

Meeting/Date	Agenda Item Reference (10B.#)	Agenda Item	Action Point	Owner	Due Date (if applicable)	Status	Comments/Update
24/10/2011	11B.096 (1)	Matters Arising	The proposals for the Chelmsford, Norwich and Ipswich Sites will be brought to a future Board meeting.	Keith Gait	Jan-12	Closed	On agenda
28/11/2011	11B.109 (2)	Our Future Workforce	The Board asked to be provided with feedback on the implementation of the proposals and some data on how many staff would be affected by plans to change the roster pattern with 4 weeks notice.	Keith Gait	Jun-12	In Progress	Initial feedback on implementation has been provided within the CE's Report. Data on the number of staff affected will be made available at the June Board
19/12/2011	11B.119	Chief Executive's Report	A link of the Whole System Demonstrator Programme report would be circulated to the Board.	Nick Chapman	Jan-12	Closed	Link sent out to the Board on 18 January 2012
19/12/2011	11B.120	Corporate Performance	The whole process was also being reviewed in line with the RCPG tool which will be used for benchmarking 111 service, and had a lower target level of 61%. The Clinical Governance Committee would look into this.	Tricia Hamilton	Jan-12	Due	Update to be given as part of CGC feedback to the Board
19/12/2011	11B.120	Corporate Performance	The scorecard reflected that calls not requiring onward referral had seen an increase in November and the Board asked for the reason for this.	Keith Gait	Jan-12	Due	Verbal update to be given at Board
19/12/2011	11B.120	Corporate Performance	There was a pick up on The Appointments Line for the last four months and the drivers for that would be provided	Trevor Smith	Jan-12	Closed	The anticipated increase in activity is based on historic trends for the last quarter of the year.
19/12/2011	11B.120	Corporate Performance	The Board asked whether the outcomes from the various consultations had been gathered centrally and suggested that this would be useful to review.	Keith Gait	Jan-12	Due	Verbal update to be given at Board
19/12/2011	11B.052P	Chief Executive's Report (Private)	The Board would be provided with information on how to raise queries regarding calls and visits.	Tricia Hamilton	Jan-12	Closed	Information was circulated to the Board on 20 January 2012

## Board Seminars for 2011/12

Seminar	Date	Lead
Board Seminar to inform the BoH presentation	21 September 2010	Dave Tee
Forecasting Volumes	20 December 2010	Ronnette Lucraft
Patient Decision Aids	25 February 2011	Ruth Rankine
Staff Survey	20 April 2011	Roger Rawlinson
Risk Management	20 April 2011	Helen Astle
Health Information Directory - <b>CANCELLED</b>	20 May 2011	Ruth Rankine
Team Management	22 June 2011	Roger Rawlinson/Ronnette Lucraft
Health and Symptom Checkers	20 July 2011	Ronnette Lucraft
Sickness Seminar	12 September 2011	Roger Rawlinson
Consultation Seminar	11 November 2011	Roger Rawlinson
TBC	14 December 2011	not required
TBC	18 January 2012	not required
TBC	15 February 2012	TBC
TBC	14 March 2012	TBC