

NHS 24

**Minutes of the Meeting of the
NHS 24 Integrated Governance Committee
held on Tuesday 27 June 2023 at 10.00am
via Microsoft Teams**

PRESENT

Dr Martin Cheyne (in the Chair)

Mr Mike McCormick (Vice Chair)	Ms Carol Gillie
Mr Jim Miller (Chief Executive)	Mr Alan Webb
Mr Martin Togneri	

IN ATTENDANCE

Mr Damien Snedden	Deputy Director of Finance
Mrs Geraldine Mathew	Board Secretary

		ACTION BY
01.	WELCOME, APOLOGIES AND INTRODUCTIONS	
	The Chair welcomed members to the June meeting of the Committee. Apologies were intimated on behalf of Mr John Gebbie. NOTED	
02.	DECLARATIONS OF INTEREST	
	The Chair invited those present to declare any interests in any of the items being discussed. There were no declarations of interest made. NOTED	
03.	MINUTES OF PREVIOUS MEETING AND ROLLING ACTION LIST	
a)	MINUTE OF MEETING HELD 6 DECEMBER 2022	
	The Committee considered the minute of the previous meeting held on 6 December 2022 [Paper No. 3a] and were content to approve this as a complete and accurate record. APPROVED	
b)	Rolling Action List	
	The Committee considered the Rolling Action List and were content to accept the recommendation that five actions were closed. APPROVED	
04.	MATTERS ARISING	
	There were no matters arising raised.	

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		ACTION BY
	NOTED	
5.1	INTEGRATED GOVERNANCE COMMITTEE TERMS OF REFERENCE	
	<p>The Committee considered the paper 'Integrated Governance Committee Annual Review of Terms of Reference' [Paper No. 5.1] presented by Mrs Geraldine Mathew, Board Secretary. The paper included the Committees current Terms of Reference approved by the NHS 24 Board on 8 December 2022 as part of the Corporate Governance Framework.</p> <p>The Committee agreed the following amendments:</p> <ul style="list-style-type: none"> • Paragraph 2.1 – Membership – Removal of reference to Admin Control. • Paragraph 3.9 – Amendment to – “Administrative support for the Committee will be provided by the Board Secretary or nominated deputy.” <p>Discussion took place regarding the role of the Integrated Governance Committee in relation to the Committee Reviews of Self Effectiveness, specifically any issues that arise as a result of these. Whilst it was acknowledged that Integrated Governance Committee has a role in ensuring clarity of governance responsibility and that there were no gaps or areas of duplication, there was debate about issues related to the performance of Committees, which was considered as a matter for the NHS 24 Board.</p> <p>In summary, the Committee were content to approve the Terms of Reference, subject to the amendments agreed, with further consideration given to the role of the Integrated Governance Committee in respect of governance Committee performance and issues arising from the Committee Self Effectiveness Reviews, with further discussion on this topic at the next meeting.</p> <p>APPROVED</p>	Mrs Mathew
5.2	INTEGRATED GOVERNANCE COMMITTEE ANNUAL COMMITTEE EFFECTIVENESS REVIEW: PROPOSAL AND TIMESCALE	
	<p>The Committee considered the paper 'Integrated Governance Committee Annual Committee Effectiveness Review: Proposal and Timescale' [Paper No. 5.2] presented by Mrs Geraldine Mathew, Board Secretary. The paper outlined the proposed process for undertaking a Committee Self Effectiveness Review, with reporting of the results and associated action plan to be presented at the next meeting in December 2023.</p> <p>Following discussion and feedback, the Committee agreed to add an additional response column to reflect a “neutral” answer, neither agree nor disagree.</p> <p>In summary, the Committee were content to approve the Committee Self Effectiveness Review, subject to the amendment described, and noted that the assessment would be undertaken by Committee members in July, with the results and proposed action plan presented to the Committee at its meeting in December 2023.</p> <p>APPROVED</p>	Mrs Mathew
5.3	LEGAL CLAIMS PROCESS	
	<p>The Committee considered the paper 'Legal Claims Reporting' [Paper No. 5.3] presented by Mrs Geraldine Mathew, Board Secretary. The paper aimed to provide clarity and describe the roles of the various Committees in relation to Legal Claims and proposed that a consolidated report be presented annually to the Board Reserved meeting to update all members on legal claims including the costs incurred, the themes over the year, and the actions to mitigate the risk.</p>	

