



**NOT PROTECTIVELY MARKED**

<b>Public Board Meeting</b>		<b>25 November 2020</b> <b>Item 04</b>
<b>THIS PAPER IS FOR APPROVAL</b>		
<b>MATTERS ARISING/PENDING FROM PREVIOUS MEETINGS</b>		
<b>Lead Director Author</b>	Pauline Howie, Chief Executive Lindsey Ralph, Board Secretary	
<b>Action required</b>	The Board is asked to  1. <b>Note</b> the update provided against each of the matters arising or pending from previous meetings. 2. <b>Approve</b> the removal of each of those actions annotated as complete.	
<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>	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"><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> There are 10 matters arising recommended for removal.	

**MEETING: Scottish Ambulance Service Board – November 2020**

REF Mtg/Pg/Item	SUBJECT	ORIGINATION DATE	ACTION/RECOMMENDATION	RAG	TARGET DATE	COMMENTS
183/2/01	Patient Story	September 2020	<b>Director of Care Quality &amp; Professional Development and Head of Corporate Affairs and Engagement</b> - to arrange for the video to be shared with the training and education team and the communications team to raise awareness of this life threatening condition across social media channels.		November 2020	Complete.
183/2/01	Patient Story	September 2020	<b>Medical Director</b> - to discuss the case study with the Chair of the Service's clinical guidelines group and arrange for it to be shared with the UK wide JRCALC group.		January 2021	
183/5/05	Performance report	September 2020	<b>Director of Workforce</b> - to include COVID-19 related absence information in the workforce section of future reports.		November 2020	Complete - information has been included in the Performance Report for the November Board meeting.
183/5/06(i)	Corporate Register Risk	September 2020	<b>Director of Workforce and Risk Manager</b> - to arrange a meeting with Madeline Smith and Irene Oldfather to review the wording and mitigating actions of Workforce risks 4636 and 4637.		November 2020	Complete - Meeting was held on 13 November 2020.
183/5/06(ii)	Corporate Register Risk	September 2020	<b>Risk Manager</b> - to review Strategic risk 4639 following a point raised by Liz Humphreys that it was unlikely the Service could mitigate against the likelihood of this risk.		November 2020	Complete - a review of the risk has been completed.

183/5/06(iii)	Corporate Register	Risk	September 2020	<b>Risk Manager</b> - to arrange for the forecast risk scoring of Operational risk 4651 to be reviewed following a point raised by Liz Humphreys about the length of time it would take to work through the associated major programmes of work.	November 2020	Complete - a review of the risk has been completed.
183/5/06(iv)	Corporate Register	Risk	September 2020	<b>Director of Finance, Logistics &amp; Strategy</b> - to report back to the Board on the collective review of the associated risks identified by each service to determine the overall programme risks related to Strategic Risk 4640 Emergency Service Mobile Communications Programme delays.	November 2020	Complete - Paper provided to the November Board private meeting.
183/07/06	Feedback, Comments, Concerns and Complaints Annual Report 2019/20		September 2020	<b>Director of Care Quality &amp; Professional Development</b> - Head of Corporate Affairs to amend the typing error in the introduction of the report which referred to the bad weather being in the early part of 2019 instead of 2018, before publication.	November 2020	Complete - report was revised before publication.
183/08/07	Winter Contingency Plan 2020/21		September 2020	<b>Director, National Operations</b> - to amend the wording of paragraph 23 to reflect that the 31 <sup>st</sup> December 2020 was the date of the end of the EU transition period and not the date the UK left the EU.	November 2020	Complete - the amendment has been made.
183/09/07	Revised Governance Arrangements		September 2020	<b>Board Secretary</b> - to amend section 2.3 to insert "if required" at the start of the second sentence.	November 2020	Complete - the amendment has been made.

183/09/11	Person Centred Care update	September 2020	<b>Director of Care Quality &amp; Professional Development</b> - to include timescales for each action to be completed by the Service on the SPSO tracker.		November 2020	Complete - The paper has been reviewed with timescales added
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