# IUC Service Development and Improvement

# (SDIP)

# Terms of Reference (TOR)

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| 2.1 | Lucy Grinnell (Head of IUC) | June 2022 |
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| 6th May 2025 | Rhys Hancock (Director of Nursing, AHPs and Governance) | 6th May 2026 |

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## Purpose

The Service Development and Improvement group (SDIP) will be responsible for continuous service improvement and development of Severnside Integrated Urgent Care service.

## Responsibilities

* Provide senior clinical and operational oversight for Severnside including problem solving and decision making in line with BrisDoc values
* Develop and lead on opportunities for innovation and improvement within the service in line with corporate strategy
* Lead digital innovation and improvement for the service
* Consider Severnside's impact on the broader BrisDoc services/platform when making key decisions
* Consider Severnside/BrisDoc’s role within the ICS when making key decisions
* Create and deliver clear communication for group outputs
* Implement learning/action plans from learning events and complaints
* Provide joined up clinical and operational leadership to manage complex and challenging service delivery situations, risks and issues
* Reciprocal communication and governance channel amongst Digital, Clinical, Technical and Patient Safety team members
* Proactive identification of safety concerns and ensure alignment between perceived digital risks and what is actually on colleagues ‘worry-lists’.

## Co-owners Council Engagement

The SDIP 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.

## Membership

The membership of the Board will be comprised of;

* Urgent Care Deputy Medical Director
* Programme and Service Director
* Director of Nursing, Allied Health Professionals and Governance
* Head of IUC Nursing and Allied Healthcare Professionals
* Head of Integrated Urgent Care (Chair)

An optional attendee to all SDIP meetings will be the BrisDoc Medical Director. In addition, members will be co-opted into the group if particular issues or projects arise that require expertise from individuals other than substantive members. This includes a representative of the co-owners’ council if required or is requested by the council.

## Frequency

The group will meet on a weekly basis. Additional exceptional meetings can be called by the chair as required.

## Quoracy

A minimum of three members to be present for a decision to be made. For a decision to be made representation from Nursing and AHPs. Medical and ops must be present.

## Reporting and Accountability

The SDIP is accountable to the Corporate Leadership Board. And will provide updates as required.

The IUC Leads groups will feed items into SDIP for discussion and decision making where necessary.

The group will share and consult with the UCLOB where it feels it is appropriate.

## Review

The TOR for the SDIP will be reviewed annually.

### Version Control

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| **Version** | **Date** | **Author** | **Changes Overview** |
| V1.0 | 30th May 2022 | Lucy Grinnell (Head of IUC) | Initial TOR |
| V2.0 | 15th September 2023 | Lucy Grinnell | Annual review and removed of Growth and Future reference, addition of reference to wider BrisDoc service when making decisions, and change of Medical Director to an optional attendee |
| V2.1 | 2nd May 2025 | Lucy Grinnell | Addition of two more points in the Responsibilities section |