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# Urgent Care Clinical and Operational Leads Group Terms of Reference (TOR)

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|---|---|---|
| 1.1 | Louise Whyte (Lead GP) | 2nd September 2024 |
| **Published:** | **Approving Director:** | **Next Review** |
| 29/10/2026 | Rhys Hancock (Director of Nursing, AHPs and Governance) | 29/10/2027 |

Integrated Urgent Care (IUC) Clinical and Operational Leads Group
Terms of Reference (TOR)

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# Integrated Urgent Care (IUC) Clinical and Operational Leads Group
# Terms of Reference (TOR)

## Purpose

- To provide a discussion and decision-making forum for leadership and operational issues.
- To share operational information and updates
- To offer peer support as leaders within the IUC service
- To enable shared learning between the operational and clinical leadership teams
- A decision-making group to sign off joint operational and clinical based decisions (for example process such as blood taking) which then will go Service Delivery and improvement Board (SDIP) if SevernSide specific, if it is a generic corporate document, this will go to Quality Board for complete sign off before publication.

## Responsibilities

The Urgent Care Leads group will hold responsibility for effective and efficient running of the SevernSide IUC service.

### Key Performance Indicators

This group does not report of receive Key performance indicators.

Commented [RH1]: As we look to understand performance more - it may be helpful to be explicit that this group doesn't report or receive any KPIs - that is absolutely fine and I don't think it should as that isn't its purpose.

## Membership

The membership of the group will be comprised of;

- IUC Lead Clinical Practitioners
- IUC Operational Senior Team Manager
- IUC Operational Leads
- IUC Lead GPs
- (Clinical Guardians GPs to be included by exception according to agenda).

### Attendees (by request)

- IUC Head of Nursing and AHPs
- Severn Side Deputy Medical Director
- Head of IUC

Meetings will be chaired on a rotating basis. A record of decisions/actions will be maintained from each meeting will be kept by the Service Delivery Team Administrator.

In addition, members will be invited into the group if particular issues or projects arise that require expertise from individuals other than substantive members.

## Frequency

The Urgent Care Leads will meet for one hour every month. Additional exceptional meetings can be called by the chair as required.

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## Quoracy

A minimum of three members, with at least a Lead Clinician and Operational Lead representative to be present for a decision to be made.

## Reporting and Accountability

The Leads group is accountable to the Urgent Care Services LOB. It will also maintain close links with the other SevernSide specific operational groups as required. This includes but is not limited to; the IUC Service Delivery and Improvement Group, SevernSide Quality Group, and Medicines Management group. The leads group can feed into any of these groups/teams, and receive actions.

### Co-owners Council Engagement

The Urgent Care Clinical and Operational Leads group will maintain a clear channel of communication with the co-owners' council, so that both parties are able to share information and consult one another as appropriate. This will ensure that the co-owners' council remains part of this group's consciousness when making key decisions.

## Review

The purpose, value and outcomes of the Urgent Care Clinical Leads group will be reviewed annually, with the opportunity to disband or further refine the way the group works via a review of the TOR.

### Version Control

| Version | Date | Author | Changes Overview |
|---|---|---|---|
| V1.0 | 2nd September 2024 | Louise Whyte | New document created |
| V1.0 | 3rd October 2024 | Louise Whyte | Document published |
| V1.1 | 23rd October 2025 | Louise Whyte | Document review, no changes |
| V1.2 | 25th August 2025 | Louise Whyte | Document review by group, minor changes. |

## Agenda Template

| Number | Item | Presenter |
|---|---|---|
| 1 | Introductions, Apologies & Conflicts of Interest | Chair |

| | | |
|---|---|---|
| 2 | Previous Minutes and Action log | Chair |
| 3 | Items for Discussion | All |
| 4 | Risks | All |
| 5 | AOB | All |
| 6 | Comms from the meeting/Items for Escalation | Chair |