

## NHS 24

**Minutes of the Meeting of the  
NHS 24 Board  
held on Thursday 25 April 2024 at 10:00am  
Lumina**

### PRESENT

Dr Martin Cheyne (in the Chair)

Mr Jim Miller  
Mr Alan Webb  
Ms Carol Gillie  
Ms Marieke Dwarshuis  
Ms Liz Mallinson  
Mr Martin Togneri  
Mr Kenny Woods  
Mr Andrew Moore  
Mr John Gebbie  
Mr David Howe  
Ms Amina Khan  
Dr Ron Cook

### IN ATTENDANCE

Ms Ann-Marie Gallacher	Chief Information Officer
Dr Jacqui Hepburn	Deputy Chief Executive and Director of Workforce
Ms Stephanie Phillips	.. Director of Transformation, Strategy, Planning and Performance
Ms Joanne Edwards	.. Director of Service Delivery
Mrs Geraldine Mathew	Board Secretary (Minute)
Ms Lisa Morton	.. Associate Head of Communications
Ms Paula Bauge	.. Business Support Officer (Minute)

#### 01. WELCOME, APOLOGIES AND INTRODUCTIONS

Dr Martin Cheyne welcomed everyone to the April Board Meeting.

Apologies were intimated on behalf of Ms Anne Gibson.

Apologies were noted from Ms Suzy Aspley, and Ms Lisa Morton was in attendance on behalf of Ms Aspley.

The Chair welcomed and congratulated Mr Andrew Moore on his appointment to the role of Director of Nursing and Care. Congratulations were also noted to Ms Joanne Edwards on her appointment to the role of Director of Service Delivery.

### NOTED

**NHS 24 – OFFICIAL  
DRAFT TO BE RATIFIED**

**02.  
DECLARATIONS OF INTEREST**

The Chair invited members to declare any interests in any of the items being discussed.

Mr Alan Webb declared an interest in that he had recently been appointed as Chief Executive Officer, Third Sector Dumfries and Galloway. Through this role, Mr Webb had also become a member of the Dumfries and Galloway Integration Joint Board. The Board were content to note Mr Webb's declarations of interest.

The Chair reminded all Board members to ensure that any changes to their Register of Interest be notified to the Board Secretary within one month of the change occurring.

**NOTED**

**03.  
MINUTES OF PREVIOUS MEETING OF 29 FEBRUARY 2024**

The Committee considered the minute of the previous meeting held on Thursday 29 February 2024 [Paper No. Item 03] and were content to approve this as a complete and accurate record.

**APPROVED**

**04.  
MATTERS ARISING**

The Board considered the Rolling Actions Log [Paper No. Item 04a].

All eight actions listed were proposed for closure and, following discussion, the Board agreed that only the actions with a past completion date would be closed. All actions with a future completion date would remain on the log until confirmed.

**NOTED**

**05.  
NOTES ON ANY OTHER BUSINESS**

Members had been invited to raise any other matters not otherwise included on the agenda by the Board Secretary, prior to the meeting. There were no other matters raised.

**NOTED**

**06.  
CHAIR'S REPORT**

The Chair had provided an overview of activities since the last meeting of 29 February 2024, and these were included as an appendix for information. The Chair welcomed questions or queries on the items included in the activities.

The Chair noted that he had recently attended NHS Tayside for the appointment of the Vice Chair. It was agreed that going forward the Chair would report verbally on recent events listed on recent activities.

The Chair thanks Ms Joanne Edwards and Ms Ann-Marie Gallacher for delivering a presentation to the West of Scotland Chairs Group (WOSCG). Ms Edwards advised that there has been positive feedback and positive opportunities discussed following the presentation.

The Board were content to note the Chair's Report, and the activities undertaken since the last meeting.

**NOTED**

## NHS 24 – OFFICIAL DRAFT TO BE RATIFIED

### **07. EXECUTIVE REPORT TO BOARD**

The Board considered the paper 'Executive Report to the Board' [Paper No. Item 07] presented by Mr Jim Miller, Chief Executive.

Mr Miller noted that the Annual Delivery Plan and the Finance Plan had now been submitted. Mr Miller thanked all the Executive Management Team (EMT) for their help to develop the Plans.

Mr Miller highlighted various areas within the report including development and progress of the SMS Text Reminder project, the performance of the organisation over the Easter period, and highlighted progress made in respect of recruitment. He commended the Workforce Team on excellent work on reaching the call handler target for the first time ever.

A discussion took place about The United Nations Convention on the Rights of the Child (UNCRC) Report, and that this was the first year a formal report would be generated, with this being presented to Clinical Governance Committee (CGC). It was highlighted that there was a section within the Equality and Human Rights Report that already included information regarding children's rights and impact assessments which was regularly presented at CGC. It was agreed that Ms Phillips and Mr Moore would consider the reporting requirements in respect of this.

It was agreed that the UNCRC report would be added to the Board workplan for 2024/25.

In summary, the Board were content to note the Executive Report and the overview of progress on the high-level activities associated with the delivery of the NHS 24 2023/24 Strategic Priorities.

### **NOTED**

### **08.1 PATIENT STORIES**

Mr Andrew Moore, Director of Nursing & Care, provided an overview of a recent compliment received regarding a patient who used the NHS 24 service after suffering a head injury. The patient advised that they had accessed NHS inform in the first instance and then followed up with a call to NHS 24. The feedback received was excellent, and the patient praised all staff they dealt with on the night and noted that it was more appropriate and convenient for the patient than attending their local A & E. The Board wished to note thanks to the individual for providing this useful feedback and thanked them for their permission to share their story with the NHS 24 Board.

