

**NHS 24  
BOARD MEETING**

**29 AUGUST 2024  
ITEM 12.1  
FOR ASSURANCE**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE  
HELD ON TUESDAY 06 AUGUST 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 06 August 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 Tuesday 6 August 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 Q1 (April – June 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. Other improvements include quality data within the report being plotted by percentage rather than number, to allow members to make more meaningful comparison.

3.3. The Committee welcomed the further revisions to the 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. Duty of Candour Annual Report 2023/24**

4.1. The Committee received the Duty of Candour Annual Report for 2023/24, covering activity between 1 April 2023 and 31 March 2024. Over this period there were 15 Adverse Events of which five activated Duty of Candour.

4.2. The Committee were assured that the organisation has met its statutory duties in full.

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

## **5. Patient Feedback Annual Report 2023/24**

5.1. The Committee received the Patient Feedback Annual Report for 2023/24, covering activity between 1 April 2023 and 31 March 2024.

5.2. The Committee noted the technical issues arising from the introduction of a new electronic incident and risk management system (now resolved) and its negative impact on national key performance indicators during quarter 4 of 2023/24.

5.3. The Committee endorsed the Annual Report for presentation to the NHS 24 Board in August.

## **6. Public Protection Annual Report 2023/24**

6.1. The Committee received the Public Protection Annual Report for 2023/24, covering activity between 1 April 2023 and 31 March 2024.

6.2. The Committee noted an overall decrease in referrals during the reporting period with key performance indicators being met for onward referral to partners within agreed timescales.

6.3. The Committee noted the report and the assurance provided.

## **7. Health and Care Staffing Quarter 1 Report 2024/25**

7.1. The Committee received the first quarterly report for the period 1 April to 30 June 2024, outlining NHS 24's compliance against the duties outlined in the Health and Care (Staffing) (Scotland) Act 2019.

7.2. The Committee noted the assessment of the quarter 1 overall organisational position as 'Reasonable Assurance' and the improvement work in train to achieve and overall position of 'Fully Assured' by quarter 3 2024/25.

## **8. Urgent and Unscheduled Care**

8.1. The Committee held a "deep dive" session in which it received a presentation from AMD Julie Ronald on the current state of play in reform of urgent and unscheduled care and agreed to propose that the topic be added to the agenda of a forthcoming Board Development day.