

Ref	Source	Subject	EMT Lead	Action	Proposed Completion Date	Status April 2022
744	NHS 24 Board	Corporate Governance Framework Model Standing Orders	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	08 December 2022	Not Complete: Update Mar 2022 - A paper was discussed at the February Board meeting and it was agreed that this work would be completed for November 2022 Audit and Risk Committee and presented to December 2022 Board meeting.
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.	16 June 2022	Complete: Update 25/07 HM - Appraisal Re-invigoration Action Plan has been submitted for discussion and approval at July Staff Governance Committee. This falls in line with the timings for RemCo approval of Executive Director Objectives, to ensure a joined up and chronological approach to delivering staff appraisal against organisational priorities, per recommended methodology.
797	NHS 24 Board	Quarterly Workforce Performance Report	J Hepburn	Undertake benchmarking of attrition rates for presentation to Staff Governance Committee	16 June 2022	Complete: External engagement has taken place with the CCA to get updated benchmarking data along with NHS data. A paper will go to Staff Governance in November 2022.
798	NHS 24 Board	Public Participation Forum Attendance	J Hepburn	PPF representatives to be invited to attend NHS 24 Board meetings to observe	18 August 2022	Complete: PPF advised of invitation. Co-chair of the PPF will attend October Board Meeting to observe.
799	NHS 24 Board	Care Opinion Website	G Mathew	Circulate information on Care Opinion website to Board members	18 August 2022	Complete. Circulated to members 17/06/22.
800	NHS 24 Board	Care Opinion Analysis	M Docherty	Explore analysis of Care Opinion data to demonstrate trends.	18 August 2022	Ongoing
801	NHS 24 Board	Patient Story Videos	S Aspley	Explore potential to use video as method of providing patient story	18 August 2022	Ongoing.
802	NHS 24 Board	Financial Performance Reporting	J Gebbie	Circulate Month 2 financial report to Board members	18 August 2022	Complete. Circulated to members 07/07/22