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	<p>The Chair thanked Mrs Mathew for the update and invited comments and questions from members.</p> <p>Members were supportive of the proposal outlined within the paper and discussion took place regarding the transparency and assurance needs of each of the Committees in relation to legal claims and resulting actions taken and learning. It was suggested that further thought be given to the creation of a central database which could be populated with relevant information about specific claims and used to summarise to the Committees and the Board, ensuring visibility of any emerging patterns.</p> <p>In summary, the Committee were content to approve the proposed recommendations in the paper to provide clarity to respective Committees on their role within the Legal Claims governance, and were content to note that:</p> <ul style="list-style-type: none"> • Clinical Governance Committee review themes that come out of clinical legal claims to ensure that the organisation is doing what it can to learn from these events and try to ensure the risk of repeating them is minimised. • Staff Governance Committee review themes from non-clinical legal claims i.e., those claims made by staff members, to ensure the organisation is doing what it can to learn from these events and try to ensure the risk of repeating them is minimised. • Audit and Risk Committee review the cost implications of legal claims on behalf of the Board to ensure that the organisation is doing what it can to learn from events and minimise future costs. • Board Reserved meeting shall receive an annual summary to update all members on legal claims, highlighting the cost incurred, the themes over the year, and the actions taken to mitigate future risk. <p>The Committee also noted that the Corporate Governance Framework and the Board and Committee Workplans would be updated following approval.</p> <p><u>APPROVED</u></p>	Mrs Mathew
6.1	INTEGRATED GOVERNANCE COMMITTEE ANNUAL REPORT 2022/23	
	<p>The Committee considered the paper 'Integrated Governance Committee Annual Report to the Board – 2022/23' [Paper No. 6.1] presented by the Committee Chair, Dr Martin Cheyne. The Committee noted that the Annual Report to the Board 2022/23 had been circulated and approved virtually by Committee members prior to presentation to the NHS 24 Board Reserved session on 22 June 2023, as part of the annual report and accounts process. The paper was presented for homologation and noting.</p> <p>The Committee were content to note the approval of the Integrated Governance Committee Annual Report 2022/23 virtually and noted this for homologation.</p> <p><u>NOTED</u></p>	
6.2	CORPORATE RISK REGISTER	
	<p>The Committee considered the paper 'Corporate Risk Register' [Paper No. 6.2] presented by the Committee Chair, Dr Martin Cheyne, for noting.</p> <p>The Committee were content to note the Corporate Risk Register, welcomed the extensive work undertaken to refresh this, and noted the dynamic and positive process adopted to the management of risk.</p> <p><u>NOTED</u></p>	

