

NHS 24 BOARD MEETING		27 FEBRUARY 2020 ITEM 12.1 FOR ASSURANCE
KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD ON TUESDAY, 11 FEBRUARY, 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 11 February, 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 11 February, 2020.

2. Recommendation

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

- The committee discussed options for recruitment and retention of ANPs within NHS 24.
- There is a joint clinical review of the process of transferring calls between SAS and NHS24.
- Atlas Variation proposal has been accepted and feedback is it was an exemplar.
- Update of the very latest actions in regard to the Coronavirus and the Committee was assured that robust processes were being put in place in a timely fashion as well as future scoping any risks.
- Update of PCT and some of the challenges we are having currently within East Lothian There is a meeting with Cab Sec on 19 February.
- Clinical KPIs to reflect the new model of service delivery are being developed as part of the AOP process and will come to the May CGC.
- Discussed Connect Programme - Phases 1 & 2 and requested that an updated heat map comes back to May CGC.
- Partner Assurance Group ToR and membership will be reported at the May CGC.
- Software as Medical Devices - The Committee are very pleased to note that the Regulator has determined that NHS 24 Self-Help Guides are not classed as medical devices.
- Service Model Implementation is minimising the queue - huddles and CPD offline time are proving very valuable. Work currently being undertaken to

see if the change in model is driving any change in outcomes and results will be the subject of a deep dive presentation at the May CGC.

- Mental Health & Breathing Space Evaluations: The Committee valued the quality of the evaluations and improvements submitted. MH has really uncovered a new demand and we need to plan carefully for expansion.
- The Committee noted and approved the Annual Report from Public Partnership Forum and agreed that this kind of public participation is very important and we are thankful and grateful for contribution of the members.
- The Lead Nurse Public Protection and Lead Nurse, Mental Health and Learning Disabilities were the subject of the two deep dive presentations. The Committee were updated on the steps being taken to review their particular areas and the changes they are making and it was good to hear their reflection and actions.