



PUBLIC BOARD MEETING

30 September 2026

Item 04

THIS PAPER IS FOR APPROVAL

MATTERS ARISING/PENDING FROM PREVIOUS MEETINGS

Lead Director Author	Tom Steele, Chair Pippa Hamilton, Board Secretary
Action required	The Board is asked to 1. Note the update provided against each of the matters arising or pending from previous meetings. 2. Approve the removal of each of those actions annotated as complete.
Background	A log is maintained for all matters arising or pending from each of the previous meetings. No action is deleted from the listing until reported as complete and approved for removal.
Status	The attached appendix contains a status update against each of the matters arising or pending. Actions are annotated in the RAG status update as follows: ● Task completed – to be removed from listing ● No identified risk to action target completion date ● Target completion date extended and rationale provided for movement ● Target completion date exceeded with further explanation required and/or to be provided at meeting There is 2 matters arising items are recommended for closure.

MEETING: Scottish Ambulance Service Board						
REF Mtg/Pg/ Item	SUBJECT	ORIGINATION DATE	ACTION/RECOMMENDATION	RAG	TARGET DATE	COMMENTS
225/01/01	Patient Story	July 2026	Medical Director to review the potential use of real life patient story videos within staff education and training programmes and consider opportunities to share learning more widely across the Service.		September 2026	
225/05/03	Board Quality Indicators and Performance Report	July 2026	Medical Director to work with the Business Intelligence Team to review and enhance the presentation of control charts within the Board Quality Indicators and Performance Report, ensuring significant variation and outlying results are more clearly highlighted and supported by appropriate narrative and analysis as required.		September 2026	
225/07/04	Corporate Risk Register	July 2026	Director of Finance, Logistics and Strategy , supported by the Risk Manager , to continue the development of risk tolerance measures and bring the outcomes of this work back through the appropriate governance routes and to the Board.		September 2026	This work is progressing through the appropriate governance routes and will be reported to a future Board meeting.
225/11/06	Person Centred Care Update	July 2026	1. Director of Care Quality and Professional Development to consider how the contribution of volunteers, including Community First Responders and BASICS responders, can be more visibly reported and		September 2026	Work to include this within future Board reporting is underway and will be included within future reports where possible and practical.

			recognised within future Board reporting.			
			2. Director of Care Quality and Professional Development to include updates on engagement with the Patient Safety Commissioner and any associated organisational learning or improvement actions within future Person-Centred Care reports.		September 2026	Work to include this within future Board reporting is underway and will be included within future reports where possible and practical.