Ref	SOURCE	ACTION AREA	ORIGINATION DATE	ACTION/RECOMMENDATION	UPDATE	RAG LEAD	TARGET DATE	COMMENTS
673	Board	7 - Chair's Report	20 June 2019	Joint Scottish Ambulance Service (SAS) and NHS 24 development workshop to be arranged.	In the current climate, it is recommended that the joint SAS/24 Board Session is postponed until Autum 2020. This will be reviewed if circumstances change. In the meantime, the Executive Team are continuing to work with SAS on strategic areas of collaboration. This work has accelerated as both organisations look to maximise opportunities arising from COVID-19 collaboration. 30/9/20: No further update available.	PS	30 October 2020	No additional update at this point- we continue to engage with SAS at a strategic planning level, as well as operationally.
728	Board	10.1: Property and Asset Management Strategy	27 February 2020	Mr Togneri asked for clarification on how Governance will be managed on the collaborated report. Ms Kane advised this has not yet been agreed however discussions are ongoing and the Board will be advised once it is confirmed.	There has been no further update from NSS in relation to the governance for the Collaborative PAMS. LK will continue to liaise with NSS and revert back once the governance route has been proposed or agreed. October 2020: Continued dialogue between NHS 24 and Health Facilities Scotland representative. No definitive received. This remains unclear.	LK	8 October 2020	
744	Board	9.3: Corporate Governance Framework - Model Standing Orders	18 June 2020	A review of 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 and Risk Committee.	This will be undertaken following further update from CGSG on Once for Scotland work. Update October 2020: No further update available.	PS	30 October 2020	Awaiting further update from CGSG work.
746	Board	9.4: Whistleblowing Standards	18 June 2020	Ms Docherty confirmed the values of the organisation will be embedded within the Short Life Working Group. Update to be provided at a future Board meeting once the guidelines have been issued.	12.08.20 - Short life working group established, who have met twice to date. Report will be submitted to future meeting. Update October 2020: Short life working group has further met we are pulling together an action plan and we have had a brief from SG stating that the Once for Scotland is not progressing at the moment but will resume next Spring. We are preparing for our processes to be aligned with the standards.	MD	25 February 2021	
750	Board	5. Notes of any other Business: Non-Exec Remuneration from HMRC	27 August 2020	Mr Togneri asked for an update on Non-Executive Remuneration from HMRC relating to Travel Expenses. Mr Gebbie is awaiting feedback from other Health Boards and will share and discuss at the National Directors of Finance Meeting.	Verbal Update will be provided at the meeting.	JG	8 October 2020	
751	Board	6.2.2: Planning and Performance Annual Report	27 August 2020	Mr Togneri suggest amended narrative in the Annual Report to be added to reflect that the Committee has fulfilled its remit.	Complete: Report Updated	PS	8 October 2020	Propose for closure as no further action required.
752	Board	6.2.3 Clinical Governance Annual Report	27 August 2020	Ms Smith suggest one minor amendment. As this is a report for 2019/20 Ms Docherty to be removed from the attendee list as she was not an employee of NHS 24 at that time.	Complete: Report Updated	MD	8 October 2020	Propose for closure as no further action required.
753	Board	6.2.4: Staff Governance Annual Report	27 August 2020	It was advised the Partnership Forum Nominated Representatives should be removed from the Members section and added to the Attendees section.	Complete: Report Updated	DW	8 October 2020	Propose for closure as no further action required.
754	Board	9.1: Patient Stories	27 August 2020	The Chair recognised the staff contribution and willingness and accepting of the support offered for learning and requested that staff are thanked directly.	Complete: Heads of Clinical Services have thanked the staff.	MD	8 October 2020	Propose for closure as no further action required.
755	Board	9.1: Patient Stories	27 August 2020	The Board would like to formally express their thanks to the family for sharing their story and wishing them well. Ms Docherty will feed this back to the family.	Complete: Patient Experience Manager has fedback the thanks of the Board to the family.	MD	8 October 2020	Propose for closure as no further action required.
756	Board	9.1: Patient Stories	27 August 2020	Ms Docherty suggested further discussion on patient stories be included in the November Development Session.	Complete: Workplan updated	YK	8 October 2020	Propose for closure as no further action required.
757	Board	10.1: Risk Management Strategy	27 August 2020	Ms Smith Suggested a few minor amendments. These were noted by Mr McMahon and will be updated.	Complete	KMCM	8 October 2020	Propose for closure as no further action required.
758	Board	13.1: 2020/21 Board and Committee Dates	27 August 2020	The Board approved the scheduled dates noting confirmation required for the Planning and Performance Committee in November. This will be amended to Tuesday 24 November 2020.	Complete. Schedule has been updated.	YK	8 October 2020	Propose for closure as no further action required.