2020	Action Recommended for Closure