

**NHS 24**  
**BOARD MEETING**  
**19 DECEMBER 2024**  
**ITEM 11.1**  
**FOR ASSURANCE**

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE  
HELD ON THURSDAY 7 NOVEMBER 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 7 November 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 Thursday 7<sup>th</sup> November 2024.
- 2. Recommendation**
  - 2.1. The NHS 24 Board is asked to receive and note the key points outlined.
- 3. Realistic Medicine**
  - 3.1. As part of its “deep dive” programme, the Committee received a presentation from Dr McAnaw on Realistic Medicine highlighting key achievements across 2024 and remaining actions to be delivered by March 2025. The Committee were assured by the information provided that good progress had been made, specifically in relation to culture change, evaluation, engagement with patients and service users, and engagement with national organisations and other Boards.
- 4. National Quarterly Healthcare Quality Report**
  - 4.1. The Committee reviewed the Quarterly Healthcare Quality Report for Q2 (July - September 2024), presented by Mrs Laura Neil, Lead AHP / Interim Head of Clinical Governance and Quality Improvement. The Committee noted the high quality of the report and recognised the value of the improvements made to its format over the year. The Committee received assurance regarding a number of key indicators including adverse events,

complaints, public protection referrals, the Mental Health Hub, and Breathing Space.

**5. Quality Framework Update**

5.1. The Committee received the Quality Framework Update outlining progress against the objectives in the framework Action Plan. It was agreed that an updated report including a refreshed Action Plan would be presented to the May 2025 Committee Meeting. The Committee were assured of the activities ongoing in respect of quality control, management, improvement and assurance.

**6. Armed Forces Covenant and NHS 24 Armed Forces And Veterans Workplan 2024/25**

6.1. The Committee received the Armed Forces Covenant and NHS 24 Armed Forces and Veterans Workplan 2024/25 which provided an update against the areas of focus and the recommendations recently approved by the Executive Management Team. The Committee received assurance of the ongoing activities to ensure NHS 24 is fully compliant with the Duty and its legal obligations.

**7. Virtual Queue Update**

7.1. The Committee received the Virtual Queue Update which outlined progress of implementation of the virtual queue following operational and clinical sign off for the functionality to become a 'business as usual' service management process, by the Executive Management Team. The Committee were assured that a detailed evaluation had been undertaken, with overall positive patient feedback received, and no significant operational risks or issues identified.

**8. Whistleblowing Update**

8.1. The Committee received the Whistleblowing Update for Q2 (July - September 2024). There had been no whistleblowing activity in the last quarter.

8.2. It was noted that the complaint being considered by the Independent National Whistleblowing Officer (INWO), remained ongoing with no timescale indicated.

8.3. The Committee received assurance of the ongoing activities in relation to whistleblowing including the compliance rate with the whistleblowing essential learning module.

**9. Healthcare Staffing Update (Quarterly Reports)**

9.1. The Committee received the Healthcare Staffing Update for Q2 (July – September 2024) and the Committee were assured that ongoing

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improvement efforts made it likely that the overall assessment would be substantial assurance/green by the next quarter.