



**Scottish  
Ambulance  
Service**

Working in Partnership with Universities



**NOT PROTECTIVELY MARKED**

**PUBLIC BOARD MEETING**

**28 May 2025  
Item 04**

**THIS PAPER IS FOR APPROVAL**

**MATTERS ARISING/PENDING FROM PREVIOUS MEETINGS**

<b>Lead Director Author</b>	Tom Steele, Chair Pippa Hamilton, Board Secretary
<b>Action required</b>	The Board is asked to <ol style="list-style-type: none"><li>1. <b>Note</b> the update provided against each of the matters arising or pending from previous meetings.</li><li>2. <b>Approve</b> the removal of each of those actions annotated as complete.</li></ol>
<b>Background</b>	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.
<b>Status</b>	<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"><li>● Task completed – to be removed from listing</li><li>● No identified risk to action target completion date</li><li>● Target completion date extended and rationale provided for movement</li><li>● Target completion date exceeded with further explanation required and/or to be provided at meeting</li></ul> <p>There are 3 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	<b>(1) Head of Corporate Affairs and Engagement</b> to discuss the inclusion of the undernoted areas into future Board Reporting with the Patient Experience Manager: <ul style="list-style-type: none"> <li>• Updates on the implementation of The Promise Scotland.</li> <li>• Addition of narrative on what positive changes have been made as a result of complaints.</li> </ul>		May 2025 July 2025	<b>Update 20 May 2025</b> – propose to defer to July 2025 as Patient Experience Manager currently absent from work.
215/04/07	Corporate Risk Register (Public)	March 2025	<b>Risk Manager and Director of Strategy, Planning and Programmes</b> to discuss and review the future risk on NHS Fragile Services to establish whether the risk should be brought forward to the current year and take this through the Performance and Planning Steering Group for consideration.		May 2025	<b>Complete – propose to close</b> – Work is ongoing in relation to the current issue of Vascular surgery and SAS are actively engaged in the discussions with current actions aiming to mitigate risks, therefore no need for escalation at this stage, if this were to change in line with current risk management processes this would be escalated to the Performance and Planning Steering Group. In relation to the SG wider work of fragile services, this work will likely span more than one year so it has been agreed to reflect this in the future risk diagram going forward.

215/05/09	Financial Performance to 28 February 2025	March 2025	<b>Director of Finance, Logistics and Strategy</b> to discuss the granular detail of the staffing budget over spend allocated to the Finance and Logistics control account highlighted within the financial performance report and give thought to how this can be presented to the Board in future to aid clearer understanding.		May 2025	<b>Complete propose to close -</b> Finance team working through options to consider how to split this out from the Finance and Logistics cost centre and this will be reported going forward in 2025/26.
215/05/10	Person Centred Care Update	March 2025	<b>Head of Corporate Affairs and Engagement and Director National Operations</b> 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.		July 2025	<b>Update 20 May 2025</b> – propose to defer to July 2025 as work underway to review the changes made. An update on this will be provided within the Person Centred Care Update presented to the July Board.
215/07/13	Health and Care Staffing (Scotland) Act Annual Report	March 2025	<b>Interim Director of Care Quality and Professional Development</b> to seek clarity as to whether the introduction of Inphase will improve the ability to manage the information required for future Health and Care Staffing (Scotland) Act reporting.		May 2025	<b>Complete – propose to close.</b> Interim Director of Care Quality and Professional Development has taken forward these discussions.