

| Ref | Source | Meeting Date | Subject | Lead | Action | Proposed Completion Date | Status | Ongoing | Closed |
|-------|--------------|--------------|------------------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------|
| 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 | Propose closure. Mr Young attended Board Workshop in March 2023, therefore Mr Young has been invited to attend March 2025 Board Workshop to provide an update. Board Workplan included on agenda for December meeting. | | ✓ |
| 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 | Propose closure. A three year progress report will be progressed and come to Board for approval - first report is due April 2026. An annual progress report will be presented at the Clinic Governance Committee for assurance. Included on Board Workplan for 2026. | | ✓ |
| 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 | Propose closure. Included on Board Workplan for April 2025 Board meeting. Board Workplan included on agenda for December meeting. | | ✓ |
| 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 | Propose closure. 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. | | ✓ |
| 859 | NHS 24 Board | 29.08.24 | Climate Emergency & Sustainability Programme - Action Plan | Dr Ron Cook | Develop Action Plan to detail aims and targets for the organisation for presentation to Board. Consider format of quarterly report and if this could be presented in the same format as the Corporate Performance Report. | December 2024 | This action remains ongoing, with further work to be undertaken with key staff/teams. Agreement in principle with the Director of Finance. | ✓ | |
| 860 | NHS 24 Board | 29.08.24 | Procurement Strategy/Annual Report | Mr John Gebbie | Pick up items from Procurement Strategy for inclusion in the Annual Report. | October 2024 | Propose closure. SAS Procurement Lead has been contacted to ensure that all items are covered within the Annual Report. | | ✓ |
| 861 | NHS 24 Board | 29.08.24 | Duty of Candour Annual Report | Mr Andrew Moore | Review specific narrative prior to submission to Scottish Government. | October 2024 | Propose closure. Narrative was updated prior to submission to Scottish Government. | | ✓ |
| 862 | NHS 24 Board | 29.08.24 | Digital Contacts Reporting | Ms Ann-Marie Gallacher | Discuss reporting at Planning & Performance Committee at next meeting (November) and update to Board at next meeting thereafter (December) | December 2024 | Ongoing. Verbal update to Board in December 2024 following discussion at Planning and Performance Committee in November. | ✓ | |
| TOTAL | | | | | | | | 2 | 6 |