

NHS 24

**Minutes of the Meeting of the
NHS 24 Clinical Governance Committee
held on 16 November 2023 at 10am
Boardroom, Lumina / MS Teams**

PRESENT

Mr Martin Togneri (in the Chair)

Ms Anne Gibson	Ms Liz Mallinson
Ms Marieke Dwarshuis	Dr Martin Cheyne

IN ATTENDANCE

Mrs Maria Docherty	..	Executive Director of Nursing & Care
Dr Laura Ryan	..	Executive Medical Director
Mr Jim Miller	..	Chief Executive
Mrs Laura Neil	..	Lead AHP / Interim Head of Clinical Governance & Quality Improvement
Mr Andrew Moore		Deputy Director of Nursing and Care
Dr John McAnaw	..	Associate Clinical Director
Mr Kevin McMahan	..	Head of Risk Management & Resilience
Mr Martin MacGregor	..	Staff Side Representative
Mr Patrick Rafferty	..	Associate Director of Nursing and Operations
Mrs Geraldine Mathew	..	Board Secretary
Ms Kay Carmichael	..	Minutes

		ACTION BY
1.	WELCOME, APOLOGIES AND INTRODUCTIONS	
	The Chair welcomed members present to the meeting. Apologies were intimated on behalf of Mr John Gebbie, Ms Pauline Howie, Ms Stephanie Phillips. NOTED	
2.	DECLARATIONS OF INTEREST	
	The Chair invited members to declare any interests in any of the items being discussed. There were no declarations made. NOTED	
	Martin noted that this will be the last meeting of a few members of the Committee and will pick up at end of meeting.	
3.	MINUTES OF PREVIOUS MEETING OF 10 AUGUST 2023	

		ACTION BY
	<p>The Committee considered the minute of the previous meeting held on 10 August 2023 and were content to approve this as a complete and accurate record.</p> <p>The Committee approved the minutes.</p> <p><u>APPROVED</u></p>	
4.	MATTERS ARISING / ACTION LOG	
	<p>The Committee considered actions arising from the minutes of the previous meeting and noted the updates provided against each item.</p> <p>Accordingly, action 7 was considered complete and approved for removal from the Action Log.</p> <p><u>APPROVED</u></p>	
5.	REPORT OF CLINICAL DIRECTORS	
	<p>Mrs Docherty provided a verbal update to the Committee providing highlights that have not been incorporated into other papers or are updates since the last quarter.</p> <p>The main points for noting were:</p> <ul style="list-style-type: none"> • Vaccination Programme has seen an uptake of 38.8% compared with the national figure of 34.3%. Clinics are continuing throughout November via appointment booking and drop in clinics. • Advanced Nurse Practitioner Week took place between 6-12 November, this has been promoted internally and externally with NHS 24 hosting student nurses from Rotterdam. • Students – OT, physiotherapy students and paramedic students continue on placements. They are undertaking project placed placements linking with the Quality Improvement Team. <p>Dr Ryan highlighted the following key points:</p> <ul style="list-style-type: none"> • Realistic Medicines building on the successful work of Its Ok to Ask Campaign. • Associate Medical Director Dr Anna Lamont will move to Medical Director role within NHS Orkney and Dr Saima Latif will join NHS 24 as Associate Medical Director. <p>The Committee noted the update for assurance.</p> <p><u>NOTED.</u></p>	
6.	CLINICAL RISK MANAGEMENT	
6.1	Review of Clinical Risk Register	
	<p>Mr McMahon presented the Clinical Risk Register which provided an update on all primary and secondary category clinical risks to the organisation as of 10 August 2023.</p> <p>The key points of note were:</p> <ul style="list-style-type: none"> • There are currently 10 clinical risks in total, compared to 11 previously. 	

		ACTION BY
	<ul style="list-style-type: none"> • 1 risk has been closed. • 1 proposed risk is currently under consideration. • All other risk scores remain the same. <p>Mr Togneri welcomed the presentation of the risks to a page although contains the same detail is easier to review.</p> <p>The Committee approved the content of the paper.</p> <p><u>APPROVED</u></p>	
6.2	Organisational Resilience Update	
	<p>Mr McMahon provided an update on current issues and management relating to NHS 24 organisational resilience.</p> <p>The main points highlighted were:</p> <ul style="list-style-type: none"> • Learning from recent power outages • Training continues with a Cyber exercise took place in September with a follow up schedule for March 2024. <p>There was discussion around Organisational Resilience reporting to Planning & Performance Committee with relevant clinical aspects being reported back to Clinical Governance Committee. It was agreed this would be discussed further at the Integrated Governance Committee.</p> <p>The Committee noted the report.</p> <p><u>NOTED</u></p>	
7.	NHSS QUALITY STRATEGY	
7.1	National Quarterly Healthcare Quality Report	
	<p>Mrs Neil presented the National Quarterly Healthcare Quality Report for Q2 July to September 2023. The Report was approved by the National Clinical Governance Group on 6 November 2023. The following points of interest were highlighted:</p> <ul style="list-style-type: none"> • Call demand across all NHS 24 channels in Q2, 2023-24 was 464,207 and Webchat demand 4,031. • Breathing Space Webchat continued to experience technical issues throughout Q2, with the Webchat service being temporarily closed at the end of Q2. • Cognitive Behaviour Therapists within Living Life continue to support the Enhanced Practitioner Programme (EPP). This has created further study opportunities for Cognitive Behaviour Therapists to complete a Pg CBT Supervisor Certificate/Diploma. The evaluation of having EPP's within Living Life is almost complete and will be shared by the end of the year. • Of the 14 Stage 2 complaints, all were responded to within 20 working days. • Individual Learning Action completion rates for Patient Experience cases was at 69.2% for Q2. Within Partner Feedback and Clinical Incident learning, for the seventh month in a row Individual Learning Action completion rates continue to be below the national target of 60%. Completion rates at a regional or service level continue to be a focus at the associated Clinical Governance Group 	