Discussion took place regarding NHS inform and the information available to members of the public regarding head injury and other advice. Ms Stephanie Phillips advised there was an ongoing national review of NHS inform and an update on this would be provided at the Board meeting in June 2024.

Mr Moore provided an overview of a recent complaint received regarding contact with the Mental Health Hub and access to Distress Brief Intervention (DBI). Mr Moore advised that following on from this, the patient had been contacted and that all staff have been given refresher training on the DBI process. The Board wished to note thanks to the individual for providing this useful feedback and for the opportunity to implement improvements to the service.

The Chair thanked Mr Moore for the updates and wished to note thanks on behalf of the Board to the individuals for sharing their stories and experiences with the Board and to the staff involved.

### **NOTED**

**NHS 24 – OFFICIAL  
DRAFT TO BE RATIFIED**

**09.1**

**CORPORATE DELIVERY PLAN 2024/25-27**

Ms Stephanie Phillips advised that the Corporate Delivery Plan 2024/25-27 had been submitted to the Scottish Government. Formal feedback was awaited, and it was expected that this would be received imminently. Ms Phillips advised that the final Corporate Delivery Plan would be presented to the Board for formal approval following feedback received from Scottish Government.

Following discussion, the Board agreed that, should formal approval of the Corporate Delivery Plan be required prior to the next meeting of the Board in June, this would be approved virtually, with homologation at the June Board meeting.

**NOTED**

**09.2**

**3 YEAR FINANCIAL PLAN 2024/25-27**

The Board considered the paper 'Finance Plan 2024/25 to 2026/27' [Paper No. Item 09.2] presented by Mr John Gebbie, Director of Finance. Board members were asked to formally approve the 2024/25 Finance Plan following approval from the Scottish Government on 4 April 2024.

A discussion took place about the Shift Review and Board members were assured that there had been no costs incurred by the organisation during Phase 1. An evaluation of Phase 1 was underway, and this would be reported to the Board in April 2025.

The Chair thanked Mr Gebbie and the Finance Team on behalf of the Board for development of the Plan and their hard work to deliver a robust Financial Plan for the organisation.

In summary, the Board formally approved the 3 Year Financial Plan 2024/25-27.

**APPROVED**

**10.1**

**CORPORATE PERFORMANCE REPORT**

The Board considered the paper 'Corporate Performance Report March 2024' [Paper No. Item 10.1] presented by Ms Stephanie Phillips, Director of Transformation, Strategy, Planning & Performance. The paper was presented to the NHS 24 Board to provide assurance on the quality and performance of services provided for period ended 31 March 2024 and to set the context for more detailed discussion on current performance. Ms Phillips highlighted the main points of the report including demand, consistency with call figures, patient journey time challenges, clinical supervision availability and the positive results of the patient survey.

The Chair thanked Ms Phillips for the report and invited comments and questions from members.

In response to a question raised, Dr Hepburn confirmed that, in line with the new recruitment process, all potential candidates have additional screening after their initial application to ensure they understand the role and expectations fully in order that NHS 24 supports all applicants the best we can. Also, regular check ins after successful candidates' initial start date at 3, 6 and 9 months were in place, in line with the new coaching model.

Discussion took place regarding the Clinical Advice Line, which was trialled during the Easter period, which received positive feedback from both the Clinical Improvement Group, call handlers, and clinical staff within the organisation.

In summary, the Board were content to note the report and were assured by the information provided regarding the quality and performance of services for the period ended 31 March 2024.

**NOTED**

**NHS 24 – OFFICIAL  
DRAFT TO BE RATIFIED**

**10.2  
DRAFT FINANCIAL PERFORMANCE REPORT**

The Board considered the paper 'Draft M12 Financial Report' [Paper No. Item 10.2] presented by Mr John Gebbie, Director of Finance. The paper provided the draft financial position of NHS 24 for Month 12. Mr Gebbie highlighted that the report remained in draft as the final accounts for 2023/24 were currently being prepared and audited.

The Chair thanked Mr John Gebbie for the update and invited comments and questions from members.

In summary, the Board were content to note and take assurance from the report detailing the draft Month 12 financial position.

**NOTED**

**11.1  
REGISTER OF INTERESTS**

The Board considered the paper 'Register of Interests Update 2024' [Paper No. Item 11.] presented by Mr John Gebbie, Director of Finance. The paper provided an overview of the Register of Interests declared by Board members, EMT and Senior Managers within the organisation.

The Chair reminded all Board members to update this throughout the year via the Board Secretary and highlighted that a yearly review was undertaken in March.

In summary, the Board were content to note the report and were assured by the information provided.

**NOTED**

**11.2  
GIFTS AND HOSPITALITY REGISTER**

The Board considered the paper 'Gifts and Hospitality Register Update 2024' [Paper No. Item 11.2] presented by Mr John Gebbie, Director of Finance. The paper provided an overview of the Gifts and Hospitality registered by Board members, Executive Management Team, and NHS 24 staff since April 2023 to March 2024. An extract from the Gifts and Hospitality Register was presented to the Audit and Risk Committee as part of the Corporate Governance Activity Report on a quarterly basis, with the full Gifts and Hospitality Register presented to the Board in April of each year.

The Chair reminded all Board members to ensure that all offers of gifts and hospitality, whether these were accepted or declined, were notified to the Board Secretary promptly.

In summary, the Board were content to note the report and were assured by the information provided.

**NOTED**

**12.1  
AOB**

Members had been invited to raise any other business. There were no other items of business raised.

**NOTED**

**DATE OF NEXT SCHEDULED MEETING**

Thursday 20 June 2024, 11:00am, Boardroom, Lumina Building

The meeting concluded at 11.46