Scottish Ambulance Service
Working in Partnership with Universities

NHS SCOTLAND

PUBLIC BOARD MEETING **25 November 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 are 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. **Update 30 September 2026 –** The Medical Director advised that this action had not yet progressed, but that a meeting was scheduled with the Education and Clinical Teams to explore potential opportunities. It was agreed that this action would therefore remain open and the target date extended pending further progress.		~~September 2026~~ January 2027	
226/05/07	Corporate Risk Register	September 2026	**1. Risk Manager and Director of Finance, Logistics and Strategy** to review the presentation and narrative on interconnected risks, including how the analysis could more clearly demonstrate what the Service is doing differently in response to the interaction between key risks.		November 2026	
			2. Risk Manager to review the risk descriptions relating to workforce and the future direction of the NHS to be reviewed and developed as the		November 2026	

			implications of reform become clearer, including consideration of whether the projected risk tolerance/timeline remains appropriate.	[redacted]		