

NHS 24 BOARD MEETING		29 FEBRUARY 2024 ITEM 11.1 FOR ASSURANCE	
KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD ON THURSDAY 8 FEBRUARY 2024			
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 8 February 2024.		

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 8th February 2024.

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 Q3 (October – December 2023), presented by Mrs Laura Neil, Lead AHP / Interim Head of Clinical Governance and Quality Improvement.
- 3.2. The report was presented using the revised format in PowerPoint slides rather than a word document, and the data was presented using SPC (Statistical Process Control) charts where available.
- 3.3. The Committee welcomed the revised format of the report and provided feedback on further improvements which could be made. These will be reviewed and consider for the next meeting.

4. Whistleblowing Update

- 4.1. The Committee received an update on Whistleblowing Activity during Quarter 3 (October – December 2023), in which there had been no activity.
- 4.2. Further to the recruitment of 9 confidential contacts, work is underway to communicate their role across the organisation.

5. NHS 24 Prescribing Policy

- 5.1. The revised NHS 24 Prescribing Policy was shared with the Committee for assurance.

6. Terms of Reference

- 6.1. The Committee approved the change to the Terms of Reference with the removal of organisational resilience, including emergency planning, the remit for which transferred to the Planning & Performance Committee.

7. Advise and Refer

- 7.1. The Committee received a presentation from Alasdair Quinney, Associate Director of Operations providing an update on the work being undertaken in terms of Advise and Refer within NHS 24.