

**NHS 24
BOARD MEETING**

**18 JUNE, 2020
ITEM 12.1
FOR ASSURANCE**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD
ON TUESDAY, 19 MAY, 2020.**

Executive Sponsor:	Director of Nursing & Care
Lead Officer/Author:	Madeline Smith - Chair
Action Required	The Board is asked to note the key points for assurance from the Clinical Governance Committee (CGC) held on 19 May, 2020.

1. Purpose of the report

This report provides the NHS 24 Board with an update on key issues arising from the Clinical Governance Committee held on 19 May, 2020.

2. Recommendation

The NHS 24 Board is asked to receive and note the key points outlined:

- Training: Recommendation that **all** NHS 24 staff should now be required to complete the Public Protection eLearning module which is already part of annual mandatory training for core frontline skillsets
- Advanced Nurse Practitioners: Nationally all current recruitment on hold and confirmed that this has had no impact on the service and there is no risk involved. This is suspended until August 2020 when the position will be reviewed by NES
- Corporate Parenting: Three year Corporate Parenting Progress Report and 2020-2023 plan underway
- Dentistry; All routine dentistry ceased on 23 March, 2020. The Scottish Emergency Dental Service (SEDS) quickly realised that this new situation put pressure on the OOH dental service and fifteen dentists redeployed, in a staggered fashion, from 10 April 2020. Evaluation of this process is ongoing but was viewed by the committee as an excellent addition to NHS24 services at this time and has been recognised by SG
- Through the Covid-19 pandemic, the Nursing & Care Directorate is supporting Service Delivery by providing frontline support, amending and delivery clinical governance processes including adverse events and complaint management
- Risk register: The response to Covid-19 has identified a number of new risks to the organisation which were reviewed by the Clinical Governance

Committed at the Extraordinary Clinical Governance Committee meeting held on 29 April. A number of risks have been escalated to the Corporate Risk Register.

- Covid-19; The Committee were provided with an update to the response to Covid-19 incident management, service management, digital development and recovery and gained assurance of the decisions taken to date by NHS 24 incident command structure in response to the Covid-19 incident.
- The committee were assured that despite increase in demand on the service there had been no increase in negative partner or patient feedback.
- Mental Health Hub is to be expanded to a full 24/7 and recruitment for additional staff commenced. The Committee requested that this should be a deep dive topic at a future CGC meeting.
- The following were reviewed by the Committee:
 - Public Protection Policy
 - Public Protection Annual Report
 - Public Protection Accountability & Governance Framework
 - Patient & Service User Feedback Annual Report
 - Duty of Candour Annual Report
- The Committee discussed the implications of a letter received from the Cabinet Secretary regarding a variation to the roles and responsibilities of Executive Nurse Directors during Covid-19.