		ACTION BY
	<p>There was discussion around the technical issues of Breathing Space Webchat and the impact of service users. Mr Rafferty assured the Committee the telephone line was still available, and information was published on the website to advise of the technical difficulties with webchat.</p> <p>Ms Dwarshuis noted no Staff Engagement Sessions were undertaken during Quarter 2 and if there was a way to connect with staff in smaller centres. Mr Miller indicated the Aberdeen session had colleagues from the Western Isles attending via MS Teams.</p> <p>Ms Gibson welcomed the update on Stakeholder Engagement and Insights and the connects being made with Youth Link and Young Scot.</p> <p>The Committee noted the report and assurance provided.</p> <p>NOTED</p>	
7.2	Presentation of Data – Revised HQR Format	
	<p>Ms Neil took the Committee through an alternative format of the Quarterly Healthcare Quality Report for Section 2 with a view that this would be rolled out to the full report. The main changes in format are being presented as a slide deck rather than word document and data in SPC charts. The move to present the data in this format is linked to the Quality Framework.</p> <p>Dr Cheyne highlighted this also meets the active governance recommendations.</p> <p>Ms Dwarshuis noted the key change is the visual representation and see the data over time which becomes more meaningful.</p> <p>Mr Togneri indicated although the graphs appear self-explanatory would not wish to compromise on narrative for the areas.</p> <p>The Committee endorsed the revised format for the rest of the report and welcomed tutoring for members on how best to use the data.</p> <p>NOTED</p>	
8.	SAFE	
8.1	Infection Prevention and Control (IPC)	
	<p>Mr Moore presented a paper to the Committee providing an update in relation to IPC, the main point highlighted were in relation to:</p> <ul style="list-style-type: none"> • increased communication around Standard Infection Prevention Control measures in preparedness for winter in terms of respiratory illness. • discussion are taking place with NES around the content of the eLearning modules which are national however, are quite patient focused. <p>The Committee noted the content of the paper.</p> <p>NOTED</p>	
8.2	Whistleblowing Update	

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		ACTION BY
	<p>Mr Moore provided an update on Whistleblowing activity during Quarter 2 (July to September 2023). It was noted there had been no whistleblowing cases reported during the reporting period. The organisation took part in Speak Up week to raise awareness of the standards and had recruited 9 new confidential contacts.</p> <p>Ms Mallinson provided an update as Whistleblowing Champion, with the main points of note are the INWO had concerns around the consistency of annual reports and there is some variability around following process particular within bigger boards.</p> <p>The Committee noted the content of the paper.</p> <p>NOTED</p>	
8.3	National Clinical Governance Group	
	<p>The Committee noted the minutes of the National Clinical Governance Group meeting held on the 31 July 2023.</p> <p>NOTED</p>	
10.	COMMITTEE EFFECTIVENESS / WORKPLAN	
10.1	NHS 24 Assurance Framework and Map Update MAP UPDATE 2023	
	<p>Ms Matthew presented a paper which had been prepared to show how the Board gains assurance, this has been updated to ensure aligned to objectives, risk and Committee remit. Members were invited to provide feedback prior to the paper being presented to the Audit and Risk Committee and Board meeting in December.</p> <p>Dr Cheyne commended the work to prepare the framework and map.</p> <p>Ms Dwarshuis highlighted within the map some areas don't appear to have a 3 / 4 line of reporting. Ms Matthew stated would pick up and review in advance of presentation to Audit and Risk Committee and Board.</p> <p>The Committee noted the content of the paper.</p> <p>NOTED</p>	
10.1	Committee Effectiveness Review	
	<p>Mr Moore presented a paper detailing the action plan following the results of the Self-Effectiveness survey which was undertaken by members.</p> <p>The Committee noted the action plan.</p> <p>NOTED</p>	
10.3	Committee Workplan 2024/25	
	<p>The Committee reviewed and approved the workplan for 2024/25.</p> <p>Mr Togneri encouraged members to identify items to be included on the workplan.</p>	

		ACTION BY
	<u>NOTED</u>	
10.4	Committee Workplan	
	The Committee discussed and approved the Workplan 2023/24.	
	<u>NOTED</u>	
10.5	Reflection on Committee Papers/ Key Points relevant to Governance Committee / Agreed Committee Update to Board	
	The Committee reflected on the presentation of the Report of Clinical Directors as a verbal update and requested a written report for future meetings.	
	The Committee agreed to refer the reporting of organisational resilience for discussion by the Integrated Governance Committee.	
	<u>NOTED</u>	
11	AOB	
	The Committee expressed thanks to Ms Howie who is moving to new role at Newcastle University. They also wished Dr Ryan well in her future endeavors having been with the organisation for 10 years and the instrumental contribution provided as the Medical Director and wished Mrs Docherty well in her retirement and expressed gratitude for her executive leadership contribution over the past 3 years to the Clinical Governance Committee.	
	<u>NOTED</u>	
12	IMPROVEMENT UPDATES & DISCUSSION	
12.1	Deep Dive – AHP & MSK	
	The Committee received a presentation from Mrs Laura Neil, Lead AHP; Jennifer Dallas; Catherine McGrenera and Jackie Raynor, Physiotherapist providing an update on the work around Allied Health Professionals and MSK within NHS 24.	
	The Committee noted the updated on AHP and MSK.	
	<u>APPROVED</u>	
	DATE OF NEXT SCHEDULED MEETING	
	The next meeting will take place on Thursday 8 th February 2024 at 10am to 1pm in Boardroom, Lumina / via MS Teams.	
	The meeting concluded at 12.40pm	