

**NHS 24
CLINICAL GOVERNANCE COMMITTEE**

**8 AUGUST 2022
ITEM No. 3
FOR APPROVAL**

**Minutes of the Meeting held on Thursday 26 May 2022
in Boardroom, Lumina / via MS Teams**

The Committee is asked to approve the minutes of the Clinical Governance Committee meeting held on Thursday 26th May 2022 as an accurate record of discussions.

Members:

Mr Martin Togneri	Non-Executive and Committee Chair
Ms Anne Gibson	Non-Executive
Ms Marieke Dwarshuis	Non-Executive
Ms Liz Mallinson	Non-Executive
Dr John McAnaw	Representative of Clinical Advisory Group/ Associate Clinical Director

In Attendance:

Dr Martin Cheyne	Chair, NHS 24
Mr Jim Miller	Chief Executive, NHS 24
Mrs Maria Docherty	Executive Director of Nursing & Care
Dr Laura Ryan	Medical Director
Ms Stephanie Phillips	Director of Service Delivery
Mrs Janice Houston	Associate Director of Operations and Nursing
Mr Martin MacGregor	Partnership Forum Nominated Staff Representative
Mrs Laura Neil	Lead AHP / Interim Head of Clinical Governance and Quality Improvement
Mrs Lauren Kennedy	Lead Nurse Mental Health and Learning Disabilities
Ms Flora Ogilvie	Consultant in Public Health
Mr David Morrison	Participation and Equalities Manager
Ms Arlene Campbell	Head of Stakeholder Engagement and Insights
Ms Linda Robertson	Risk and Resilience Manager
Kay Carmichael	Executive PA (Minutes)

Apologies:

Mr John Gebbie	Director of Finance
Mr Kevin McMahon	Head of Risk Management & Resilience

1. WELCOME, INTRODUCTIONS, APOLOGIES & APPROVAL OF MINUTES

1.1. Welcome and Apologies

Mr Togneri welcomed everyone to the meeting. Apologies were noted as above.

1.2. Declarations of Interest

There were no declarations of interest.

1.3. Minutes of Previous Meeting

The minutes of the previous meetings held on 7 February 2022 were approved as an accurate record.

1.4 Action Log

The Committee reviewed the action log and agreed the closure of the outstanding actions as they are incorporated into the Committee Workplan.

Mr Togneri advised the Committee that the papers would be taken as read with only key points highlighted and issues/queries raised to give maximum time for discussion and assurance.

2. ITEMS FOR DISCUSSION / APPROVAL

2.1 Realistic Medicine

Mr McAnaw spoke to a paper providing an update on the work being undertaken to embed Realistic Medicine & Care (RMC) across NHS 24, noting the key points:

- The successful delivery of the 'It's OK to Ask' messaging through a national campaign, which will be repeated in 2022 and the refresh and distribution of 'My Information for NHS 24' cards to boards and other stakeholder organisations.
- Imminent completion of Data Protection Impact Assessment (DPIA) process for sharing contact record with every community pharmacy referral.
- Self-care information and signposting available through NHS inform for Long COVID as well as Mental Health and Wellbeing Self-help Guides.
- Internal RMC communications plan being developed for delivery across 2022 using written and video approaches.
- Public health and health inequalities work, and development of public health framework now well underway.

The Committee noted the update and approved the Action Plan for 2022-23.

2.2 Clinical Roadmap

Mr Moore presented a paper detailing the refreshed Clinical Roadmap which was developed in collaboration with clinicians across the organisation. The paper highlights the Clinical Strategic Priorities for 2022-24 being:

- Collaborative and Inclusive Leadership
- Service Provision and Improving Access
- Improving Outcomes
- Sustainable Workforce

For each priority there are actions which are detailed using a driver diagram structure which sit behind a one-page summary. The Clinical Roadmap has been used to inform the strategic intent / organisational strategy.

The Committee approved the refreshed Clinical Roadmap.

2.3 Public Health Framework

Ms Ogilvie presented a paper detailing the proposed approach for Public Health within NHS 24. It set out the proposed high-level priority actions over the next 3 years, recognising that these will be reviewed, refined and updated to ensure they align with any forthcoming internal and external recommendations and future policy priorities.

The key points noted were:

- NHS 24 have a responsibility to support delivery of Scottish Government's Care and Wellbeing Portfolio Mission to 'improve population health and reduce inequalities'
- This include taking a range of 'upstream'; midstream' and 'downstream' actions
- A key area of focus should be an improved use of data and intelligence, to better inform our decision making in relation to service delivery and quality improvement

The Committee approved the Public Health Framework and requested updates to a future meeting.

2.4 Equalities Positioning Paper

Mr Morrison presented a paper which sets out the current position on some of the steps being taken within NHS 24 to meet equality legislation, recommends a series of activities intended to strengthen the delivery of equality led initiatives across directorates, provides an overview of equality considerations from a national perspective, and provides a view on the Scottish Government's intention to revise the Public Sector Equality Duty.

