

## NHS 24

### Minutes of the Meeting of the NHS 24 Integrated Governance Committee held on Thursday 7 December 2023 at 10.00am via Microsoft Teams

#### PRESENT

Dr Martin Cheyne (in the Chair)

Mr Alan Webb (Vice Chair)  
Mr Jim Miller (Chief Executive)

Ms Carol Gillie  
Mr Martin Togneri

#### IN ATTENDANCE

Mr John Gebbie .. Director of Finance  
Mrs Geraldine Mathew .. Board Secretary (Minute)

#### 01. WELCOME, APOLOGIES AND INTRODUCTIONS

The Chair welcomed members to the December meeting of the Committee. Apologies were intimated on behalf of Mr David Howe.

#### NOTED

#### 02. DECLARATIONS OF INTEREST

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

#### NOTED

#### 03. MINUTES OF PREVIOUS MEETING AND ROLLING ACTION LIST

##### a) MINUTE OF MEETING HELD 27 JUNE 2023

The Committee considered the minute of the previous meeting held on 27 June 2023 [Paper No. 3a] and were content to approve this as a complete and accurate record, subject to the following amendments:

Item 5.3. – Legal Claims Process, Page 3, paragraph 3, second bullet point:

“Staff Governance Committee review themes from non-clinical legal claims *i.e., those claims made by staff members*, to ensure the organisation is doing what it can to learn from these events and try to ensure the risk of repeating them is minimised”.

#### APPROVED

##### b) Rolling Action List

The Committee considered the Rolling Action List and were content to accept the recommendation that six actions were closed.

#### APPROVED

#### **04. MATTERS ARISING**

##### Admin Control

Discussion took place regarding the use of Teams as an alternative method to Admin Control for the publication and annotation of Board and Committee papers. Members highlighted that they had not found this solution as easy as the functionality available on Admin Control, particularly in respect of the Meeting Book produced on Admin Control which members found easier to use, especially when chairing meetings. As a result of this discussion, the Chief Executive agreed to consider this with EMT colleagues, and the Chief Information Officer, to establish if an alternative solution was available and the possibility of extending the Admin Control contract for a further term.

##### Venues for Board Meetings/Sessions

A query was raised regarding previous discussions on holding Board meetings or Workshop Sessions in other centres. Mr Miller, Chief Executive, confirmed that there remained an intention to do this, however he noted that, as Lumina Building was the only centre with a meeting room big enough to host the NHS 24 Board, consideration would need to be given to using alternative venues. It was suggested that the potential for other Boards to host the Board for meeting purposes with a site visit to the nearby centre be explored.

##### Patient Safety and Staff Engagement Visits

Following a query raised regarding the Patient Safety and Staff Engagement Visits, Mrs Mathew confirmed that the schedule for 2024/25 visits was currently being developed by the Comms Team, and this would be circulated to members as soon as this was available. Additionally, Mr Webb noted that both the visits to the Ayrshire and Arran site planned during 2023/24 were postponed due to the availability of staff on shift at the time of the visit. Mrs Mathew would remind Comms Team colleagues regarding this to ensure that this was rescheduled.

#### **NOTED**

#### **05.1 BOARD AND COMMITTEE SCHEDULE OF DATES 2024/25**

The Committee considered the paper 'NHS 24 Board and Committee Schedule of Dates 2024/25' [Paper No. Item 5.1] presented by Mrs Geraldine Mathew, Board Secretary, and were content to endorse the cycle of dates for approval by the NHS 24 Board.

#### **APPROVED**

#### **06.1 BOARD AND COMMITTEE WORKPLANS 2024/25**

The Committee considered the paper 'Board and Committee Workplans 2024/25' [Paper No. Item 06.1] presented by Mrs Geraldine Mathew, Board Secretary. Mrs Mathew noted that the Board and Committee Workplans remained in draft and would continue to be updated and refined throughout the year.

Mr Gebbie raised a point regarding the 3 Year Financial Plan and the Annual Delivery Plan and requested the addition of this for the Board Workshop session in March 2024.

Following points raised regarding duplication, it was agreed that narrative would be provided in the covering paper to confirm that the Workplans had been reviewed for any duplication and any areas which required attention. Whilst every effort was made to remove duplication where possible, there would remain areas of duplication where more than one Committee would require to consider a specific topic through a different lens. In those circumstances greater clarity would be required within the cover paper of the report to ensure that the Committee was aware that the paper was for noting, or if there was a specific area or lens by which the Committee should consider the report. Mrs Mathew and Mr Gebbie would consider this in the context of where a committee remits a particular issue to another committee, and an update on this would be provided to members of the Integrated Governance Committee in 2024.

#### **NOTED**

## **06.2 INTERNAL AUDIT PLAN UPDATE**

The Committee considered the paper 'Internal Audit Plan Update' [Paper No. Item 06.2] presented by Mr John Gebbie, Director of Finance. The paper had recently been considered by the Audit and Risk Committee at its meeting of 30 November 2023. Mr Gebbie outlined the key points to note from the paper including the core financial systems audit, and the capacity and capability audit. In respect of the areas of improvement required from the capacity and capability audit, an additional report on this would be presented to the Audit and Risk Committee in February 2024, to provide additional assurance.

