

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.	August 2024	Remitted to P&P Committee and included on P&P Committee Workplan for August 2024.		✓
846	NHS 24 Board	29.02.24	Corporate Risk Register - Risk Appetite and Target Risk Levels	Mr John Gebbie/Mr Kevin McMahon	Remitted to Audit and Risk Committee. Consideration to be given to links to risk appetite and target risk levels.	August 2024	The action will be considered by EMT and reflected in the enterprise risk management framework that will be presented to the August 2024 Audit & Risk Committee.		✓
848	NHS 24 Board	29.02.24	Reporting of Strategic and Corporate Risks	Mr John Gebbie/Mr Kevin McMahon	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	The action will be considered by EMT and reflected in the enterprise risk management framework that will be presented to the August 2024 Audit & Risk Committee.		✓
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.	March 2025	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	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	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	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.		✓
853	NHS 24 Board	25.04.24	UNCRC	Ms Steph Phillips/ Mr Andrew Moore	Consider reporting requirements and mechanisms for UNCRC and provide verbal update to Board.	August 2024	Verbal update to August 2024 Board meeting.	✓	
854	NHS 24 Board	25.04.24	National Review of NHS Inform	Ms Steph Phillips	Provide update on national review of NHS Inform to Board.	August 2024	Included on Board Agenda for August 2024 meeting.		✓
856	NHS 24 Board	25.04.24	Shift Review Phase 1 Evaluation	Ms Joanne Edwards	Present evaluation report of Shift Review Phase 2 to Board.	April 2025	Included on Board Workplan for April 2025 Board meeting.	✓	
857	NHS 24 Board	20.06.24	Climate Emergency and Sustainability e-Learning Module	Dr Cook/ Dr Hepburn	Inclusion of this module as part of further learning modules available.	August 2024	Complete. Module now available on TURAS.		✓
858	NHS 24 Board	20.06.24	Police Scotland/Mental Health Calls	Ms Phillips	Consider inclusion of data regarding impact of this work in Corporate Performance Report.	August 2024	Full evaluation report available on phase 3 roll out of the PS / MH calls, with significant increase in weekly call volumes and over 2,000 PS contact centre staff now trained. This data is reported weekly to SG MH team and through a SAS/PS/NHS 24 steering group; consideration being given on providing breakdown of demand through the MHH into CPR.	✓	
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