



**Scottish  
Ambulance  
Service**

University National NHS Board



## NOT PROTECTIVELY MARKED

<b>Public Board Meeting</b>		<b>31 May 2023</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 <ol style="list-style-type: none"> <li>1. <b>Note</b> the update provided against each of the matters arising or pending from previous meetings.</li> <li>2. <b>Approve</b> the removal of each of those actions annotated as complete.</li> </ol>	
<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>	<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"> <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> <p>There are 3 matters arising recommended for closure.</p>	

MEETING: Scottish Ambulance Service Board – May 2023						
REF Mtg/Pg/Item	SUBJECT	ORINATION DATE	ACTION/RECOMMENDATION	RAG	TARGET DATE	COMMENTS
200/065/06	Developing our 2030 Strategy – Portfolio updates	January 2023	<p><b>Director of Finance, Logistics &amp; Strategy</b> – Associate Director, Strategy, Planning and Programmes to reflect the feedback from Board members in future reports.</p> <ul style="list-style-type: none"> <li>• 6 – 12 month timeline was being developed and would be included in the March Board paper.</li> <li>• For those timelines that were marked 'to be advised' it should be more explicit to separate out those that were still at the planning stage (e.g., National Care Programme).</li> <li>• Updates should be more explicit about the collaborative work with partners required/being progressed to achieve the strategic aims and the inter dependencies, risks and mitigations associated with the delivery of this.</li> <li>• More information to be included in the cover/summary paper about the overall strategic impact and benefits realisation.</li> <li>• To consider whether the inclusion of the risks adds any value as these were already reflected in the Service's Corporate Risk Register.</li> <li>• The presentation of information in pie chart format should be reviewed as this did not add value.</li> </ul>		March 2023	Associate Director of Strategy, Planning and Programmes has confirmed all actions are complete with the exception of the Strategic Impacts and Benefits realisation – work in ongoing.

			<ul style="list-style-type: none"> <li>The 2 month forward look could be reviewed and presented in a different way as it was not considered to be user friendly in this format.</li> </ul>			
200/08/10i	Person Centred Care Update	January 2023	<b>Director of Care Quality and Professional Development</b> – to consider how the Service could better reflect patient safety learning in the Board level report.		May 2023 July 2023	Extension to target date requested to July 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.
200/08/10ii	Person Centred Care Update	January 2023	<b>Director of Care Quality &amp; Professional Development and Head of Communications and Engagement</b> – 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.		May 2023 July 2023	Extension to target date requested to July 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.
201/02/01	Patient Story	March 2023	<b>Board Secretary</b> – to include an update on Out of Hospital Cardiac arrest from the Medical Director at a future Board Development session.		May 2023	Added to work plan for 2023/24.
201/05/06	Delivery our 2030 Strategy – portfolio updates	March 2023	<b>Acting Director of Workforce</b> – Workforce and Wellbeing portfolio update to include information related to the training and education model development to provide assurance to the Board that this work was underway.		May 2023	Complete

201/06/08	2030 Communications and Engagement Strategy	March 2023	<b>Director of Finance, Logistics and Strategy</b> – Head of Corporate Affairs to update the draft strategy with feedback received from Irene Oldfather, Non Executive Director, prior to publication.		May 2023	Complete
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200/08/10iii	Person Centred Care Update	January 2023	<b>Chair and Chief Executive</b> – to consider options for the Board to widen its external engagement with local groups and communities following guidance on the Annual Review process for 2023/24.		July 2023	Guidance not available yet.
200/10/12	Health and Wellbeing update	January 2023	<b>Deputy Director of Workforce</b> – to ensure that the report better reflected the Service's ambitions in the healthy culture section that it was a place where people felt comfortable and confident about speaking up and ensure the actions that were in place were added into the report.		March 2023	Deputy Director of Workforce will provide a verbal update under matters arising at the meeting.