

REVIEW:	OUT OF HOURS SERVICE	
Scrutiny Committee:	Health	Chair: Councillor W.J.S. Thomas
Lead support officer:	Sue Fiennes	

SCOPING AND TIMETABLE

Terms of Reference
To evaluate the effectiveness of the delivery of the GP out of hours service.

Desired outcomes
<ul style="list-style-type: none"> • To make recommendations on the future delivery of the GP out of hours service in Herefordshire • To make recommendations for ensuring and improving access to the out of hours service within Herefordshire;

Key Questions

- What out of hours service is currently provided and how is it provided?
- How well do the present arrangements work?
 - Are patients satisfied that their needs are met in a timely fashion?
 - Are members of the public using the service appropriately
 - Are GPs satisfied with the Service?
 - Is the Hospitals Trust satisfied?
 - Is the PCT satisfied?
 - Is the Ambulance Trust Satisfied?
 - How does the performance of the service compare with other areas and other providers?
 - How does the cost of the service compare with other areas and other providers?
 - Is the community sufficiently informed about out of hours services?
 - Are the national quality standards being met?
 - Is there equity of access
- What improvements have been made or are planned?
- What alternative options are there for delivering the out of hours service?

Timetable	
<i>Activity</i>	<i>Timescale</i>
Agree scoping, witnesses, data/research required	July 2005
Undertake interviews and gather data	July to September 2005
Interrogate data/information gathered	July to September 2005
Formulate recommendations	Early September 2005
Submit recommendations	September 2005

Members	Support Officers
(Councillors Mrs W.U. Attfield, G. Lucas, Ms G.A. Powell, WJS Thomas)	Sue Fiennes Tim Brown