

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.	Joint workshop was arranged for 24 January. Discussions are ongoing to identify a suitable date for the joint Board Session.		PS	2 April 2020	
693	Board	10.4.4 - Estates Update	26 August 2019	The Board agreed further discussions are required before responding to the termination notice letter. It was agreed to acknowledge the letter stating we are not able to agree the exit timeline until a satisfactory option has been identified.	New alternative timeline has been agreed.		MMcG/AF	27 February 2020	Action Recommended for Closure
710	Board	7. Executive Report to the Board	12 December 2019	Mr Glennie asked for confirmation on the final figures on the Flu Vaccination uptake from staff. Mr Miller confirmed he will confirm and advise.	Total % of all staff members vaccinated is 40, this is equivalent to 544 members of staff. Total % of frontline staff members vaccinated is 29, this is equivalent to 394 members of staff. Total % of non frontline staff members vaccinated is 61, this is equivalent to 248 members of staff.		DM	27 February 2020	Action Recommended for Closure
711	Board	8.2 Service Quality Report	12 December 2019	As there are now significantly more calls being transferred from Scottish Ambulance Service (SAS) to NHS 24 in the out of hours and the in hours periods. Ms Phillips is meeting with colleagues from SAS next week regarding clinical appropriateness to discuss the volume and safety of the calls.	NHS24 and SAS operational and clinical senior management have met to review a number of adverse incidents. A joint review process using these specific incidents is being developed and will be completed by end February. In the interim we have jointly agreed a process for tighter management of the volume of calls transferred, notably in hours, and operational colleagues are regularly engaged in reviewing this and other developments with SAS.		SP	27 February 2020	Action Recommended for Closure
712	Board	8.2 Service Quality Report	12 December 2019	A joint enquiry hub with SAS will begin next week in relation to supporting improved management of the latter. The Board agreed it would be useful to be sighted on the weekly performance information report offered by Ms Phillips during the festive period.	The hub went live in February. The original launch date was delayed due to staffing issues in SAS and technical issues in terms of MI at NHS 24. The hub is being tested at the weekends as peak demand periods and will be jointly evaluated.		SP	27 February 2020	Action Recommended for Closure
713	Board	9.1 Corporate Governance Report	12 December 2019	It is noted within the framework that Vice Chair appointments are approved by the Board. This should be amended to reflect Board Vice Chair appointments are approved by the Cabinet Secretary.	Complete.		MM	27 February 2020	Action Recommended for Closure
714	Board	9.1 Corporate Governance Report	12 December 2019	It is noted within the framework that the Chair and Chief Executive are members of the Audit and Risk Committee. This to be amended to reflect that they are both able to attend the meetings although are not members of the Committee.	Complete.		MM	27 February 2020	Action Recommended for Closure
715	Board	9.1 Corporate Governance Report	12 December 2019	It was noted there have been changes to the Sponsor Team at Scottish Government and this should be updated within the framework.	Complete.		MM	27 February 2020	Action Recommended for Closure
716	Board	9.1 Corporate Governance Report	12 December 2019	It stipulates that three Non-Executives are required to attend for the meeting to be quorum. The Chair of the Committee can be one of the three and this should be detailed in the framework.	Complete.		MM	27 February 2020	Action Recommended for Closure
717	Board	10.1 NHS 24 Strategy Review	12 December 2019	It was agreed to use the four strategic objectives as the framework for the next Executive Report to the Board.	Design of objectives underway and will be incorporated for 2020/21.		MM	27 February 2020	Action Recommended for Closure
718	Board	11.2 Workforce Performance Report	12 December 2019	Mr Togneri queried the table on page three. The Board agreed that this is causing some confusion and should be removed from further reports. The issues it addresses will be detailed in the narrative report.	Complete.		DM	27 February 2020	
719	Board	14. Corporate Governance Meeting Dates 2020/21	12 December 2019	The Planning and Performance Committee scheduled for 25 November 2020 clashes with the SAS Board which Ms Smith and Mr Togneri are required to attend. It is proposed to secure another date in November for this meeting.	Committee rescheduled for 18th November 2020. 3 Non-Execs have confirmed availability. The meeting will quorate.		YK	27 February 2020	Action Recommended for Closure
720	Board	14. Corporate Governance Meeting Dates 2020/21	12 December 2019	Any further unsuitable dates to be notified as soon as possible.	No further notifications.		All	27 February 2020	Action Recommended for Closure
721	Board	15. Any Other Business	12 December 2019	Recruitment for Non-Executive Director's will go live on Friday 13 th December 2019. Information to be sent to Non-Executives for wider sharing within their networks.	Complete.		YK	27 February 2020	Action Recommended for Closure