

NHS 24

**Minutes of the Meeting of the
NHS 24 Board
held on Thursday 20 June 2024 at 10:30am
Lumina**

PRESENT

Dr Martin Cheyne (in the Chair)

Mr Jim Miller
Ms Carol Gillie
Ms Liz Mallinson
Mr John Gebbie
Dr Ron Cook
Ms Anne Gibson

Mr Alan Webb
Ms Marieke Dwarshuis
Mr Martin Togneri
Mr Andrew Moore
Mr David Howe

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
Mrs Geraldine Mathew	..	Board Secretary (Minute)
Ms Lisa Morton	..	Associate Head of Communications
Ms Paula Bauge	..	Business Support Officer (Minute)
Mr Tony Cronin	..	Programme Director, Digital Transformation (For Item 09.4)

ACTION BY

01. WELCOME, APOLOGIES AND INTRODUCTIONS

The Chair welcomed everyone to the June Board Meeting.

Apologies were intimated on behalf of Mr Kenny Woods, Ms Amina Khan and Ms Joanne Edwards.

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

The Chair informed the Board that Mr David Howe has recently taken up the role as Cyber Security Champion for the Board.

NOTED

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02. DECLARATIONS OF INTEREST

The Chair invited members to declare any interests in any of the items being discussed. There were no declarations of interest made.

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 25 APRIL 2024

The Committee considered the minute of the previous meeting held on Thursday 25 April 2024 [Paper No. Item 03] and were content to approve the minute, subject to the following amendment:

Item 06 – Chairs Report – paragraph 2 – Amended to: - *“Following discussion, it was agreed that the Board Chair would use this item to update the Board on any current significant and emerging issues or topics”.*

APPROVED

04. MATTERS ARISING

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

There were ten actions listed as ongoing and one action proposed for closure as it was included on the agenda for today’s meeting.

The Board were content to approve the recommendation that one action was closed and noted that ten actions remained ongoing.

APPROVED

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 25 April 2024, and these were included as an appendix for information. The Chair welcomed questions on the items included.

The Chair noted that he had recently attended Chairs Action Learning Set and advised that other board members also attend these meetings. It was noted that these meetings were very useful and a great opportunity to share good values, challenges, and issues.

The Chair also noted that he had attended the NHS Scotland Event and it was excellent day and encouraged all board members to attend in the future. The Chair commended the work of the staff from NHS24 who were involved in delivering workshops, publications, and posters at the event.

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

NOTED

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 reflected on the last four years with the implementation of Flow Navigation Centres (FNC's) and how productive that has been and expressed optimism for the coming years.

It was noted that there was Cyber Training available for all non-executive members with sessions due to take place in the coming year.

A discussion took place regarding recruitment and ethnic minorities, specifically in relation to the application process and if there were plans in place to continue this. Dr Jacqui Hepburn advised that there was collaboration ongoing with community partnerships by ensuring there was support provided during the application process and preparing for interviews.

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 strategic priorities.

NOTED

08.1 PATIENT STORIES

Mr Andrew Moore, Director of Nursing & Care, provided an overview of a recent compliment received regarding a parent who used the NHS 24 service for their 7-year-old son who was having breathing issues. The parent advised that they had received a very quick and robust assessment. As the child was neurodivergent and was really scared, time was taken to ensure that they were made to feel comfortable and cared for. The parent noted that within four hours which included one hour travelling time they were back home with the medication required.

Mr Moore advised that NHS 24 now has a Senior Nurse who was neurodivergent trained and this has allowed us to train other staff and pass knowledge to other staff to assist in dealing with neurodivergent patients as well as CPD training.

Mr Moore provided an overview of a recent complaint received regarding a patient missing a call back from their Health Board after contacting NHS 24. The patient spoke to NHS 24 on two occasions, on the first call the patient was assessed and an out of hours review by their local Health Board was required. The patient made a second call to advise that they had been unable to answer the call from their Health Board and they were advised they would receive another call back. The patient did not receive this phone call.

