

# Torbay, Devon and Plymouth Assembly Representative Report

Representative:

Samantha Goff

Group or Board:

Date of meeting:

April 18<sup>th</sup> 2024

## Overall Purpose of Assembly VCSE Representation:

The aim of representation on behalf of the VCSE Assembly is to contribute a wider range of views, improve access to information and increase influence, The VCS representative is not intended to be the sole representative of the sector in any discussion with statutory partners nor, when attending a meeting in a representative capacity are they speaking on behalf of their own organisation. They are funded and supported to feed back information afterwards. Representatives are expected to use existing networks and structures to gather and feed back views but can also be contacted directly by any VCS organisation with an interest.

## Meeting Details

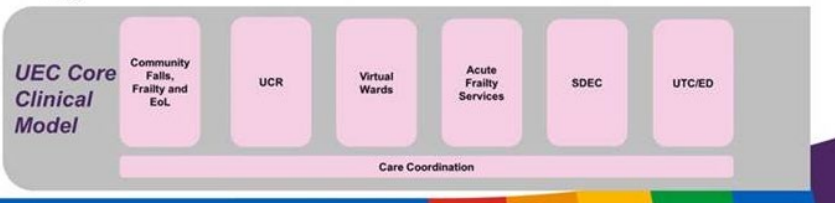
### Main Agenda Items:

UEC Urgent community response

Today was the inaugural meeting info graphic below as an opener for the call.

### Programme Overview – What are we trying to achieve?

- Improve clinical outcomes
- Improve patient experience
- Reduce harm to patients in the Devon UEC system
- The UEC core clinical model is built on a suite of evidence-based, clinically effective interventions
- A set of clinical and performance outcomes will be created and will drive delivery
- This will ensure that each intervention/service is optimised across Devon to achieve our objectives for 2024/25 and beyond
- The workstream's outputs will directly feed into three core UEC delivery programmes which will focus on operationalising the single UEC Core Clinical Model
- There is potential to expand the scope of the core clinical services/interventions in future years to support the delivery of our longer-term UEC strategy



## How did you contribute to the meeting:

Please indicate how you promoted the VCSE's value and contribution, shared VCSE's experiences, challenged and influencing thinking and contributed to specific developments or agenda items.

This meeting was about listening to the different people, systems and experiences/challenges and hopes for outcomes from this piece of work. A lot of conversation that was very clinical in thought and process. Talking about different and difficult tec options for the different areas of expertise used within different clinical locations. Which is causing a break in effective and well dove tailed support for patients.

Improved continuity between clinical partners

Systems need to improve to enable this, interfaces around services

Experience gaps within teams and the need to draw on other areas of the system to pull in the missing experience gap. For example pulling in physio to another team where it is missing and leaving gaps in others. Especially at pressured times of year SSP.

Set outcomes are around

Model of delivery, specification, gap analysis.

There is a need for mental health to be a voice in this group, can we pelase ask who would like to be involved and I can request invites to be sent on.

Next steps – lead on this piece of work will come back to us with a breakdown of the conversation today into actions, this may require smaller working groups over a 3 month period.

I did sit and listen for a lot of the meeting, just to understand more the understanding of those clinicians on the call their knowledge within their pressure points for people how to use VCSE networks. Nothing! So I challenged the group to consider their knowledge and use of VCSE support within this space. Not forgetting the expertise, knowledge and capability and resource this offers. I discussed that while not clinical VCSE is pivotal In the success of people in all areas of work, prevention, discharge, community, within PCN, and so on. There were a lot of nods and a couple of attendees acknowledged the point and would ensure that this is a challenge through out the work.

### Feedback to the VCSE Assembly

#### **For Information:**

**Listen to the required VCSE engagement other than those who have been requested/or asked to attend specific groups.**

#### **For Action:**

**To push the VCSE expertise, resilience, capability and capacity in these groups. Be a loud voice and ensure that the clinical elements are challenged, we know that this is why VCSE has been invited to attend.**

**Please find a mental health VCSE partner for this piece of work.**