



NOT PROTECTIVELY MARKED

Public Board Meeting		September 2019 Item 03
THIS PAPER IS FOR APPROVAL		
MATTERS ARISING/PENDING FROM PREVIOUS MEETINGS		
Lead Director Author	Pauline Howie, Chief Executive Lindsey Ralph, 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: <ul style="list-style-type: none">● 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 3 matters arising have been completed and are recommended for removal from the listing.	

MEETING: Scottish Ambulance Service Board – September 2019

REF Mtg/Pg/Item	SUBJECT	ORIGINATION DATE	ACTION/RECOMMENDATION	RAG	TARGET DATE	COMMENTS
171/9/14	Person Centred Care	March 2019	Director of Care Quality and Strategic Development to consider more quantitative measures for patient experience.		July 2019 September 2019	Close - the Director has progressed work to provide both quantitative and qualitative data. A survey has been developed which asked 4 questions about patient experience of SAS. This is reflected in the report presented to the September Board (item 10)
173/6/8	Property and Asset Management Strategy – Interim Update 2019	May 2019	Board Secretary to include an update on Fleet to the Board Development schedule for 2019/20.		March 2020	This has been added to the Board Development schedule for 2019/20.
173/9/14	Chief Executive's verbal update	May 2019	Board Secretary to include an update on the Service's work to improve the experience of LGBT patients and staff in the Board Development schedule for 2019/20.		March 2020	This has been added to the Board Development schedule for 2019/20.
175/7/7	Corporate Risk Register (Public) 2019/20	July 2019	Board Secretary to include Corporate Risk Register review to the August Board Development session agenda.		August 2019	Close - The Board discussed the Corporate Risk Register at its development session in August 2019.
175/8/9	Person Centred Care	July 2019	Head of Corporate Affairs and Engagement to amend <ul style="list-style-type: none"> future reports to revert back to the use of graphical style reports 		August 2019	Close - complete.