

**NHS 24  
20 JUNE 2024  
BOARD MEETING  
ITEM 12.1  
FOR ASSURANCE**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE  
HELD ON THURSDAY 23 MAY 2024**

**Executive Sponsor:** Andrew Moore, 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 23 May 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 23<sup>rd</sup> May 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 Q4 (January – March 2024), presented by Mrs Laura Neil, Lead AHP / Interim Head of Clinical Governance and Quality Improvement.

3.2. Improvements continue to be made to the report content and data was presented using SPC (Statistical Process Control) charts where possible.

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 considered for the next meeting.

**4. Public Partnership Forum Annual Report 2023/24**

4.1. The Committee received the Annual Report for 2023/24 highlighting the positive contribution of the Public Partnership Forum and Youth Forum over the last year.

4.2. The Committee noted the achievement of the Investing in Volunteers Award.

- 4.3. The Committee endorsed the Annual Report for presentation to the NHS 24 Board in June.

## **5. Whistleblowing Annual Report**

- 5.1. The Committee received the Whistleblowing Annual Report for 2023/24.
- 5.2. Following review and discussion the report was endorsed by the Committee for submission to the NHS 24 Board for approval.
- 5.3. The Committee requested that a priority for 2024/25 should be increasing compliance with the eLearning modules.
- 5.4. During the period Quarter 4 (January – March 2024), there had been no whistleblowing activity.

## **6. NHS 24 Adverse Event Policy**

- 6.1. The NHS 24 Adverse Event Policy was shared with the Committee for assurance. The Policy had been developed and approved by the National Clinical Governance Group as subject matter experts. It was noted this is the first version of the policy bringing NHS 24 in line with territorial boards.

The Committee were informed there is ongoing work around the processes that sit below the policy and further review will be undertaken to bring non-clinical incidents in line with clinical incidents.

## **7. NHS 24 Public Protection Policy; and NHS 24 Public Protection Accountability, Assurance and Governance Framework**

- 7.1. The revised NHS 24 Public Protection Policy along with the revised NHS Public Protection Accountability, Assurance and Governance Framework were shared with the Committee for assurance. It was highlighted the main changes made following the bi-annual review of the policy and framework related to the inclusion of the UN Conventions of the Rights of the Child.

## **8. Health and Care Staffing**

- 8.1. As part of its “deep dive” programme, the Committee received a presentation from Andrew Moore providing an update on the requirements we must meet under the Health and Care (Staffing) (Scotland) Act 2019. The presentation covered each duty of the act and identified some areas for improvement relating to some areas.
- 8.2. It was highlighted that Healthcare Improvement Scotland (HIS) have the legal requirement in terms of external scrutiny and NHS 24 and other health boards will be required to submit quarterly report to HIS as well as participating in quarterly meetings with them. Should any Board not be in compliance then HIS will provide improvement support.
- 8.3. The Committee welcomed the informative presentation and agreed to add

Health and Care Staffing as a standing item on the Committee Workplan.

- 8.4. Mr Moore agreed to hold a session with the Non-Executive Directors around the requirements for the Act prior to the first report in August.