Mr Moore advised that a clinical investigation was conducted, and further training has been given to staff with regards to the call process and an apology was given to the patient which was accepted.

Following discussion, Mr Moore assured members that there was a process for Health Board call backs in place.

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.

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08.2 RISK MANAGEMENT UPDATE

The Board considered the paper 'Risk Management Update' [Paper No. Item 08.2] presented by Mr John Gebbie, Director of Finance for assurance.

Mr Gebbie advised that the Risk Management Update has been presented to all committees and was approved by the Audit & Risk Committee on 06 June 2024 and gave an overview of the risks. He noted that six risks had closed, eleven were added, two risks reduced in score, and one risk increased in score.

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

The Board were content to note the Risk Management Update and were assured by the information provided.

NOTED

09.1 CORPORATE DELIVERY PLAN 2024/25-27

The Board considered the paper 'Corporate Delivery Plan 2024/25-27' [Paper No. Item 09.1] presented by Ms Stephanie Phillips, Director of Transformation, Strategy, Planning and Performance. The Board were asked to formally approve the Plan following receipt of the sign-off letter, and confirmation that the Plan met requirements, was received by the Scottish Government on 11 June 2024.

The Board were content to approve the Corporate Delivery Plan 2024/25-27.

APPROVED

09.2 CLIMATE EMERGENCY AND SUSTAINABILITY UPDATE

The Board considered the paper 'Climate Emergency and Sustainability Update' [Paper No. Item 09.2] presented by Dr Ron Cook, Medical Director. Dr Cook provided an overview of the key areas within the report, including the development of an e-learning module and carbon emissions.

The Chair thanked Dr Cook for the update and invited comments and questions from members.

Discussion took place regarding the use of the e-learning module, and Dr Hepburn agreed to work with Dr Cook to include this module as part of the further learning modules.

The Board were content to note the Climate Emergency and Sustainability update.

NOTED

09.3 NHS 24/SAS JOINT COLLABORATION BOARD – 12 MONTH REVIEW

The Board considered the paper 'Joint Collaboration Board – 12 Month Review' [Paper No. Item 09.3] presented by Ms Ann-Marie Gallacher, Chief Information Officer. Board members were asked to review this paper for assurance.

Ms Gallacher highlighted the progress made in the first year of the SAS/NHS 24 Joint Collaboration Board and that the Board had committed to provide an update to the respective Boards at the April/May meetings.

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It was suggested that a scoping exercise would be useful to reflect on the first year looking at what has been achieved and next steps. A question was raised in relation to the benefits of the collaboration, and it was advised that the warm transfer of information between organisations had been a significant benefit.

The Board were content to note the NHS24/SAS Joint Collaboration Board update.

NOTED

09.4 DIGITAL TRANSFORMATION PROGRAMME UPDATE

The Board considered the paper 'Digital Transformation Programme Update' [Paper No. Item 09.4] presented by Dr Jacqui Hepburn, Deputy Chief Executive and Director of Workforce.

Mr Tony Cronin, Programme Director for Digital Transformation, advised that September 2025 is the project end date and that suppliers have been bidding to tender over the last few weeks. He noted that the procurement process remained on target.

Dr Hepburn wished to note thanks to Mr Cronin and all staff involved in the programme for their significant work in this process.

The Board were content to note the status of the Digital Transformation Programme and the key milestones in the next quarter.

NOTED

10.1 PROCUREMENT ANNUAL REPORT 2023/24

The Board considered the paper 'Procurement Annual Report' [Paper No. Item 10.1] presented by Mr John Gebbie, Director of Finance. Mr Gebbie highlighted that this report was presented to Audit and Risk Committee in June 2024 and the Board were asked to approve this report prior submission to Scottish Government.

It was noted that the Procurement Strategy was presented to Planning & Performance Committee in August 2023 and the current strategy was in draft format and would be presented to Planning & Performance Committee in August 2024.

The Board were content to approve the Procurement Annual Report 2023/24 for submission to the Scottish Government.

