Last Updated: June 2010
NHS Direct Board

Reference	Meeting/Date	Agenda Item Reference (08B.#)	Agenda Item	Action Point	Owner	Due Date (if applicable)	Status	Comments/Update
10.016	Mar-10	10B.031	Alternative Ways of Working	A report on the future of homeworking would come to the July 2010 Board for further consideration.	Roger Rawlinson	July 2010 Board	In Progress	On track for July 2010 Board
10.023	Mar-10	10B.039	West Midlands Incident: quality and safety	The Clinical Governance Committee to consider incident including how issues of quality and safety should be brought to the Board with a recommendation to the board at a future meeting.	Helen Young Sue Hunt	June 2010 Board	Due	On agenda for May 10 Clinical Governance Committee
10.024	Mar-10	10B.041	Clinical Governance Committee: CRB Checks	A regular update to be provided at the Board Meetings. (**From March Board meeting)**	Roger Rawlinson	ongoing until completion	In Progress	Next update at May Board; forming part of the Corporate Performance Report, as a standing item on the agenda.
09S.011	Oct-09	N/A	Stakeholder Strategy	The stakeholder strategy to be returned to March 2010 Board	Catherine Meaden	April 2010 Board	Closed	On May Board Agenda
09S.017	Oct-09	N/A	Board Development	There was still room for improvement on the quality of papers, particularly front-sheets. The Executive would put a greater focus on this. There would be no tabled papers at Board meetings. Decisions should not be taken without a paper being circulated in advance. Presentations were acceptable where a decision was not required, could be given on the day of the meeting and did not require circulation in advance of the meeting.'	Nick Chapman	Sept 2010 Board	In Progress	Quality and timing of Board Papers will be presented to the September 2010 Board.
10.013	Feb-10	10B.014	Core Contract Format: Innovation	The Board also asked that further work be done in benchmarking against similar organisation and the proportion of turnover invested in innovation. Tim Walton would provide non-executive leadership on this piece of work through the Innovation Committee.	Ruth Rankine	October 2010 Strategy Day	In Progress	Innovation funding agreed with EofE for 10/11. Further work on proportion of income for innovation to be undertaken as part of 11/12 business planning round and discussed at Board Strategy Day in October.
10.019	Mar-10	10B.031	Alternative Ways of Working	To receive a report of the outcome of the consultation and a description of any refinements to the proposals as a result of staff responses.	Nick Chapman	July 2010 Board	Closed	
10.021	Mar-10	10B.032	Sickness levels	Number of cases resolved - a report to be provided to the Board on a regular basis.	Roger Rawlinson	ongoing	In Progress	Added to Board's annual cycle for regular reporting. Standing agenda item, under Corporate Performance Report.
10.022	Mar-10	10B.038	West Midlands Incident: CatC	CatC review back to the May Board with a further update.	Ruth Rankine	May 2010 Board	Overdue	Item on June Board Agenda, due to heavy May agenda.
10.025	Mar-10	10B.041	Innovation Committee Terms of Reference	Further discussions to take place between Tim, Luisa and Alan and a draft proposal with ToRs to be brought at a future board meeting.	Tim Walton Ruth Rankine	May 2010 Board	Closed	On May Board Agenda.
10.028	Apr-10	10B.045	Chair's Report	Board members would be invited to a seminar/demo in gaining a better understanding of the Value Proposition work and tool.	James Bufford Emma Farlow	Sept 2010 Board	In Progress	Dates being sought
10.029	Apr-10	10B.046	Chief Executive's Report / CRB Checks	The Board received an update on the progress with the Criminal Records Bureau checks. The Chief Executive has agreed with the Director of Human Resources that there will be an increase in the number of checks being carried out. It was agreed with the Director of Human Resources that all checks would be completed by 31st December 2010. **(From April Board meeting)**	Roger Rawlinson	January 2011 Board	In Progress	
10.030	Apr-10	10B.046	Chief Executive's Report / CRB Checks	The Board expressed concern over the delay in the project and asked that a trajectory be provided for monthly progress	Roger Rawlinson	May 2010 Board	Closed	On May Board Agenda / Sickness Report
10.031	Apr-10	10B.046	Chief Executive's Report / Commercial Director Role Disestablishment:	It was agreed that the Chief Executive would review the capacity and function of the top team within the next 6-12 months. Non Executive Directors will be invited to contribute.	Nick Chapman	April 2011 Board	In Progress	
10.032	Apr-10	10B.046	Chief Executive's Report / Patient Champion	The Chief Executive advised that Sue Hunt would take on the work of Patient Champion. The role and title of position would be further reviewed.	Nick Chapman Sue Hunt	July 2010 Board	In Progress	
10.033	Apr-10	10B.047A	Corporate Performance / Corporate Performance Scorecard	The need for further work on the summary sheet around the narrative provided	Trevor Smith Trevor Jones	May 2010 Board	Closed	Discussion has taken place.
