



**Scottish
Ambulance
Service**

University National NHS Board



NOT PROTECTIVELY MARKED

Public Board Meeting

29 March 2023

Item 04

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 <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 is 1 matters arising recommended for closure.</p>

MEETING: Scottish Ambulance Service Board – March 2023

REF Mtg/Pg/Item	SUBJECT	ORINATION DATE	ACTION/RECOMMENDATION	RAG	TARGET DATE	COMMENTS
200/02/01	Patient Story	January 2023	Board Secretary – to add an update on digital activity and data sharing to a future Board development session.		March 2023	Added to the 2023/24 Board Development work plan.
200/05/05i	Board Quality Indicators and Performance Report	January 2023	Medical Director and Non Executive Directors Carol Sinclair and Liz Humphreys – to meet outwith the meeting to discuss disaggregated data.		May 2023	Being progressed for target date.
200/05/05ii	Board Quality Indicators and Performance Report	January 2023	Medical Director - to provide an update to the Board on the specific work being done at a national level around safety standards for hospital handover once this work had been completed.		May 2023	Being progressed for target date.
200/065/06	Developing our 2030 Strategy – Portfolio updates	January 2023	<p>Director of Finance, Logistics & Strategy – Associate Director, Strategy, Planning and Programmes to reflect the feedback from Board members in future reports.</p> <ul style="list-style-type: none"> • 6 – 12 month timeline was being developed and would be included in the March Board paper. • For those timelines that were marked ‘to be advised’ it should be more explicit to separate out those that were still at the planning stage (e.g., National Care Programme). • Updates should be more explicit about the collaborative work with partners required/being progressed to achieve the strategic aims and the inter dependencies, risks and 		March 2023	<p>Associate Director of Strategy, Planning and Programmes has provided an update on actions as below.</p> <ul style="list-style-type: none"> • 6-12 month timeline – work has commenced and will be finalised for the May Board paper. • Updates on collaborative work is provided in March paper. • Strategic Impacts and Benefits realisation – Work ongoing to develop a range of process and outcome measures • Risks been removed as all relate to Corporate Risk Register and any risks that require to be escalated will be

			<p>mitigations associated with the delivery of this.</p> <ul style="list-style-type: none"> • More information to be included in the cover/summary paper about the overall strategic impact and benefits realisation. • To consider whether the inclusion of the risks adds any value as these were already reflected in the Service's Corporate Risk Register. • The presentation of information in pie chart format should be reviewed as this did not add value. • The 2 month forward look could be reviewed and presented in a different way as it was not considered to be user friendly in this format. 			<p>progressed through our risk management processes in place.</p> <ul style="list-style-type: none"> • Pie charts – have been removed. • 2 month forward look – this will be replaced with the 6-12 timeline in May.
200/08/10i	Person Centred Care Update	January 2023	Director of Care Quality and Professional Development – to consider how the Service could better reflect patient safety learning in the Board level report.		May 2023	Being progressed for target date. The Director has advised following the completion of the review of SAERs and the Learning from Events group work, she is proposing to build a section on learning themes into this report.
200/08/10ii	Person Centred Care Update	January 2023	Director of Care Quality & Professional Development and Head of Communications and Engagement – to consider options for the Board to hear directly from people the Service was engaging with at a future Board Development session.		May 2023	Being progressed for target date.

200/08/10iii	Person Centred Care Update	January 2023	Chair and Chief Executive – to consider options for the Board to widen its external engagement with local groups and communities following guidance on the Annual Review process for 2023/24.		July 2023	Guidance not available yet.
200/10/12	Health and Wellbeing update	January 2023	Deputy Director of Workforce – to ensure that the report better reflected the Service's ambitions in the healthy culture section that it was a place where people felt comfortable and confident about speaking up and ensure the actions that were in place were added into the report.		March 2023	Deputy Director of Workforce will provide a verbal update under matters arising at the meeting.