



**Scottish
Ambulance
Service**

Working in Partnership with Universities



NOT PROTECTIVELY MARKED

PUBLIC BOARD MEETING

**30 July 2025
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 <ol style="list-style-type: none">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	<p>The attached appendix contains a status update against each of the matters arising or pending.</p> <p>Actions are annotated in the RAG status update as follows:</p> <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 <p>There are 2 matters arising recommended for closure.</p>

MEETING: Scottish Ambulance Service Board						
REF Mtg/Pg/ Item	SUBJECT	ORIGINATION DATE	ACTION/RECOMMENDATION	RAG	TARGET DATE	COMMENTS
214/06/10	Person Centred Care Update	January 2025	(1) Head of Corporate Affairs and Engagement to discuss the inclusion of the undernoted areas into future Board Reporting with the Patient Experience Manager: <ul style="list-style-type: none"> • Updates on the implementation of The Promise Scotland. • Addition of narrative on what positive changes have been made as a result of complaints. 		May 2025 September 2025	Update 23 July 2025 – propose to defer to September 2025 as Patient Experience Manager has only recently returned to work and will now progress this action in advance of the September Board.
215/05/10	Person Centred Care Update	March 2025	Head of Corporate Affairs and Engagement and Director National Operations to discuss the request from Board members to have sight of the changes made to the Patient Transport Service Patient Needs Assessment to enable the Board to gain clearer understanding of the implications of the changes.		May 2025 September 2025	Update 20 May 2025 – propose to defer to September 2025 as work underway to review the changes made.
216/03/06	Board Quality Indicators and Performance Report	May 2025	Chief Operating Officer to amend narrative on page 15 of the report in relation to turnaround times and ensure that this includes reference to the increased risk to patients as a result of increased turnaround times.		July 2025	Complete
216/05/08	Corporate Risk Register	May 2025	Risk Manager to take forward suggested amendments made by		July 2025	Complete

			<p>members as part of the next review of the corporate risks and mitigations:</p> <ul style="list-style-type: none">• Risk 5889 – Future Workforce. The risk description for this risk within appendix A, should also be used for the risk description within the summary page to ensure consistency.• Risk 5888 – Workforce Planning. Reference to patient care should be included within this risk.			
216/07/14	Staff Experience and Performance Report	May 2025	<p>Acting Director of Workforce to take forward an offline discussion with Carol Sinclair to review of the charts used within the Staff Experience and Performance Report particularly within section 3.2.6, Employee Development – Appraisal.</p>		September 2025	