10.034	Apr-10	10B.047B	Corporate Performance / Sickness Report	It was asked that that the Board receive a top level, year on year comparison, to identify management of sickness and or seasonal trends.	Roger Rawlinson	May 2010 Board	Closed	On May Board Agenda / Sickness Report
10.035	Apr-10	10B.048	Patient Contacts with NHS Direct (Dental Out of Hours)	The Board welcomed the opportunity to review another Dental Out of Hours call at the May Board, to gain a greater understanding of the service provided to our patients	Helen Young	May 2010 Board	Closed	On May Board Agenda.
10.036	Apr-10	10B.048		In order for the Board to gain the complete experience of future calls, it would be helpful for NHS Direct to gain consent from the patient with regards to anonymisation of data.	Helen Young	June 2010 Board	Closed	
10.037	Apr-10	10B.050	Francis Report into Mid Staffordshire NHS Trust	The Board asked that actions should be allocated to specific individuals with a clear deadline	Nick Chapman	May 2010 Board	Closed	On May Board Agenda: See CE Report recommended actions arising with Responsible Directors and Due Dates
10.038	Apr-10	10B.050	Francis Report into Mid Staffordshire NHS Trust	Whistle Blowing activity should be regularly reported to the Board in future via the Audit Committee	James Bufford	June 2010 Board	Closed	Superseded by ref: 10.043

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10.039	Apr-10	10B.050	Francis Report into Mid Staffordshire NHS Trust	The Board asked that the Whistle Blowing policy be reviewed in light of the Francis report, enabling staff access to Non Executive Directors where necessary	Roger Rawlinson	May 2010 Board	Closed	On May Board Agenda / Matters Arising
10.041	Apr-10	N/A	AOB / Black Gold Exercise	It was asked that the emergency planning arrangements for NHS Direct technical hubs and key call centre sites be reviewed and a report to the Executive Management Board to be considered.	Helen Kerrigan	June 2010 EMB	Due	On June Board agenda under CE Report
10.042	Apr-10	N/A	Private Section / Evaluation of the meeting	Non Executive Engagement was of good balance and quality. The Chair would coordinate a further discussion with Non Executive Directors offline.	Joanne Shaw	July 2010 Board	In Progress	
10.043	May-10	10B.056	Matters Arising / Francis Report into Mid Staffordshire NHS Trust	It was agreed that the Board should in future receive a twice yearly report on the number incidents raised under the Whistle Blowing policy.	Roger Rawlinson	Sept & March Board	In Progress	
10.044	May-10	10B.059A	Corporate Performance	The Board will meet to steer and receive an update on the Strategic Development Programme	Ruth Rankine Emma Farlow	Jul-10	In Progress	To follow up re setting of seminar date
10.045	May-10	10B.059B	Corporate Performance / Sickness Absence	The Board asked to see a report to show what the distribution between staff and sickness absence looks like amongst different staff groups	Roger Rawlinson	July 2010 Board	In Progress	
10.046	May-10	10B.060	Patient Contacts with NHS Direct (Dental Out of Hours)	The Board asked that the process we are going to adopt be picked up under the programme of service reviews, which is to be agreed the Clinical Governance Committee, and reported back to the June Board	Helen Young / Ronnette Lucraft / Ruth Rankine	Jun-10	Due	On June Board agenda
10.047	May-10	10B.061	Stakeholder Engagement Strategy	The Non-Executive Directors further discuss the role that they would play in supporting the strategy at the Non Executive Director meeting in June	Joanne Shaw	Jun-10	Due	
10.048	May-10	10B.061	Stakeholder Engagement Strategy	The Board asked for an action plan to outline prioritisation of the next steps, resources and cost allocations.	Catherine Meaden	July Board	In Progress	
10.049	May-10	10B.063	Operations Reconfiguration	The Board was invited to engage with the staff that would be affected through attending the listening events which are being scheduled to take place during the course of the consultation.	Roger Rawlinson / Ronnette Lucraft	July 2010 Board	In Progress	
10.050	May-10	10B.012P	Private Section / CE Report	NHS Direct and Clinical Solutions would reach an agreement regarding an external press release.	Catherine Meaden	June 2010 Board	Closed	