The Committee noted the paper for assurance.

2.5 NHS 24 Stakeholder Engagement Framework

Ms Campbell presented a paper to the Committee. The paper sets out a clear, refreshed and strengthened, high level approach within which NHS 24 can develop increasingly effective and appropriate means of engaging with its many and varied stakeholders – in ways which meet their needs and expectations and those of NHS 24. The approach is intended as a guide to be used for developing more detailed delivery planning across each of the distinct stakeholder pillars, reflecting NHS 24's statutory duties, organisational values and strategic objectives.

The Committee noted the report for assurance.

3. REPORT OF CLINICAL DIRECTORS

Mrs Docherty presented the report of the Clinical Directors, noting the main areas:

- Advance Practice - A discussion paper with associated planned actions agreed and signed off by the Executive Management Team. Advanced Nurse Practitioners skill set now working with Service Delivery and Associate Medical Director to understand areas in which they can add extra value and support frontline. Meetings arranged with Heads of Clinical Services and Clinical Services Managers plus input into Continuous Professional Development (CPD) calendar in progress.
- Children and Young People - Children and Young People Health and Wellbeing Steering Group first meeting took place on 27 April 2022. This group will support the work of The Children and Young People (Scotland) Act 2014 which addresses a range of areas relating to the wellbeing of children and young people and contains a number of provisions and duties that apply to health boards.

Dr Ryan highlighted the following key points:

- NHS 24, SAS, NHS Tayside Flow Navigation Centre - successful joint SAS, Medical NHS 24 NHS Tayside Board review of Flow Navigation Centre referrals from NHS 24. Will support standardised approach to undertaking similar reviews which can be replicated across other Boards. Ensures NHS 24 participation in these reviews and provides valuable feedback mechanism to aid both internal education and service development and strengthen national visible collaboration.
- Enabling NHS 24 to increase digital prescribing as part of national digital prescribing pathway development - Medical Directorate Membership of the Digital Prescribing and Dispensing Pathways (DPDP) Clinical Advisory Group (CAG) which had its inaugural meeting at end of January 2022. NHS 24's requirements regarding digital prescribing are being presented at the national Clinical Advisory Group and will enable prescribing pathways and the use of digital signatures for remote prescribing for NHS 24. This is supported by Three SG-sponsors (Medicines and Pharmacy, Primary Care, Digital). Digital prescribing will align with our clinical strategy digital intent to deliver services without recourse to onward referral and will deliver a safe and effective, timelier patient journey

The Committee noted the content of the paper for assurance.

4. CLINICAL RISK MANAGEMENT

4.1 Review of Clinical Risk Register

Dr Ryan presented the Clinical Risk Register which provides an update on all primary and secondary category clinical risks to the organisation as of 18 May 2022.

It was noted there are 4 new risk and no major risks. Those risk under 10 would be brought o the August Committee.

Ms Robertson stated Risks 1 and 2 had been looked at closely as demand has dropped and would anticipate these would reduce in score in near future.

The Committee noted the content of the paper.

4.2 Organisational Resilience Update

Dr Ryan presented the paper provided an update to the Committee on current issues and management relating to NHS 24 organisational resilience.

The main points highlighted were:

- COVID-19: Public Inquiry has been established to document and capture the handling of the Coronavirus pandemic in Scotland. The Medical Director has been identified as the Executive Lead for all work relating to the inquiry.
- Russia Ukraine Conflict: NHS 24 offer Ukrainian as a language as part of the IVR and translation services have been engaged to ensure they can provide an appropriate service.
- Corporate Escalation Process: this us under review following the winter period and will be presented to the Executive Management Team for approval.

The Committee noted the report.

5. NHSS QUALITY STRATEGY

5.1 National Quarterly Healthcare Quality Report

Mr Togneri informed the Committee a meeting had taken place with the Non-Executive Directors to understand the content of the report and provide an opportunity to suggest changes.

Mr Moore presented the National Quarterly Healthcare Quality Report for Q4 January to March 2022. The Report was approved by the National Clinical Governance Group in May 2022. The following points of interest were highlighted:

- This report is currently under review to iteratively improve the content as agreed at a recent development session with committee members. This includes the development of an assurance framework for each service and evidencing continuous quality improvement. This first iteration has removed unnecessary information and added some elements of thematic analysis, system improvements and quality assurance of process regarding adverse events/partner feedback/complaints.

