



NOT PROTECTIVELY MARKED

Public Board Meeting		May 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 6 matters arising have been completed and are recommended for removal from the listing.	

MEETING: Scottish Ambulance Service Board – May 2019						
REF Mtg/Pg/Item	SUBJECT	ORIGINATION DATE	ACTION/RECOMMENDATION	RAG	TARGET DATE	COMMENTS
169/8/13	Person Centred Care Update	November 2018	<p>Director of Care Quality and Strategic Development and Head of Corporate Affairs and Engagement to work with Care Opinion and NHS 24 to provide a single point of contact and a joint co-ordinated response when a story related to more than one organisation.</p> <p>Update March 2019 – Board agreed this item would remain on the tracker until the Service’s work to address the matter raised by Board members was fully completed.</p>		<p>January 2019</p> <p>March 2019</p> <p>May 2019</p>	A verbal update will be provided at the meeting
171/2/1	Patient Experience	March 2019	Board Secretary to include an update on the Service’s Scheduled Care Service at the Board Development session in April 2019.		May 2019	CLOSED – An update was provided to the Board at its Development session in April 2019.
171/5/6	Board Quality Performance Indicators report	March 2019	Board Secretary to include an update on the Service’s wellbeing strategy at the Board Development session in April 2019.		May 2019	CLOSED – An update was provided to the Board at its Development session in April 2019.
171/6/8	Annual Operational Plan 2019/20	March 2019	Executive Team to consider outcome measures that could be included in the Annual Operational Plan for 2019/20		May 2019	CLOSED – measures included in the Annual Operational Plan 2019/20 presented to the Board for approval in April 2019.
171/6/8	Annual Operational Plan 2019/20	March 2019	Director of Care Quality and Strategic Development to update the draft Annual Operational Plan to reflect the feedback received from Board members at the meeting in March 2019 and present to the Board for approval in April 2019.		May 2019	CLOSED – the final plan was approved by the Board at its meeting in April 2019.

171/7/10	Equalities Reports	March 2019	Director of HR and OD to amend the report to reflect Board members' feedback at the March meeting.		May 2019	CLOSED – report amended and published on the Service's website by the required timescale of 30 April 2019.
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	
172/2/1	Good Governance Self Assessment Report and Improvement Action Plan	April 2019	Board Secretary and Deputy Director of HR and OD to amend the report with the agreed changes for submission by the Chair to the Cabinet Secretary by 30 April 2019.		May 2019	CLOSED – report amended and submitted to Cabinet Secretary on 26 April 2019.