

Ref	Source	Subject	EMT Lead	Action	Proposed Completion Date	Status February 2022
744	NHS 24 Board	Corporate Governance Framework Model Standing Orders	P Speirs (J Gebbie)	A review of the 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 & Risk Committee	TBD	Not Complete: The Chair and Chair of A&RC agreed to pause on the work to review and enhance the organisation's existing Corporate Governance Framework until a new Board Secretary had been recruited. This will allow for the revised Blueprint for Governance to be considered as part of this work.
777	NHS 24 Board	Workforce Performance Report	J Hepburn	Staff Governance Committee to scrutinise non-compliance with PDP requirements and propose recommendations for improvement to the Board.	May 2022	Not Complete: The requirement to complete objectives and PDP was paused in November 2021 in line with service pressures. As part of the People Action Plan a key deliverable is to reinvigorate appraisal completion and a workshop and subsequent action plan has been completed. Recommendations for reinvigoration will be taken to staff governance in May 2022 at which time the requirements to complete all parts of appraisal will have recommenced.
778	NHS 24 Board	Chief Executive Update	P Speirs (Ann-Marie Gallacher)	The Chair requested the lessons learned report on the telephony outage from 21 October be discussed at a future Planning and Performance Committee.	February 2022	Complete: A paper on the Complete Loss of Telephony in October 2021 was presented at 14th February Planning and Performance Committee.
783	NHS 24 Board	2022/23 Committee Meeting Dates	P Speirs (J Gebbie)	The Chair presented the proposed Board and Committee dates for 2022/23 to Board Members. After discussion it was noted all dates were approved with the exception of the December 2022 date as per the email update sent on 21 October.	16 December 2021	Complete: A revised schedule is on the agenda for 24th February meeting for approval.
784	NHS 24 Board	Corporate Risk Log	L Ryan	The Board asked if the Corporate Risk log could be updated to reflect the additional actions planned to mitigate risk 037063, which may be heightened by the omicron variant.	24 February 2022	Complete: The risk mitigation has been updated to include the application of our corporate escalation framework in response to omicron. This provides a series of triggers and actions response to a number of factors inc' demand and capacity.
785	NHS 24 Board	Strategic Planning Update	P Speirs (S Phillips)	NHS 24 organisational strategy, with an anticipated launch by September 2022. Ms Speirs noted that significant work has been undertaken for the 'Gathering Views' phase and planning for the next phase is underway. It was agreed that the 'Gathering Views' information would be shared with new non-executives.	Immediate	Complete: Initial horizon and policy scanning exercises have been completed. Stakeholder surveys were issued and the analysis from these has now been collated and can be shared. Sessions held with each directorate to gather views also completed and informed EMT strategy session (PowerPoint slides)
786	NHS 24 Board	Strategic Planning Update	P Speirs (J Gebbie)	The Board Workshop schedule will be examined to seek to include discussion on the Corporate Strategy, including discussion on the feedback gathered from the already completed engagement activity.	24 February 2022	Complete: A one agenda item on Strategic Intent Development will be presented at 24th March Board Workshop
787	NHS 24 Board	Strategic Planning Update	P Speirs (J Hepburn)	Ms Speirs informed the Board that a Stakeholder Engagement Plan will be developed and presented to the Board in February 2022.	28 April 2022	Not complete: A strategic approach to stakeholder engagement is being carried out to map stakeholders, identify gaps, create an influencing map and consider approach to relationship management. The purpose will be to improve engagement and influencing for NHS 24. This will be presented to 28th April Board.
788	NHS 24 Board	Change Portfolio Update	P Speirs (J Gebbie)	The Board requested that future Change Portfolio Updates include the work of the efficiency programme and how it is governed.	24 February 2022	Complete: The Change Portfolio update will include work on the efficiency programme going forward.
789	NHS 24 Board	Corporate Performance Report	P Speirs (S Phillips)	The Board asked if the cover paper for future Corporate Performance Reports could include some analysis of the drivers understood to contribute to the performance figures reported. The Board asked if future reports could include comparator absence data from the equivalent month in the previous year.	24 February 2022	Complete: Discussions have taken place with the Chair of P&PC and information will be included in CPR going to February P&PC and Board.
790	NHS 24 Board	Financial Performance Report	J Gebbie	The Board noted their appreciation for the work done to sort out the allocations and asked if a key could be provided to help members better understand any accountancy terminology used.	24 February 2022	Complete: The Finance report has been adjusted to clarify accounting terminology.