

# Report to the Meeting of the

**CoG 17/2018**

(Agenda item: 14)

# Oxford Health NHS Foundation Trust

# Council of Governors

**12 June 2018**

**Out of Hours Service Review**

**For: Information**

**Executive Summary**

Report on the service review in GP Out of Hours Service following an action at the November 2017 Council of Governors to provide a future update to the Council of Governors in June 2018.

**Governance Route/Approval Process**

New report following an action at the November 2017 Council of Governors.

**Recommendation**

The Council of Governors is invited to consider the updates, raise any subsequent clarifications required at the meeting and to determine if any further assurances are necessary via the relevant Governor sub group governance structure and agenda.

**Author and Title: Christine Hewitt, Head of Urgent and Ambulatory Care**

**Lead Executive Director: Dominic Hardisty, Chief Operating Officer**

1. *A risk assessment has been undertaken around the legal issues that this report presents and [there are no issues that need to be referred to the Trust Solicitors] OR: [the Trust Solicitors have been consulted and their recommendation is included within the report]* (***please delete/amend as appropriate***)
2. ***Strategic Objectives*** *– this report relates to or provides assurance and evidence against the following Strategic Objective(s) of the Trust [OR N/A – no Strategic Objectives apply] (****please delete as appropriate****):*

*1) Driving Quality Improvement*

*(Goals: patients will be safe from harm; patients will achieve the clinical outcomes they want; and patients and carers will have an excellent experience)*

*2) Delivering Operational Excellence*

*(Goals: our services will be effective and efficient; information will be translated into knowledge; and our planned surplus will be delivered)*

*3) Delivering Innovation, Learning and Teaching*

*(Goals: the impact of the AHSN, AHSC and CLAHRC will be maximised; we will collaborate in research and innovation; and we will deliver high quality teaching)*

*4) Developing Our Business through Collaboration and Partnerships*

*(Goals: we will work in collaborative partnerships; we will maintain and grow our services where we add value; and we will have strong relationship with our stakeholders)*

*5) Developing Leadership, People and Culture*

*(Goals: staff satisfaction will be in the top 20% of Trusts nationally; our staff and teams will be high-performing; and we will recruit and retain an excellent workforce)*

*6) Getting the most out of Technology*

*(Goals: our patients and staff will have the right technology available; our workforce will have the necessary IT skills to do their jobs well; and an outstanding IT service will be delivered)*

*7) Using our Estate efficiently*

*(Goals: patients and staff will benefit from safe and appropriate environments; our estate will be sustainable and environmentally-friendly; and our estate will be cost-effective)*