

OFFICIAL
BOARD DRAFT RAL
29 February 2024
ITEM 04a

Ref	Source	Meeting Date	Subject	Lead	Action	Proposed Completion Date	Status	Ongoing	Closed
845	NHS 24 Board	29.02.24	Virtual Queue Thresholds	Ms Joanne Edwards	Provide paper detailing benefits of reduction in thresholds for use of virtual queue.	May 2024	Propose closure. Remitted to P&P Committee and included on P&P Committee Workplan for May 2024.		✓
846	NHS 24 Board	29.02.24	Corporate Risk Register - Risk Appetite and Target Risk Levels	Mr John Gebbie/Mr Kevin McMahan	Remitted to Audit and Risk Committee. Consideration to be given to links to risk appetite and target risk levels.	August 2024	Propose closure. Propose remitting this to August ARC which focuses mainly on risk so will be reviewed in that wider context.		✓
847	NHS 24 Board	29.02.24	Strategic Planning	Ms Steph Phillips	Provide reporting information provided to Strategic Delivery Group to Board members for information and consider reporting mechanisms and timescales to ensure consistent reporting to Board.	April 2024	Propose closure. Strategic portfolio / corporate delivery plan update paper to Board is intended to provide Board with awareness of progress against strategic portfolios. This covers updates to SDG. The SDG also reports into PPC and that paper comes to Board as described.		✓
848	NHS 24 Board	29.02.24	Reporting of Strategic and Corporate Risks	Mr John Gebbie/Mr Kevin McMahan	Remitted to Audit and Risk Committee. Establish if there is any guidance for Boards regarding reporting of corporate and strategic risks and if any precedence and potential to combine these.	August 2024	Propose closure. Propose adding this to August ARC which focuses mainly on risk so will be reviewed in that wider context.		✓
849	NHS 24 Board	29.02.24	Counter Fraud Services Update	Mr John Gebbie/Mrs Geraldine Mathew	Invite Head of Counter Fraud Services to future Board Workshop.	April 2024	Propose closure. Mr Young attended Board Workshop in March 2023, therefore Mr Young has been invited to attend March 2025 Board Workshop to provide an update.		✓
850	NHS 24 Board	29.02.24	Website/services data	Mrs Ann-Marie Gallacher	Consider ways in which more meaningful data could be obtained in relation to website/services data and present this to a future Board meeting.	June 2024	Propose closure. Work is underway to produce more detailed, transparent digital contact reporting that will provide more meaningful digital contact activity data. This will cover the specific performance and usage of the NHS 24 Online app, NHS24.scot website, and all the services provided by NHS inform. The first round of reporting is scheduled to produce monthly operational level reports and quarterly performance reports from Q1.		✓
851	NHS 24 Board	29.02.24	Board Equality, Rights and Inclusion Group	Ms Steph Phillips	Present interim report on work of the Board Equality, Rights and Inclusion Group to August Board meeting.	August 2024	Propose closure. Included on Board Workplan for August 2024 meeting.		✓
852	NHS 24 Board	29.02.24	Assurance Map	Mrs Geraldine Mathew	Consider ways in which additional audit assurance could be obtained for the gaps identified by the Assurance Map.	August 2024	Propose closure. Review of the areas of gaps has been undertaken and these have been covered via the Internal Audit Plan. The Assurance Map has been updated to record these and a paper outlining these will be presented to Audit and Risk Committee in August.		✓
TOTAL								0	8