

NHS 24 BOARD MEETING		16 JUNE 2022 ITEM NO 11.1b FOR ASSURANCE	
KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD ON THURSDAY 26 MAY 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 26 May 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 26 May 2022.

2. Recommendation

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

3. Realistic Medicine and Care

- 3.1. The Committee received an update on the work being undertaking 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

- 3.2. The Committee approved the Action Plan for 2022-23.

4. Clinical Roadmap

- 4.1. The Committee approved the refreshed Clinical Roadmap which was developed in collaboration with clinicians across the organisation. The Clinical Strategic Priorities for 2022-24 were:
- Collaborative and Inclusive Leadership
 - Service Provision and Improving Access
 - Improving Outcomes
 - Sustainable Workforce

5. Public Health Framework

- 5.1. The Committee noted the need for NHS 24 to play a key role in improving population health and reducing inequalities.
- 5.2. The Committee approved the Public Health Framework which detailed the high-level priority actions which had been identified for the next 3 years.
- 5.3. A refined Action Plan to underpin the Framework will be brought to the next Committee.

6. Quarterly Healthcare Quality Report

- 6.1. The Committee reviewed the Quarterly Healthcare Quality Report for Q4 (January-March 2022). The Committee welcomed the improvements which had been made to the report following a session with the Non-Executive Members.

7. Patient Experience Survey

- 7.1. The Clinical Governance Committee noted the Patient Experience Survey results for the period of October 2021 – March 2022.
- 7.2. 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.
- 7.3. 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.