

<p>NHS 24 BOARD MEETING</p> <p style="text-align: right;">21 DECEMBER 2023 ITEM 11.1 FOR ASSURANCE</p> <p style="text-align: center;">KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD ON THURSDAY 16 NOVEMBER 2023</p>	
Executive Sponsor:	Maria Docherty, Executive Director of Nursing & Care
Lead Officer/Author:	Martin Togneri – Chair
Action Required	The Board is asked to note the key points for assurance from the Clinical Governance Committee held on 16 November 2023.

1. Purpose of the report

- 1.1. This report provides the NHS 24 Board with an update on key issues arising from the Clinical Governance Committee meeting held on Thursday 16th November 2023.

2. Recommendation

- 2.1. The NHS 24 Board is asked to receive and note the key points outlined.

3. National Quarterly Healthcare Quality Report

- 3.1. The Committee reviewed the Quarterly Healthcare Quality Report for Q2 (July – September 2023), presented by Mrs Laura Neil, Lead AHP / Interim Head of Clinical Governance and Quality Improvement.
- 3.2. An alternative format to sections of Section 2 of the National Quarterly Healthcare Quality Report was presented to the Clinical Governance Committee.
- 3.3. The two key differences in the revised format were that it was presented in PowerPoint slides rather than a word document, and where possible data was presented using SPC (Statistical Process Control) charts.
- 3.4. It was suggested that the revised format gives more assurance to the Clinical Governance Committee in making it easier and quicker to interpret the data and information in the report.
- 3.5. The Committee endorsed the revised format to be used for the rest of the report.

4. Whistleblowing Update

- 4.1. The Committee received an update on Whistleblowing Activity during Quarter 2 (July to September 2023).
- 4.2. The organisation had taken part in Speak Up Week during 2nd – 6th October and has successfully recruited an additional 9 Confidential Contacts.
- 4.3. There was feedback from the Speak Up Conference held on 5th September which was attended by Mrs Docherty and Ms Mallinson along with the Whistleblowing Champions Network meeting which Ms Mallinson attended on 2nd November.

5. AHP/MSK

- 5.1. The Committee received a presentation from Laura Neil, Lead AHP, Jackie Rayner, Jenifer Dallas and Catherine McGrenera, Physiotherapist providing an update on the work being undertaken in terms of Allied Health Professionals and musculoskeletal health within NHS 24.