

NHS 24

BOARD MEETING
27 FEBRUARY 2025
ITEM NO 12.1
FOR ASSURANCE

**KEY POINTS OF THE CLINICAL GOVERNANCE COMMITTEE HELD
ON 6 FEBRUARY 2025**

Executive Sponsor:

Mr Martin Togneri, Committee Chair

Lead Officer/Author:

Ms Geraldine Mathew, Board Secretary

Action Required:

The Board is asked to note the key points for assurance from the Clinical Governance Committee meeting held on 6 February 2025.

1. Purpose of the report

This report provides the NHS 24 Board with an update on key issues arising from the Clinical Governance Committee meeting held on 6 February 2025, at 10am, Boardroom, Lumina/MS Teams.

2. Recommendation

The NHS 24 Board is asked to receive and note the key points outlined.

3. Stakeholder Engagement and Insights

The Committee received a paper presented by Ms Arlene Campbell, Head of Stakeholder Engagement, and Insights, which provided an overview of person and user centred activities facilitated by the Stakeholder Engagement and Insight function within the Transformation, Strategy, Planning, and Performance Directorate. The Committee commended the report and were assured by the wide range of activities undertaken.

4. Equality Mainstreaming Report 2025

The Committee considered the Equality Mainstreaming Report 2025, presented by Mr Mario Medina, Engagement Manager. The paper described the range of activities undertaken by NHS 24 in meeting its equality and human rights related duties, including, elimination of discrimination, advancement of equality of opportunity and fostering good relations. The Committee discussed several topics including accessibility, child poverty, and representation of minority

ethnic groups within the workforce. The Committee were assured by the information provided and were content to endorse the report for approval by the NHS 24 Board, subject to minor adjustments.

**5. Digital Transformation Programme
External Communications & Engagement and Communications & Staff Engagement**

The Committee received two papers for assurance, those being the DTP External Communications & Engagement, and the DTP Communications & Staff Engagement.

The first paper, presented by Ms Arlene Campbell, Head of Stakeholder Engagement, and Insights, set out the current planning and mechanisms in place to communicate and engage effectively with external stakeholders. The Committee commended the paper and were assured that significant work was underway to plan the external stakeholder communications and engagement programme.

The second paper, presented by Ms Suzy Aspley, Chief Communications Officer, provided an overview of the DTP Communications & Staff Engagement Plan. The Committee discussed several areas including engagement with members of the press and were assured by the information provided.

6. Risk Management Update

The Committee considered a paper presented by Ms Linda Roberston, Risk and Resilience Manager, which detailed two current corporate risks within the remit of the Committee. Ms Robertson noted recent improvements to the report and the addition of benchmarking against the Board Risk Appetite. The Committee discussed the risks and mitigating actions and noted that both target scores were out with the risk appetite. Given this, it was agreed that this matter would be remitted to the Staff Governance Committee and the Planning and Performance Committee, for further discussion and consideration, as the primary committees responsible for the performance and management of these risks.

7. National Quarterly Healthcare Quality Report

The Committee received the National Quarterly Healthcare Quality Report, presented by Ms Laura Neil, Lead AHP/Interim Head of Clinical Governance & Quality Improvement. The paper described the key activities and developments relating to clinical governance and quality improvement for the period October to December 2024. The Committee discussed a number of areas including adverse events, mandatory learning modules compliance, partner feedback, clinical investigations, duty of candour, public protection referrals, and Breathing Space webchat data. The Committee were content to note the report.

8. Health and Care Staffing Quarterly Report

The Committee considered the Health and Care Staffing Quarterly Report, presented by Mr Andrew Moore, Director of Nursing & Care. The paper provided an overview of the work underway to ensure monitoring and compliance with the requirements of the Health and Care (Staffing) (Scotland) Act 2019 and improvement actions being taken to strengthen systems and processes. The overall assessment of the current level of compliance for Quarter 3 was reasonable assurance. The Committee were content to note the report and were assured by the information provided.

9. Draft Anti-Racism Plan

The Committee received the Draft Anti-Racism Plan, presented by Mr Mario Medina, Engagement Manager. Mr Medina provided an overview of the key activities outlined within the Plan, with a focus on the actions relating to tackling racialised healthcare inequalities patients could experience. Discussion took place regarding key areas including clarification of measures and outcomes for the patient facing elements of the Plan, and historical work to address discrimination. The Committee were content to note the report.

10. Committee Terms of Reference

The Committee considered the Annual Review of the Committee Terms of Reference, presented by Mrs Geraldine Mathew, Board Secretary. The paper provided an overview of minor adjustments proposed to the Terms of Reference to improve consistency across all governance committees. Discussion took place regarding the invitation of Partnership Forum-nominated representatives. Following discussion, it was agreed that this would remain as one nominated representative, however, in the event of the absence of Mr MacGregor, a deputy representative would be sought. The Committee were content to approve the proposed amendments to the Terms of Reference.

11. Deep Dive – Service Transformation

The Committee received a presentation from Dr Ron Cook, Medical Director, which provided an overview of the key activities related to the Service Transformation Programme, including the NHS 24 Board collaboration with Scottish Ambulance Service, the chest pain pathway, shared education, care home end of life care, frailty, the decision support review, outcome codes, and test of change of the Advanced Nurse Practitioner Video Consultations for children aged 2 years to 12 years. The Committee welcomed the presentation and were assured by the information provided that significant work was being progressed in respect of service transformation.

12. Date of Next Meeting

Thursday 22 May 2025, 10am.