



NOT PROTECTIVELY MARKED

Public Board Meeting

27 September 2023

Item 04

THIS PAPER IS FOR APPROVAL

MATTERS ARISING/PENDING FROM PREVIOUS MEETINGS

Lead Director Author	Tom Steele, Chair 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 are 2 matters arising recommended for closure.</p>

MEETING: Scottish Ambulance Service Board – September 2023						
REF Mtg/Pg/Item	SUBJECT	ORINATION DATE	ACTION/RECOMMENDATION	RAG	TARGET DATE	COMMENTS
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.		July 2023 September 2023 November 2023	new Patient Safety Manager is now in post and working to progress SAER review process. Process for refresh of Learning from Events group is making good progress. Request to extend target date - This will become a new section within the patient experience report that comes to the Board once the review of Learning from Events Group is complete and we are able to provide themes and learning assurance.
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 and how this would be captured in the report to the Board.		July 2023 September 2023	further work is required to explore how this will be delivered within the report. Learning from Events group is reviewing all sources of feedback to the Service so a solution may be found within that work. Director of Care Quality and Professional Development will provide a verbal update at the meeting
202/06/12	HAI update	May 2023	Director of Care Quality and Professional Development – to include a section on the IPC team’s work related healthcare built environment in future HAI reports.		September 2023	Complete – included in the September 2023 Board paper.

204/02/01	Patient Experience Story	July 2023	Chair and Head of Corporate Affairs and Engagement – to consider inviting staff involved in patient experience videos to join Board meetings in person.		November 2023	
204/05/05i	Board Quality Indicators and Performance Report	July 2023	Associate Director of Strategy, Planning and Programmes – (1) to arrange to meet the Chair and Non Executive Director representatives to discuss further options for reporting on the impact of the Demand and Capacity additional resources on the Service's collective measures and (2) to share the Demand and Capacity benefits realisation plan with Board members.		November 2023	
204/05/05ii	Board Quality Indicators and Performance Report	July 2023	Chief Operating Officer – to meet with Irene Oldfather, Non Executive to discuss her questions related to the revised falls pathways and hospital arrival screens in more detail.		November 2023	
204/09/07	Financial performance	July 2023	Director of Finance, Logistics and Strategy To review the bullet points listed on page 8 of the report for future reports to provide more detail on the issue, action and progress towards completion of each action. To consider how the Service could better demonstrate the impacts, positive or negative, on the net zero position.		November 2023	Propose to close – the Director of Finance, Logistics and Strategy has reviewed with further information provided.

204/12/09	Health and Wellbeing update	July 2023	Director of Workforce - to arrange for the Staff Governance Committee to receive feedback on the various staff evaluations from workshops and training sessions held across the Service to ensure that it continued to invest in areas that supported and assisted staff in their roles.		November 2023	
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