

OFFICIAL

BOARD DRAFT RAL

31 October 2024

ITEM 04a

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