

## 5.5 OUT OF HOURS

### How did we seek your help?

- Invited Forum members to discuss the service with the lead clinician, project manager and commissioner at a focus group
- Discussions with Patient Forum members and the lead Clinician for the service redesign

#### YOU TOLD US...

You want to see coverage across all of the Borough

You want an out of hours service which is staffed by good communicators and clinicians who know the local area

We should look at the potential for an appointments system within the out-of-hours service



#### WE...

Patient comments have been incorporated in to the business case. Preferences for a two site option have been noted.