

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 Autumn 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	
722	Board	7: Executive Report to the Board	27 February 2020	Dr Butler asked for clarification on the Breathing Space Webchat Service and asked how this being monitored. Ms Phillips advised an evaluation report of Webchat has been produced and will send on to Dr Butler for information.	Complete		SP	2 April 2020	Action Recommended for Closure
723	Board	7: Executive Report to the Board	27 February 2020	Full centre testing of the new supervision model BWBC took place in February within Cardonald and Aberdeen. This entailed 100% application of the new model. A detailed analysis report has been produced and was presented to the Clinical Effectiveness Group. Ms Phillips agreed to share this report with the Board.	Supervision model has been used to deliver Covid response and update provided to the Clinical Governance Committee.		SP	2 April 2020	Action Recommended for Closure
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.	Due to the Board meeting being held virtually this will be carried forward to a future meeting.		MK	On Hold	
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.	This will be updated once we re-establish regular performance reporting.		PS	30 October 2020	
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.	Continue to review with HRD.		KMcM	18 June 2020	
727	Board	10.1: Property and Asset Management Strategy	27 February 2020	Ms Smith noted the reference to the Remuneration Committee being a subcommittee of Staff Governance Committee. It was suggested this to be removed from the report as is not relevant.	This has been removed as requested. The final version will now be submitted to the Chair for signing.		LK	18 June 2020	Action Recommended for Closure
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.	I have contacted NSS requesting an update on whether any agreement has been reached between boards. This has been discussed at National DOFs, awaiting response.		LK	18 June 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.	Update for June Meeting.		DW	18 June 2020	
730	Board	13: Action Log	27 February 2020	The Board reviewed the action log and confirmed closure of all actions recommended for closure.	Complete		YK	2 April 2020	Action Recommended for Closure
731	Board	7.2: COVID-19 Preparations and Response	2 April 2020	Ms Smith agreed an extraordinary meeting of the Clinical Governance Committee be convened to discuss these decisions. All Non-Executive Board Members are welcome to join this meeting. It was also noted that the Integrated Governance Committee would provide an opportunity for all Committee Chairs to reflect together on the collective nature of key decisions made during the course of the pandemic response.	Complete. Meeting was held on 29 April 2020		YK	18 June 2020	Action Recommended for Closure
732	Board	8.1: Effective Board Governance Arrangements	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.	Complete		LH	18 June 2020	Action Recommended for Closure
733	Board	8.2: Register of Interests	2 April 2020	Ms Smith asked that any further update to the Register of Interest to be amended prior to uploading to the website.	Complete. Register updated and Uploaded.		YK	18 June 2020	Action Recommended for Closure
734	Board	11: Action Log	2 April 2020	The Board reviewed the action log and asked actions still open to be updated and agreed to confirm closure of all actions recommended for closure.	Complete		YK	18 June 2020	Action Recommended for Closure

Ref	SOURCE	ACTION AREA	ORIGINATION DATE	ACTION/RECOMMENDATION	UPDATE	RAG LEAD	TARGET DATE	COMMENTS
735	Board	12: Any Other Business	2 April 2020	Mr Glennie asked that in the current situation and in order to keep sight of the changing situation that the Risk Register should be presented to every Board meeting going forward.	Complete	KMCM/PS	18 June 2020	Action Recommended for Closure
736	Board	12: Any Other Business	2 April 2020	The Board would like to express their praise and thanks to all staff for the incredible work they are doing at this challenging time. This message will be shared with staff via the weekly communications update.	Complete.	SA	18 June 2020	Action Recommended for Closure