

Ref	Source	Subject	EMT Lead	Action	Proposed Completion Date	Status October 2021
744	NHS 24 Board	Corporate Governance Framework- Model Standing Orders	P Speirs	A review of the 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 & Risk Committee	16 December 2021	Partially Complete - Work to review and enhance the organisation's existing Corporate Governance Framework is ongoing. An initial draft version of this is planned to be presented at the meeting of the Audit & Risk Committee on 1 November 2021 before being presented to the Board on 16 December 2021. A internal session on Active Governance was delivered to Board members at the Workshop of 23 September. A fuller session, jointly facilitated by NES and SAS will be delivered to the Board 18 November 2021. We await further direction on the revised Blueprint for Governance.
777	NHS 24 Board	Workforce Performance Report	P Docherty/ J Hepburn	Staff Governance Committee to scrutinise non-compliance with PDP requirements and propose recommendations for improvement to the Board.	16 December 2021	Partially Complete - HR welcomes further scrutiny on this matter and will attend Staff Governance on 11/11/21. Significant work continues to be undertaken in this area including online and face to face coaching and training sessions, regular communications via Team Talk/ODL&L Newsletter. As well as plans for adding to the Management Essentials Programme adding to Protected Learning Time.
778	NHS 24 Board	Chief Executive Update	P Speirs	The Chair requested the lessons learned report on the telephony outage from 21 October be discussed at a future Planning and Performance Committee.	When available	
779	NHS 24 Board	Minute of the meeting held 19 August 2021	L Ryan	An action from the last meeting noted Staff Governance as the secondary Committee for Risk 4 in the Corporate Risk Register. It was agreed that this would be reviewed to align with the current Corporate Risk Register. Subject to amendment the minutes were approved.	16 December 2021	
780	NHS 24 Board	Connect Programme	J Gebbie	The draft health check report has been received and work is ongoing to address the recommendations. Board members requested sight of this report to further understand the implications. It was agreed this would be shared.	16 December 2021	
781	NHS 24 Board	Corporate Performance Report	P Speirs	The Board noted the continued demand for key services, particularly around COVID activity and the higher demand for the Cancer Treatment helpline. Following discussion, the Board agreed that it would be useful if the Report could include a summary narrative on the context to current performance.	16 December 2021	
782	NHS 24 Board	Equalities and Human Rights Short Life Working Group (SLWG): Report and Recommendation	P Speirs	The Chair asked that recruitment of Non-Executive Board Members is included within this report as equality and diversity in this area is addressed at National and Board level.	16 December 2021	
783	NHS 24 Board	2022/23 Committee Meeting Dates	P Speirs	The Chair presented the proposed Board and Committee dates for 2022/23 to Board Members. After discussion it was noted all dates were approved with the exception of the December 2022 date as per the email update sent on 21 October.	16 December 2021	