APPROVED

10.2 COMMUNICATIONS DELIVERY PLAN 2024/25

The Board considered the paper 'Communications Delivery Plan 2024/25' [Paper No. Item 10.2] presented by Ms Lisa Morton, Associate Head of Communications. Ms Morton advised that the report was approved by the Executive Management Team in June 2024 and the Board was asked to approve the report at today's meeting.

A discussion took place regarding current communications and publications, and it was advised that there was an exercise ongoing to ensure all information advertised was accurate and up to date within GP Surgeries and hospitals which would give the public more confidence in contacting NHS 24.

The Board commended and approved the Communications Delivery Plan 2024/25 and noted that it was well prepared with clear outcomes.

APPROVED

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10.3 PUBLIC PARTNERSHIP FORUM AND YOUTH FORUM ANNUAL REPORT 2023/24

The Board considered the paper 'Public Partnership Forum Annual Report' [Paper No. Item 10.3] presented by Ms Stephanie Phillips, Director of Transformation, Strategy, Planning and Performance.

A discussion took place about the report and Ms Phillips and her team were praised on their excellent approach and work carried out, the significant progress being made, and it was noted that the volunteers felt valued. Mr Andrew Moore noted that the volunteers have been invited to visit Lumina on Tuesday 2 July for a site visit and the Chair would also be in attendance.

The Board were content to note the report and were assured that NHS 24 volunteers continue to make a valued contribution to the organisation.

NOTED

10.4 WHISTLEBLOWING ANNUAL REPORT 2023/24

The Board considered the paper 'Whistleblowing Annual Report' [Paper No. Item 10.4] presented by Mr Andrew Moore, Director of Nursing and Care.

A discussion took place about the report, and it was noted that there were staff who were now appointed as confidential contacts that staff can approach to discuss concerns and this was strictly confidential.

The Board were content to approve the Whistleblowing Annual Report 2023/24 for submission to the INWO and publication on the NHS 24 website.

APPROVED

10.5 NHS IN SCOTLAND 2023 REPORT

The Board considered the paper 'NHS in Scotland 2023 Report' [Paper No. Item 10.5] presented by Mr John Gebbie, Director of Finance.

A discussion took place about the report, and it was noted that not all of the 13 actions set out in the Value Based Health and Care Action Plan were aligned to NHS 24.

The Board were content to note the NHS in Scotland 2023 Report.

NOTED

10.6 RISK MANAGEMENT ANNUAL REPORT 2023/24

The Board considered the paper 'Risk Management Annual Report 2023/24' [Paper No. Item 10.6] presented by Mr John Gebbie, Director of Finance. Mr Gebbie advised that this report was submitted to Audit and Risk Committee in June 2024.

Discussion took place regarding a planned live event upcoming in Autumn and Mr Gebbie confirmed that the outcomes and learning from the event would be reported to the Board following this.

NOTED

10.7 INFORMATION GOVERNANCE AND SECURITY ANNUAL REPORT 2023/24

The Board considered the paper 'Information Governance and Security Annual Report' [Paper No. Item 10.7] presented by Ms Ann-Marie Gallacher, Chief Information Officer.

Ms Gallacher advised that this report was approved by the Information Governance and Security Group in April 2024.

The Board were content to note the report.

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10.8 WORKFORCE ANNUAL REPORT (WITH QUARTERLY PERFORMANCE UPDATE)

The Board considered the paper 'Workforce Annual Report' [Paper No. Item 10.8] presented by Dr Jacqui Hepburn, Deputy Chief Executive and Director of Workforce.

Dr Hepburn highlighted the progress made in quarter 4 and the overall progress over the last 12 months. Dr Hepburn assured members that collaboration was ongoing with all Directorates and significant progress had been made in KPI figures.

The Chair thanked Dr Hepburn for the update and invited comments and questions from members.

Board members commended the report and noted that the information was positive. Dr Hepburn advised that she was optimistic of further improvements in the coming year.

The Board were content to note the Workforce Report and progress made in Quarter 4 (January – March 2024) and the overall 12-month picture for the last financial year 2023/24.