### **NOTED**

## **06.3 CORPORATE RISK REGISTER**

The Committee considered the paper 'Risk Management Update' [Paper No. Item 06.3] presented by Mr John Gebbie, Director of Finance. The paper had been considered by the Audit and Risk Committee at its recent meeting of 30 November 2023. Mr Gebbie provided an overview of the key points to note and highlighted the recent change in the format of the Clinical Governance Committee risk register. Members were asked to consider the new format and if this would be something other Chairs would like to implement in other Committees. Following discussion, it was agreed that the new format for presenting the risk register would be adopted for all Committees and the Board to ensure a standard format across all.

Following a query raised and discussion, it was agreed that the Corporate Risk Register would no longer require to be presented to the Integrated Governance Committee and the Committee Workplan would be updated to reflect this.

### **NOTED**

## **06.4 EMT ARRANGEMENTS**

Mr Jim Miller, Chief Executive, provided a verbal update on the current EMT arrangements, following the retiral of the Director of Nursing and Care; the resignation of the Medical Director, and the Director of Service Delivery, and the Deputy Chief Executive's and Director of Workforce' secondment to NHS Forth Valley. Mr Miller provided an overview and plans being progressed in relation to recruitment of these roles. Mr Gebbie informed the Committee that a risk related specifically to the Workforce Directorate had been drafted for approval by the EMT Risks and Opportunities Group.

### **NOTED**

## **07.1 INTEGRATED GOVERNANCE COMMITTEE SELF-EFFECTIVENESS: RESULTS AND DRAFT ACTION PLAN**

The Committee considered the paper 'Integrated Governance Committee Annual Review of Effectiveness 2022/23: Results and Draft Action Plan' [Paper No. Item 07.1] presented by Mrs Geraldine Mathew, Board Secretary. The results of the survey undertaken in July 2023, were overall positive, with some responses in the neutral category, and one response in the disagree category. This related to compliance with relevant legislation and performance against national governance standards, as required by the full NHS 24 Board and the Action Plan had been drafted based on this theme. It was highlighted that a process was already in place with regards to the Scottish Government Health and Social Care Directorate circulars and as such, it was felt that perhaps the Action Plan was not required. Chairs of Committees would regularly discuss with the Committee Executive Lead regarding circulars and directions from SG, and whether these required consideration by the Committee.

It was agreed that Mr Gebbie and Mrs Mathew would consider if there was a requirement of the addition of another process/layer of assurance in respect of the Integrated Governance Committee and this would be discussed at the next meeting in June 2024.

### **NOTED**

## **07.2 GOVERNANCE COMMITTEES SELF-EFFECTIVENESS ACTION PLANS**

The Committee considered the paper 'Governance Committees Self-Effectiveness Action Plans' [Paper No. Item 07.2] and were content to note these.

### **NOTED**

## **07.3 GOVERNANCE COMMITTEE REMITS/ISSUES**

The Committee discussed and agreed the following matters:

### **Organisational Resilience**

Organisational resilience currently sits within the remit of the Clinical Governance Committee; however, it was suggested that this would be better placed with the Planning and Performance Committee. Dr Cheyne agreed to take this point forward with the Chair of the Planning and Performance Committee, and subject to agreement of the Chair, the remit for this topic would be moved to the Planning and Performance Committee.

### **Emerging Risk on Clinical Content**

The Committee discussed this matter and noted that a risk had been developed to cover this point. This would be presented to the EMT Risks and Opportunities Group meeting on 8 December for discussion and approval, therefore the Committee were content to close this matter.

### **Cyber Security Risk Register**

The Committee discussed the matter of frequency of reporting of the Cyber Risk Register, and it was agreed that this would be presented to both the Planning and Performance Committee and to the Audit and Risk Committee annually, with the main themes related to cyber risks being included in the Information Governance and Security Quarterly Report.

### **NOTED**

## **07.4 NHS 24 ASSURANCE FRAMEWORK AND MAP**

The Committee considered the paper 'NHS 24 Assurance Framework and Map' [Paper No. Item 07.4] presented by Mrs Geraldine Mathew, Board Secretary. The Framework and Map had been presented to all governance committees during the November cycle and would be presented to the NHS 24 Board as part of the Corporate Governance Framework in December 2023.

The Committee were content to note the Assurance Framework and Map and recommended that an annual review of the Framework and Map was undertaken in line with the annual review of the Corporate Governance Framework.

### **NOTED**

## **07.5 AOB**

The Chair invited members to raise any other items of business. There were no other items raised.

### **NOTED**

## **07.6 KEY HIGHLIGHT REPORT TO THE BOARD**

Mrs Mathew would draft the Key Highlight Report to the Board based on the key topics discussed, for approval by the Committee Chair.

### **DATE OF NEXT MEETING**

Tuesday 27 June 2024, 10am, MS Teams