



**NOT PROTECTIVELY MARKED**

<b>Public Board Meeting</b>		<b>January 2019</b>
		<b>Item 03</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> A total of 4 actions have been completed and are recommended for removal from the listing.	

<b>MEETING:</b> Scottish Ambulance Service Board – January 2019						
<b>REF Mtg/Pg/Item</b>	<b>SUBJECT</b>	<b>ORIGINATION DATE</b>	<b>ACTION/RECOMMENDATION</b>	<b>RAG</b>	<b>TARGET DATE</b>	<b>COMMENTS</b>
164/7/9	Workforce Planning 2018-19	March 2018	<b>Board Secretary</b> to add Values Based Recruitment and Values Toolkit to the Board Development session work plan.		<del>August 2018</del> <del>October 2018</del> March 2019	This item has been scheduled for Q2 in the 2019 Board Development work plan.
169/2/1	Patient Experience Story	November 2018	<b>Medical Director</b> to progress actions to ensure that the Service has learned lessons from the patient's experience to mitigate against this happening in future if crews were faced with a similar situation. This will be reported through the Clinical Governance Committee structure.		January 2019	Medical Director progressing the actions through the Clinical Governance Committee.
169/4/5	Towards 2020: Taking Care to the Patient and Quality Improvement	November 2018	<b>Board Secretary</b> to arrange for a 3RU film to be shared with new Board members.		January 2019	A 3RU training video has been shared with new Board members.
169/8/13	Person Centred Care Update	November 2018	<b>Director of Care Quality and Strategic Development and Head of Corporate Affairs and Engagement</b> 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.		January 2019	A process has been agreed and implemented.