NOTED

11.1 CORPORATE PERFORMANCE REPORT

The Board considered the paper 'Corporate Performance Report' [Paper No. Item 11.1] presented by Ms Stephanie Phillips, Director of Transformation, Strategy, Planning and Performance.

Ms Phillips highlighted various parts of the report including that NHS 24 was currently in a stable position, an improvement on call answering and average handling times compared to pre pandemic levels and there has been an increase in the number of calls to Breathing Space and the webchat. Ms Phillips also noted that there has been a decrease in usage of NHS inform and this would be monitored. Ms Phillips advised that there was significant work ongoing at the moment with Police Scotland which meant NHS 24 were receiving more calls but that there was less requirement for Police staff to be contacted and attend mental health related calls. Ms Phillips agreed to explore potential to present data on this to a future Board Workshop.

The Board were advised that there was a strategic review of NHS inform ongoing and also an exercise looking at who accesses NHS inform, the areas people are accessing the site from along with user research and insights. An update on both the NHS inform review and the user research and insights would be presented to the Board in August.

The Chair thanked Ms Phillips for the update.

The Board were content to note the report and assurance was given on the quality and performance of services provided for the period ended 31 May 2024.

NOTED

11.2 FINANCIAL PERFORMANCE REPORT

The Board considered the paper 'Financial Performance Report' [Paper No. Item 11.2] presented by Mr John Gebbie, Director of Finance.

Mr Gebbie advised that traditionally a Month 1 report was not submitted to the Board due to the annual accounts process taking precedence. However, it was felt useful to provide the Board with assurance that the financial position remained as anticipated.

The Chair thanked Mr Gebbie for the update.

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The Board were content to note the Financial Performance Report for Month 1.

NOTED

12.1 CLINICAL GOVERNANCE COMMITTEE

The Board considered the approved minute of the Clinical Governance Committee meeting of 08 February 2024 [Paper No. Item 12.1a] and the Highlight Report of the meeting of 23 May 2024 [Paper N. Item 12.1b] and were content to note these. Mr Martin Togneri, Chair of Clinical Governance Committee, provided an overview of the key points of discussion from the last meeting.

The Chair thanked Mr Togneri for the update.

NOTED

12.2 STAFF GOVERNANCE COMMITTEE

The Board considered the approved minute of the Staff Governance Committee meeting of 05 February 2024 [Paper No. Item 12.2a] and the Highlight Report of the meeting of 09 May 2024 [Paper N. Item 12.2b] and were content to note these. Mr Webb, Chair of Staff Governance Committee provided an overview of the key points of discussion from the last meeting focusing on 2.2 from the highlight report.

The Chair thanked Mr Howe for the update.

NOTED

12.3 AUDIT AND RISK COMMITTEE

The Board considered the approved minute of the Audit and Risk Committee meeting of 15 February 2024 [Paper No. Item 12.3a] and the Highlight Report of the meeting of 06 June 2024 [Paper No. Item 12.3b] and were content to note these. Ms Carol Gillie, Chair of Audit and Risk Committee, provided an overview of the key points and made statement to the annual report and accounts and thanked those involved in the preparation of these.

The Chair thanked Ms Gillie for the update.

NOTED

12.4 PLANNING AND PERFORMANCE COMMITTEE

The Board considered the approved minute of the Planning and Performance Committee meeting of 12 February 2024 [Paper No. Item 12.4a] and the Highlight Report of the meeting of 16 May 2024 [Paper No. Item 12.4b] and were content to note these. Mr David Howe, Chair of Planning and Performance Committee, provided an overview of the key points of discussion from the last meeting including the Strategic Transformation Project and Digital Transformation Project.

The Chair thanked Mr Howe for the update.

NOTED

13.1 AOB

The Chair invited members to raise any other competent business. There was no other business raised.

NOTED

DATE OF NEXT SCHEDULED MEETING

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Thursday 29 August 2024, 10:30am

The meeting concluded at 12.42pm