

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE
HELD ON MONDAY 7 FEBRUARY 2022**

Executive Sponsor:	Maria Docherty, 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 7 February 2022.

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 7 February 2022.

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. The Committee were informed the percentage of NHS 24 staff to have received their flu vaccine was 54.6% and 56.3% for the Covid-19 booster. These figure include staff vaccinated at the in house clinics and where staff have informed us that they have been vaccinated externally.

4. Healthcare Quality Report

- 4.1. The Committee reviewed the Quarterly Healthcare Quality Report for Q3 (October-December 2021). It was noted new performance framework measures were included in the report. The Committee agreed a session would take place to improve member's knowledge and understanding of the report, with a further session thereafter to look at improvements around the presentation and format.

5. Patient Experience Survey

- 5.1. The Committee received an update on the work being undertaken to move away from postal surveys to SMS text messaging which will hopefully

improve the return rates, this is due to be implemented from Quarter 2 of 2022/23.

6. Student Nurse Placement

- 6.1. The Committee received an update on the phased plan to introduce Student Nurse Placements across NHS 24, which will commence in February 2022. The progress and evaluation of this work will be assured through existing governance structures (Clinical Education Governance Group), with planned updates future Clinical Governance Committees. An integrated multi-professional approach to student placements will also be progressed and this will be developed via the Senior Clinical Forum.