- During this quarter the organisation has effectively applied the corporate escalation process in response to the pressures faced by the ongoing pandemic. Essential elements of governance have been maintained throughout this period to ensure the safety and wider quality of essential services. At the same time non-essential activities were paused to ensure resources and efforts were directed towards supporting service delivery.
- Following instruction by Scottish Government and aligned to national pandemic de-escalation and recovery, the clinical COVID-19 pathway has been decommissioned. The required changes to NHS 24 technical systems, protocol, process and resourcing were successfully implemented by the target date of 01 April 2022.
- Stage 1 complaint timeline remains at 10 days. It was anticipated that as of 1st April 2022 we would revert back to the five day KPI, however upon discussion with senior staff, due to continued pressures with COVID-19 activity, this remains at 10 days currently. This will be kept under continued review, however the intention is that we will revert back to five days by Q2. Some complaints still achieve the five working day turnaround, however it was considered helpful to frontline colleagues to allow them extended time to review and respond. Complainants are being advised of the timeframes.
- There were six stage 2 complaints received. All were acknowledged within three working days and responded to within 20 working days.
- It should be noted that NHS 24 continue to receive positive feedback and compliments have increased over this period. Where possible, compliments are shared with staff.

The Committee noted the report and assurance provided.

6. SAFE

6.1 Infection Prevention and Control (IPC)

Mrs Docherty introduced the report to the Committee updating the areas the organisation is progressing in terms of Infection Prevention and Control (IPC) highlighted the changing landscape and the organisational position in terms of distancing and masks.

The Committee noted the content of the paper.

6.2 Mental Health Nurses in Police Scotland

Mrs Kennedy presented a paper to the Committee for assurance.

The main points highlighted were:

- Mental Health Collaboration Pathway between NHS 24 and Police Scotland
- 6 NHS 24 Mental Health Nurse Practitioners are working collaboratively within Police Scotland to support the response to those contacting Police who are experiencing distress associated with their Mental Health

- Test of Change initially to allow continuous development and improvement aligned to robust evaluation, as this is a unique model
- Request for Test of Change to extend for a further 3 months following initial 4 months
- Recently presented at Justice Committee – Police Scotland, SAS and NHS 24 commended for this innovation

The Committee noted the content of report for assurance.

7. EFFECTIVE

7.1 Service Delivery Update

Ms Phillips provided an update to the Committee on activity within Service Delivery noting the end of the COVID pathway. It was highlighted activity is stabilising midweek however, weekends remain challenging, although recruitment is ongoing.

The Committee welcomed the update and expressed thanks to Ms Philips for her contribution to the Committee as Director of Service Delivery.

8. PERSON-CENTRED

8.1 Patient Experience Survey Report

Mr Moore presented the report detailing the Patient Experience Survey results from October 2021 to March 2022, noting return rates had diminished from 4% previously reported to 1%. The Committee were advised the National Clinical Governance Group approved the immediate suspension to the postal survey effective at its meeting on 11 May 2022.

The Committee were assured an SMS patient survey will be implemented in November 2022 along with a complimentary bi-annual postal survey. This will ensure NHS 24 are capturing patient experience via SMS and postal surveys to allow more meaningful data to continuously improve the service NHS 24 delivers to all our patients.

The Committee noted the report.

8.2 Whistleblowing Update

Mr Moore provided an update to the Committee on the work being undertaken by the group in relation to the National Whistleblowing Standards. Due to the organisation being in incident management mode the group had been paused, however, has been re-established and the main areas being picked up are in relation to Communications Plan and recruitment of confidential contacts.

It was highlighted there had been no whistleblowing activity during Quarter 4 of 2021/22.

Mr Moore and Mrs Docherty meet regularly with Ms Liz Mallinson in her role as Whistleblowing Champion.

The Committee noted the update.

8.3 Public Protection Policy

The Committee the reviewed Public Protection Policy which supports the organisation's position in relation to child and adult protection practice. The Policy underpins the public protection process and education materials. The policy has been reviewed and updated in line with national and local developments and was approved by the National Clinical Governance Committee in March 2022.

The Committee noted the updated policy.

10. ITEMS FOR ASSURANCE

10.1 National Clinical Governance

The Committee noted the minutes of the National Clinical Governance Group held on 27 January 2022.

10.2 Annual Report to the Board

The Committee reviewed the Annual Report 2021/22 for presentation at the June Board.

Mr Togneri requested reference be added due to COVID arrangements and governance light approach one deep dive was held during the year.

The Committee approved the report for submission to the Board with the above amendment.

10.3 Terms of Reference

The Committee reviewed the revised Terms of Reference noting the inclusion of the NHS 24 Chair as a member of the Clinical Governance Committee.

It was highlighted the Board Secretary will be undertaking a review of all Terms of Reference in line with the Corporate Governance Framework.

The Committee approved the Terms of Reference.

10.4 Committee Workplan

The Committee discussed and noted the Workplan.

11. DATE OF NEXT MEETING

The next meeting will take place on Monday 8th August 2022 at 10am to 12noon in Boardroom, Lumina / via MS Teams.

The meeting ended at 12.25am