

NHS Ayrshire & Arran

Meeting: Ayrshire and Arran NHS Board

Meeting date: Monday 9 February 2026

Title: Healthcare Governance Committee meeting 12 January 2026
 - Chair's Report to NHS Board

Responsible Director: Jennifer Wilson, Executive Nurse Director

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1. Purpose

This is presented to the Board for:

- Discussion

This paper relates to:

- Local policy

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

This report provides information to Board Members on key items discussed within the Governance Committee's remit, in order to provide assurance that those matters have been identified and are being addressed, where required.

2.2 Background

The Board Model Standing Orders advises that Board meeting papers will include the minutes of Committee meetings which the relevant Committee has approved. To ensure that there is no delay in reporting from Committees this paper provides a timely update on key items from Committees.

2.3 Assessment

Key items agreed by Committee are noted below. Identification of organisational risks, stakeholder considerations and other impacts were included in papers to the Committee.

• Volunteer Services

Committee Members received an update on Volunteer Services within the Board, which highlighted an increase in youth volunteers and the partnership with Ayrshire College. It was noted that NHS Ayrshire and Arran will be one of the first Boards to pilot the new TeamKinetic IT Management System, which will enhance data collection and includes a volunteer app to support communication.

- **Patient Experience – Performance and Themed Report**

The Committee reviewed the Q2 2025/26 Complaints and Feedback Performance Report, along with the third in the series of detailed themed reports exploring themes and sub-themes related to appointments and waiting times. It was noted that there has been ongoing improvement in complaints handling, and it is anticipated that the numbers will show a positive change over the next few quarters. However, it remains too early to identify any measurable improvement in the data presented to the Board.

- **Care Home Professional Support Team**

Committee members received an update on the work of the Care Home Professional Support Team (CHPST), which highlighted the positive impact. A strategy for the CHPST is being developed which will be presented at a future meeting.

- **Healthcare Associated Infection Report**

The Committee received an update on outbreaks during Q3, along with the key learning and improvement actions being taken in response to improve patient care.

- **COVID-19 Inquiry**

Committee members received an update on current activity relating to the UK and Scotland COVID-19 Inquiries. The Committee were assured NHS Ayrshire and Arran are complying with the inquiries with robust system and process in place to support.

- **Pressure Ulcer Deep Dive**

Committee Members received a presentation on the ongoing work within Acute Services to strengthen the prevention and management of pressure ulcers. This included the establishment of an oversight and assurance group, the development of an annualised training programme, and preparations for participation in the SPSP Adults in Hospital Programme in 2025, which will support benchmarking across NHS Boards.

Positive early indications were highlighted in relation to pressure ulcer performance. The Committee requested that a detailed action plan be developed and presented at a future meeting and noted that ongoing monitoring and assurance will be provided through HCGC.

- **System Wide Pressures**

The Committee received an update on the current system pressures across the acute sites. While some improvement was observed during November 2025, progress was limited by the influenza outbreak and the continued high occupancy levels leading up to the Christmas period.

The Medical and Nurse highlighted that these sustained pressures and prolonged high occupancy levels are not conducive to consistently delivering high-quality care. It was emphasised that addressing these challenges requires a coordinated whole-system response to ensure services remain safe and effective.

2.4 Recommendation

The Board is asked to be aware of and discuss the key items highlighted and receive assurance that items are being addressed, where required.