

**NHS 24
BOARD MEETING**

**18 AUGUST 2022
ITEM NO 11.1b
FOR ASSURANCE**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE
HELD ON MONDAY 8 AUGUST 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 8 August 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 8 August 2022.

2. Recommendation

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

3. Quarterly Healthcare Quality Report

- 3.1. The Committee reviewed the Quarterly Healthcare Quality Report for Q1 (April-June 2022). The Committee welcomed the improvements which had been made to the report and suggested further improvements to the presentation of data including last 5 quarters and graph format.

4. Public Partnership Forum and Youth Forum – Annual Update

- 4.1. The Committee received an update on the work of the Public Partnership Forum and Youth Forum during 2021/22. The Committee were encouraged by the report and reflected on the activity being maintained by the forums during the pandemic.
- 4.2. The Board Chair hoped to encourage members of the forums to observe Board meetings in future.

5. Public Protection - Learning and Development Strategy and Annual Report 2021/22

- 5.1. The Committee received two reports from the Public Protection Service in relation to the Learning and Development Strategy which had been updated

in line with national guidance and the annual report detailing activity within the service during 2021/22.

6. Patient and Service User Feedback and Duty of Candour

- 6.1. The Committee reviewed the Annual Report 2021/22 for Patient and Service User Feedback noting that a very small proportion of calls result in complaints.
- 6.2. The Committee endorsed the Duty of Candour Annual Report for 2021/22 and remittance to the Board for approval.

7. Whistleblowing

- 7.1. The Committee received an update in relation to Whistleblowing following publication of the Annual Report for 2021/22 which had been virtually approved by the Board.
- 7.2. An action plan has been developed which included a refresh of the current policy, communications plan, recruitment of confidential contacts and support for the Whistleblowing Champion.
- 7.3. Work is currently underway in preparation for Speak Up week which will take place the 3 – 7 October 2022.

8. Improvement Updates

- 8.1. The Clinical Governance Committee reviewed the workplan for 2022/23 and following discussion agreed to hold a deep dive at the November meeting on Public Health and Realistic Medicine & Care.
- 8.2. The Committee felt the topic of Urgent and Unscheduled Care would be more appropriate at a future Board Workshop.