

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.		PS	30 October 2020	No further update - we continue to engage with SAS at a strategic planning level, as well as operationally.
724	Board	8.1: Patient Stories	27 February 2020	Mr Kelly explained a recent compliment in relation to positive feedback on the advice given by NHS 24 staff. Mr Kelly noted there was a video from the family explaining their positive experience. It was agreed this would be shared at the next Board Meeting.	Video clip will be shared with the Board via MS Teams at the Board on 18th June.		MK	18 June 2020	Propose for closure as no further action required.
725	Board	8.2: Service Quality Report	27 February 2020	Ms Speirs noted the report will be refreshed going forward in line with the Performance Framework Dashboard. Mr McCormick suggested a 13 month graph running January to January would be helpful for comparison.	Dashboard has been updated to reflect this.		PS	18 June 2020	Propose for closure as no further action required.
726	Board	9.2: Corporate Risk Register	27 February 2020	Mr Glennie noted the risk on absence management and suggested this may need to be revisited as the audit report has now been received.	Risk will be reviewed in line with audit recommendations and current sickness absence and COVID implications. This will go through internal risk mgt processes before coming back to the Board.		KMcM	27 August 2020	
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.		LK	27 August 2020	
729	Board	11.2 Workforce Performance Report	27 February 2020	Mr Tait noted that a risk for absence management has been on the register since 2015. This was discussed at the recent Audit and Risk Committee where a sectoral benchmark was requested. Mr Tait requested a further audit once implementation of the policy has progressed.	Significant work is underway in this area currently and the Director of Workforce will provide a verbal update at the Board.		DW	18 June 2020	
732	Board	<b>8.1: Effective Board Governance Arrangements</b>	2 April 2020	Ms Smith suggested using Committee Chairs as a first point of contact through the Integrated Governance Committee to ensure everything is captured. The paper will be amended to reflect this decision.	The ToR has been updated and presented to June Board for approval.		LH	18 June 2020	Propose for closure as no further action required.
737		5. Rapid Review of Standing Orders	14 May 2020	Section4: 4.2.2 - It was suggested that some flexibility in the current five day practice for distribution of Board papers to ensure the Board are receiving the most up to date information. Amendments to be incorporated.	Complete		PS	18 June 2020	Propose for closure as no further action required.
738		5. Rapid Review of Standing Orders	14 May 2020	Review of Standing Orders to be presented at the June Board meeting after amendments for approval.	Amendments incorporated and on the agenda for June meeting.		PS	18 June 2020	Propose for closure as on June agenda for approval.