

NHS 24

**Minutes of the Meeting of the
NHS 24 Extraordinary Clinical Governance Committee
held on Thursday 10 April 2025 at 2pm
MS Teams**

PRESENT

Mr Martin Togneri (in the Chair)
Dr Martin Cheyne
Ms Anne Gibson
Ms Liz Mallinson
Ms Abeer Macintyre

IN ATTENDANCE

Mr Andrew Moore	Director of Nursing & Care
Mr Jim Miller	Chief Executive Officer
Dr Dawn Orr	Associate Director of Nursing and Care
Ms Jo Edwards	Director of Service Delivery
Ms Steph Phillips	Director of Transformation, Strategy, Planning & Performance
Mr Patrick Rafferty	Associate Director of Operations & Nursing
Ms Mary-Jane Mitchell	Partnership Forum Nominated Staff Representative
Mrs Geraldine Mathew	Board Secretary
Mrs Ann Campbell (Minutes)	

01. WELCOME, APOLOGIES AND INTRODUCTIONS

The Chair welcomed members present to an extraordinary meeting of the Clinical Governance Committee. Apologies were intimated on behalf of Dr John McAnaw, Dr Ron Cook, Mr John Gebbie, Mr Martin MacGregor and Mrs Laura Neil.

Mr Togneri welcomed Ms Mary-Jane Mitchell who was attending for Mr Martin MacGregor as Staff Representative.

Mr Togneri noted the rationale for calling the extraordinary meeting was because the Scottish Government requested that the Annual Healthcare Staffing Report be submitted by 30 April 2025. Given that it was the first submission of the report, a virtual meeting was convened to allow the Committee to discuss the report prior to its presentation to the NHS 24 Board on 24 April for approval and onward submission to the Scottish Government.

NOTED

02. DECLARATIONS OF INTEREST

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

NOTED

03. HEALTHCARE STAFFING ACT - ANNUAL REPORT

The Committee considered the paper 'HEALTH AND CARE (STAFFING) (SCOTLAND) ACT 2019 Annual Report 2024-25' [Paper No. 3] presented by Mr Moore, Director of Nursing & Care.

Mr Moore noted that the notification for the annual report timing and template was received after the previous Clinical Governance Committee meeting on 6th February 2025. Future submissions would align with the NHS 24 governance cycle.

Mr. Moore noted that approval of the Annual Healthcare Staffing Report was sought in this meeting before submission to the Board on April 24, 2025. Mr Moore noted the legal requirement to submit the Annual Healthcare Staffing Report to Scottish Government by 30 April 2025 and to publish the report on the NHS 24 website.

Mr Moore noted that NHS 24 participated in the testing of the guidance last year. In addition, an internal audit was held last year to assess compliance against the duties, which highlighted two areas for improvement this year - the duty to have real-time assessment in place and the duty to ensure adequate time given to clinical leaders. As detailed in the report, processes have been implemented to ensure full compliance with these duties. Quarterly reports have been submitted to Healthcare Improvement Scotland who indicated that they were satisfied with the level of self-assessment, with no further suggestions for improvement. Given that the improvements have now been delivered, Mr. Moore noted that there was substantial assurance around all applicable duties to NHS 24 (agency staff and common staffing method do not apply to NHS 24).

The Chair thanked Mr Moore and invited comments and questions from members.

In response to a question regarding minimum requirement staffing ratios, whether there was a need to review the NHS 24 ratio of 1:5 (1 clinician / 5 call handlers), Mr Moore advised that capacity was matched with demand using historical data to predict future needs and that there was no requirement for NHS 24 to follow the common staffing method duty.

Mr Moore gave assurance that staffing gaps related to Clinical Supervision had been addressed, with a robust risk escalation process in place both at an operational and strategic level to ensure real-time mitigating actions were taken to resolve any issues. Mr Moore noted that staff side have been involved throughout the improvement process.

Mr Moore noted that funding was available to cover the reporting requirements and oversight of the Healthcare Staffing Act duties and developments. The short life working group would be stood up again if required again in the future.

Minor typos in the Annual Report were noted by the committee for correction prior to submission to the Board.

The Committee were content to approve the report.

APPROVED

DATE OF NEXT SCHEDULED MEETING

Thursday 22 May 2025, 10am, Boardroom, Lumina/MS Teams.

The meeting concluded at 2.20pm