

Borders NHS Board Action Point Tracker

Meeting held on 23 February 2017

Agenda Item: Board Clinical Governance & Quality Update

Action Number	Reference in Minutes	Action	Action to be carried out by:	Progress (Completed, in progress, not progressed)
12	5	The BOARD requested sight of the Annual Report on GP complaints.	Ros Gray	<p>In Progress: The Feedback & Complaints annual report includes a section on GP complaints. The team is currently working on the full report and are planning on taking it to the Clinical Governance Committee for approval on 24 May 2017.</p> <p>Update 03.08.17: Mrs Ros Gray advised that the Clinical Governance Committee had discussed GP complaints and she would follow up that conversation with Dr Stephen Mather in terms of providing assurance to the Board.</p> <p>Update 26.10.17: Mr Tris Taylor enquired if the GP complaints report could include a section on the actions taken. Dr Cliff Sharp advised that he would ask the GPs if they would be willing to include such information.</p> <p>Update: 07.12.17: It is anticipated that the new contract will mean that GP practices will have to supply this information via GP cluster leads.</p>

				Clinical Governance are starting to work with GPs around Serious Adverse Event Reporting (SAER) to stepping in the right direction and will be concentrating on encouraging shared learning initially.
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Meeting held on 26 October 2017

Agenda Item: Matters Arising: East West Brig Mitigation Works

Action Number	Reference in Minutes	Action	Action to be carried out by:	Progress (Completed, in progress, not progressed)
15	4	The Chair enquired if Mr Murray Leys had completed his visit to view Crumhaugh. Mrs Carol Gillie advised that she was awaiting feedback from Mrs Tracey Logan, Chief Executive, Scottish Borders Council (SBC) who had intimated that SBC were interested in pursuing a number of options in relation to Crumhaugh but required some further time to consider them.	Carol Gillie	In Progress: The Executive Management Team (NHS Borders & Scottish Borders Council) will be discussing Crumhaugh at their meeting on 1 December.