		ACTION BY
6.3	BOARD AND COMMITTEE WORKPLANS 2023/24	
	<p>The Committee considered the paper 'Board and Committee Workplans 2023/24' [Paper No. 6.3] presented by Mrs Geraldine Mathew, Board Secretary. The paper detailed the Board and Committee Workplans for 2023/24 which would be continually updated throughout the year in conjunction with the Committee Chairs and Executive Leads of the respective Committees.</p> <p>Discussion took place regarding two areas, those being:</p> <ul style="list-style-type: none"> Strategic Delivery Group Mr Mike McCormick noted that the first meeting of the Strategic Delivery Group was yet to take place, at which point dates of future meeting would be set. However, Mr McCormick suggested that an update on Strategic Delivery Group progress be presented to every meeting of the Planning & Performance Committee. Mrs Mathew agreed to update this on the Workplans. Equality and Human Rights Short Life Group It was noted that the dates for the Equality and Human Rights Short Life Group were yet to be confirmed. Mrs Mathew agreed to follow this up with the Equalities Team. Annual Delivery Plan Discussion took place about updates on the Annual Delivery Plan, and it was highlighted that this had been included under the "SDG/Strategy Update." Mrs Mathew agreed to amend this to be more explicit. Governance Committee Terms of Reference/Corporate Governance Framework It was highlighted that there was duplication in respect of all Governance Committee Terms of Reference approval by the NHS 24 Board, given that these were included in the annual review of the Corporate Governance Framework. Mrs Mathew agreed to amend this. Patient Stories A suggestion was made that patients could be invited to attend NHS 24 Board meetings to talk about their experiences. Dr Cheyne noted that this idea had previously been considered, however given that many patients may need to undertake a significant journey to attend a meeting, this was not taken forward. Dr Cheyne and Mr Miller agreed that further consideration could be given to this where appropriate. <p>In summary the Committee were content to note the Board and Committee Workplans for 2023/24 and noted the suggested amendments described.</p> <p>NOTED</p>	<p>Mrs Mathew</p> <p>Mrs Mathew</p> <p>Mrs Mathew</p> <p>Mrs Mathew</p>
7.1	DEVELOPMENT SESSIONS FOR COMMITTEES	
	<p>Mrs Mathew invited the Committee to consider and discuss the value in each of the governance Committees undertaking a development session, given the positive feedback from the recent Staff Governance Committee development session.</p> <p>Following discussion, the Committee agreed that, whilst there may be merit in Committees undertaking development sessions on an annual basis, given the Committees were shortly to undertake their Self Effectiveness Assessment, members felt it would be useful to await the outcome of the assessments prior to taking a decision on this.</p>	

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		ACTION BY
	<p>In summary, the Committee were content to await the conclusion of the Committee Self Effectiveness Assessments being undertaken during July, and individual Committee Chairs would consider the possibility of development sessions, dependent on the outcome of the assessment. Additionally, Mrs Mathew agreed to contact colleagues within the Board Development Team in relation to explore existing resources for Committee development.</p> <p>NOTED</p>	Mrs Mathew
7.2	AOB	
	<p>NHS 24 Board Meetings Mr Miller raised the possibility of visiting other sites to hold NHS 24 Board Workshop sessions. He noted that the Communications Team and Mrs Mathew were currently scoping the options, initially for Edinburgh, Clydebank, and Dundee.</p> <p>The Committee were supportive of this and felt that, whilst this would have financial costs associated, the value in terms of staff engagement outweighed this. It was also noted that due to logistical issues, it would be essential that these sessions were in person only given there would likely be no Teams accessibility.</p> <p>Format for Board and Committee Meetings/Hybrid Meetings Discussion took place regarding the current format for Board and Committee meetings and the Committee agreed the following principles:</p> <ul style="list-style-type: none"> • Meetings would continue to be held using hybrid methods given the Boards commitment to tackling climate change, sustainability and reducing travel. • Board Meetings and Board Workshops would be held in person and all members would be expected to attend in person where possible. In the event that a member was unable to attend in person, an MS Teams link would be made available to the member. • The governance Committees would continue to hold meetings in a way which was most suitable for Committee members, i.e., in person, virtual meetings, hybrid meetings, or a combination of these. • Committees would aim to have at least one meeting in person throughout the year. <p>Dr Cheyne agreed to highlight the above principles at the next Board Meeting.</p> <p>NOTED</p>	Dr Cheyne
7.3	KEY HIGHLIGHT REPORT TO THE BOARD	
	Mrs Mathew would draft the Key Highlight Report to the Board based on the key topics discussed, for approval by the Committee Chair.	
	DATE OF NEXT MEETING	
	Thursday 7 December 2023, 10am, MS Teams	