



NOT PROTECTIVELY MARKED

Public Board Meeting		27 July 2022 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 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 There are 8 matters arising recommended for removal.	

MEETING: Scottish Ambulance Service Board – May 2022						
REF Mtg/Pg/Item	SUBJECT	ORIGINATION DATE	ACTION/RECOMMENDATION	RAG	TARGET DATE	COMMENTS
193/7/8	Person Centred Care	January 2022	Director of Care Quality & Professional Development – to provide an update on the intended outcomes and timescales for the Disabled CPR programme.		July 2022	Update provided in Person Centred Care Board paper.
194/6/5ii	Board Quality Indicators and Performance report	March 2022	Medical Director and Chair of Clinical Governance Committee – to consider the inclusion of Thrombectomy as a hot topic for a future Clinical Governance Committee meeting.		July 2022	Added to work plan for November 2022 meeting
194/8/9i	Person Centred Care update	March 2022	Director of Care Quality & Professional Development – to discuss the inclusion in future reports of a summary of the work related to the Service’s whistleblowing arrangements with the Non Executive Director, Whistleblowing Champion.		July 2022	Complete - There will be regular quarterly whistleblowing reports presented to the Clinical Governance Committee, of which excerpts will be included in future Person Centred Care updates to the Board from September 2022.
194/8/9ii	Person Centred Care update	March 2022	Director of Care Quality & Professional Development and Medical Director – to discuss the inclusion of an overall summary report re SPSO cases being presented to the Board on a six monthly basis and ensure this was aligned to the Patient Experience and Duty of Candour Annual reports produced by the Service and the SPSO’s Annual Report.		July 2022	Complete – This has been discussed with the Patient Experience Manager and will be included 6 monthly in the Person Centred Care report from September 2022.
194/8/9iv	Person Centred Care update	March 2022	Director of Care Quality and Professional Development – to share the proposed draft of the new reporting format for the Person Centred update paper with Non Executive Directors Carol Sinclair and Irene Oldfather for their feedback on any further areas the Board would find helpful to include		July 2022	Director of Care Quality & Professional Development and the Patient Experience Manager met with Carol Sinclair (Irene Oldfather was not available to attend this meeting) and updated the format of the Person Centred Care Board report. These changes are reflected in the July 2022 Board paper.

195/2/1	Patient Experience	May 2022	Director of Care Quality & Professional Development – to explore options for the use of patient stories to inform training, education and development programmes.		July 2022	The Director has progressed this with the Associate Director of Education & Professional Development
195/5/5	Board Quality Indicators and Performance report	May 2022	Chief Operating Officer and Head of Corporate Affairs & Engagement – to arrange for a patient experience story related to the work of the Community First Responders for a future Board meeting.		July 2022	On agenda for meeting in July 2022
195/6/6	Corporate Risk Register (public)	May 2022	Risk Manager <ul style="list-style-type: none"> - to amend the merged risks of 4651 and 4638 to reflect the description of Risk 4638. - to review the wording of Risk 4638 to be more patient focussed. 		July 2022	Complete
195/6/6ii	Corporate Risk Register (public)	May 2022	Director of Finance, Logistics & Strategy – to consider how the risk of not receiving funding for phase 3 of the Demand and Capacity programme would be captured in the Corporate Risks.		July 2022	Complete
195/6/10	Health and Wellbeing update	May 2022	Director of Workforce – to consider expanding the scope of the Board report to capture health and wellbeing improvements related to cultural matters.		September 2022	On track