

# MINUTES

For the meeting of the TSH Consumer Advisory Group

WEDNESDAY 1<sup>st</sup> November  
 3pm, Level 4

ITEM	DESCRIPTION	CARRIAGE
<b>1</b>	<b>Attendance:</b>	
	Franks, Leesa (LF) TSH Acting Community Engagement and Fundraising Manager (Secretariat) Karen Crawley ( KC) Consumer Representative Lewis, Peter (PL) Consumer Representative (Chair) Marion Foulcher Consumer Representative Jim Hankins Consumer Representative  Heiler, Jan (JH) Director of Nursing Dai, Yu (YD) Diversity health Shirley Smith (SS) Consumer Representative  Tuffano, Max (MT) Corp Services Manager Shirley Smith ( SS) Consumer Representative <b>Apologies:</b> Madunic, Vanessa (VM) TSH General Manager (Acting) Luke Coombs ( LC) Acting Director Finance Ricker, Malcolm(MR) Consumer Representative Virginia Hughes ( VH) Consumer Representative Wood, Debbie (DW) Consumer Representative	
	<b>Welcome guests</b>	Peter Lewis
<b>2</b>	<b>Approval of minutes -</b> Minutes dated Wednesday 4 <sup>th</sup> October, 2017 confirmed as a true and accurate record ( KC )	Peter Lewis
<b>3</b>	<b>Items Arising – See Action list</b> 3.1 2017 Committees for CAG Representation will be distributed via email ( LF ) 3.2 Car Park Forms – need streamlining for CAG members Please always bring your ID badge ( MT ) 3.3 Training Manuel for CAG Members ( PL )	Peter Lewis

ITEM	DESCRIPTION	CARRIAGE
4	<b>Declaration of conflict of interest- None</b>	All
5	<b>General Business</b>	
	<b>5.1 Report from the chair</b>	Peter Lewis
6	<b>Presentation: No presentation this Month</b> <b>6.1</b> Next month there will be no presentation as after the meeting there will be a Hospital walk around for the committee	
7	<b>Standing Items</b>	
	7.1 TSH Food & Nutrition-Meals - Jenny Reported that some staff will not leave meals inside of rooms with an Infectious sign above door She also reported that some kitchen staff are too short to see over there trolleys which makes negotiating the corridors difficult. Kitchen are looking into this	Jenny Church
	7.2 Emergency Department – in MR absence PL attended ED Monthly Departmental Meeting. PL reported ED working on better Customer service in some areas and will look at further training	Malcom Ricker
	7.3 Falls Prevention Committee – – No Report	Shirley Smith
	7.4 Clinical Council – Discussion regarding Doctors not knowing if Patients are Public or Private Patients making it difficult for them to access if patients can be transferred. What better reporting. Huge demand of Endoscopies in our Theatres. Demand and Capacity an issue.	Jenny Church
	7.5 <b>Persons Centre Care</b> – absent , no report	Virginia Hughes
	7.6 <b>Volunteer Report</b> – The Special Thoughts Gift Shop is being revamped with new stock relevant to patients and Staff. New Products include Urban Rituelle ( Bath Body fragrance ) , Fresh Flowers and Gift Boxed Chocolates.	Leesa Franks
	7.7 <b>General Manager Report-</b> Vanessa Madunic Absent	Vanessa Madunic
	7.8 Nursing and Midwifery Update – JH tabled a Sutherland Hospital Performance Report and explained targets New Visiting Hours – No feedback but nurses do report that having relatives to help with care is an improvement CCM visiting hours will still use discretion with patient care. Reported that the NEW ED will be included on next month's walk around. And 12pm to 8pm CCM review after 3 months	Jan Heiler

ITEM	DESCRIPTION	CARRIAGE
	7.9 Overview of Patient Feedback – No Report	Jo Flannery
<b>8</b>	<p>Corporate Services Report</p> <p>New Café tender closed. No announcement yet but contractors have been looking at the space for construction. Anticipated that it will take 4 weeks to refurbish but hoping to be opened before the end of the year.</p>	Max Tuffano
<b>9</b>	<b>Reports for Noting</b>	
	9.1 Diversity Health Committee – Quarterly- Consumer not present at TSH diversity meeting Absent from this meeting – No Report	Jim Hankins
	<p>9.2 Diversity - October report came in late but YD reported for this meeting she had been away for 3 weeks. Report tabled for this meeting</p> <p>9.3 Diversity Health Strategic Planning workshop to be held 28<sup>th</sup> Nov.</p> <p>9.4 Interpreter Services audit showed slight improvement in use for Surgical Consent</p> <p>9.5 Trial of Interpreter Services in Pain Management for Chinese people speaking Mandarin.</p>	Yu Dai
<b>10</b>	<p><b>Vote for DCCC Members</b> - Virginia and Peter nominated for the DCCC</p> <p>JH moved motion for Peter and Virginia as the reps for DCCC. JC seconded the motion. No report this Month VH absent</p>	Peter Lewis
<b>11</b>	<b>Governance items</b>	
<b>12</b>	<b>New Business</b>	None
	<p>12.1 PL attended Cancer Council Training.</p> <p>12.2 No guest speaker for December due to walk around after meeting</p> <p>12.3 Hospital Walk around including new Emergency Department</p>	
<b>13</b>	<b>Business without notice-</b>	None
<b>14</b>	<b>Confidential items</b>	None
<b>15</b>	<b>Meeting Closed</b>	15:45
	<p>15.1 Date of next meeting</p> <p>Date: Tuesday December 5<sup>th</sup> 2017</p> <p>Time: 3pm</p> <p>Venue: Exec. Meeting Room</p>	

ITEM	DESCRIPTION	CARRIAGE
	15.2 Review of new patient information material	Consumers
	15.3 Review final copies of patient information material	Consumers

<p>CERTIFIED AS A CORRECT RECORD</p> <p><u>Peter Lewis</u></p> <p>Name</p> <p><u>[Signature]</u></p> <p>Signature</p> <p style="text-align: right;"><u>5-12-17</u></p> <p style="text-align: right;">Date</p>	
---	--