NOT PROTECTIVELY MARKED

PUBLIC BOARD MEETING	**24 September 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 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: ● 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 There are 4 matters arising recommended for closure.

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: • Updates on the implementation of The Promise Scotland.		~~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. **Update 10 September 2025** – It has been agreed by the Director of Care Quality and Professional Development that an update on the implementation of Promise Scotland will be included within a future Clinical Governance Committee person centred care paper. **Propose to Close**
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. **Update 16 September 2025** – **Propose to Close** - Update on work contained within paper presented to September Board.
218/07/01	Patient Story	July 2025	**Chief Operating Officer** to coordinate the child friendly community communications and engagement workstream, consolidating suggestions from Board members and liaising with		November 2025	

			the Communications Team to take this work forward.	🟩		
218/07/04	Matters Arising – Board Paper Review	July 2025	**Chief Operating Officer** to present an update on the Board paper review work to the November Board.	🟩	November 2025	
218/07/08	Board Assurance Framework	July 2025	**Director of Finance, Logistics and Strategy** to include the undernoted amendments to the BAF: • The recent appointment of Committee Vice Chairs. • Section on Board responsibilities (page 5) be updated to acknowledge the context of operating within budgetary constraints	⬛	September 2025	**Complete propose to close.**
218/07/13	Staff Experience and Performance Report	July 2025	**(1) Acting Director of Workforce** to provide an update on the evaluation of Trickle within a future Board report, including comparison with current approaches of staff engagement.	🟩	November 2025	
			(2) Acting Director of Workforce to include statutory and mandatory training trend data within next Board report to show how statistics are evolving over time.	⬛	September 2025	**Complete propose to close.**