

MINUTES

For the meeting of the TSH Consumer Advisory Group

WEDNESDAY 6 September 2017
 3pm, Level 4, Auditorium Level 2



ITEM	DESCRIPTION	CARRIAGE
1	Attendance:	
	Crawley, Karen (KC) Consumer Representative Dent, Colin (CD) TSH Community Engagement and Fundraising Manager (Secretariat) Hankins, Jim (JH) Consumer Representative Lewis, Peter (PL) Consumer Representative (Chair) Church, Jenny (JC) Consumer Representative Ricker, Malcolm(MR) Consumer Representative Woods, Bernadette (BW) TSH Quality, Risk and Patient Safety Manager Heiler, Jan (JH) Director of Nursing Smith, Shirley (SS) Consumer Representative Wood, Debbie (DW) Consumer Representative Fulcher-Wulfe, Marianne Consumer Representative Flannery, Joanne (JF) TSH Consumer Feedback and Medico-Legal Manager Crammery, Greg NM Demand Management Tuffano, Max (MT) Corp Services Manager Apologies: Pearce, David (KB) TSH General Manager (Acting) Dai, Yui (YD) Diversity Health Co-ordinator (NA Weds - send reports) Hughes, Virginia (VH) Consumer Representative	
	Welcome guests	Peter Lewis
2	Approval of minutes	Peter Lewis
3	Items Arising – See Action list	Peter Lewis
4	Declaration of conflict of interest- None	All
	Minutes dated AUG 2, 2017 confirmed as a true and accurate record	
5	General Business	
	5.1 Report from the chair	Peter Lewis
6	Presentation: NSIS Champion TBA (ref by Karleen Dumbrell)	TBA
7	Presentation: Josh Philp (T.R.Y. initiative) Apology Gregory Crammery reported on the admissions- Report to be filed	Gregory Crammery

ITEM	DESCRIPTION	CARRIAGE
8	Standing Items	
	8.1 TSH Food & Nutrition-Meals to patients either late of shifted to other ward in some cases/Patients sometimes complain wrong meal/late night food problems due to café closure/	Jenny Church
	8.2 Emergency Department – meeting postponed	Peter Lewis
	8.4 Falls Prevention Committee – Unable to attend meetings due to illness	Shirley Smith
	8.5 Clinical Council –Problem with JMOs and overtime/ awards and recognition coming/socializing (bbq) plans discussed/ proactive population planning discussed such as med ctrs in new developments	Jenny Church
	8.6 Persons Centre Care – To be allocated	TBA
	8.7 Volunteer Report – Loss of Yvonne Thurston and way forward for the Let’s Get Fresh/ Atrium Committee to be looking at tidy up of atrium	Colin Dent
	8.8 Quality and Safety Update- Bernadette presented- Tabled	Bernadette Woods
	8.8 Accreditation Report- delivered	Bernadette Woods
	8.9 General Manager Report- Jan provided in place: Redevelopment- Open day postponed from Nov 18 - wait till all finished. All new bed space won’t be used all at once. Refurbishing other areas to create another ward. Gap between build complete and getting in narrow. In by end of November. New GM recruiting.	Jan Heiler
	8.10 Nursing and Midwifery Update – Including Primary Diagnosis Report Recruitment: Places in MH , general wards Visiting hours – working to become friendly. Trial to take place 8-8 all wards. Nurses think hours should be open.	Jan Heiler
	8.11 Overview of Patient Feedback Usually about 20 complaints a month / Aug 38 which matches with the increase in admissions. Eg complaints wanting to transfer/ ED more complaints which is normal/trends : communications; treatment; KPIs reported each month/feedback for improvement. Emailed to Colin	Jo Flannery
	Max Tuffano - Introduction to members that have not been present. Information about the Café tender process.	Max Tuffano
9	Reports for Noting	
	9.1 Diversity Health Committee – Quarterly- Consumer not present at TSH diversity meeting	Jim Hankins

TSH Consumer Advisory Group

Minutes Ref /Date	Agenda Item	Action	Responsibility	Progress
2.8.17	16	CAG to get involved with Innovation Awards	VH	to provide more information
2.8.17	8	Find out what time and days for all sub committees	CD	For distribution
2.8.17		Exec staff to induct new CAG members	Debbie, CD, PL Hospital induction	Get GM to sign off. For November
20.8.17		Flow chart of DCCC	VH to supply	Follow up
2.8.17		Inquire GM to reactivate sign committee	CD	Hold till Nov
2.8.17		Send GM new members signoff	CD	Presented to GM
2.8.17		Review Terms of Reference for Standards	BW + CD	Ongoing

ITEM	DESCRIPTION	CARRIAGE
	9.2 Diversity - written	Yu Dai
10	Vote for DCCC Members - Virginia and Peter nominated for the DCCC JH moved motion for Peter and Virginia as the reps for DCCC. JC seconded the motion.	Peter Lewis
11	Governance items	
12	New Business	
	Brochures – send out urinary catheter	Peter Lewis Bernadette W
13	Business without notice- Jenny C suggest new building information wrong on website. JH reported re strategy developing new website TSH and they will deal with it. Jan H and Peter L attended the 'Journey to Excellence' with Gerry Marr – reported and distribute from Peter L	
14	Confidential items	
15	Meeting Closed	
	15.1 Date of next meeting Date: October 4, 2017 Time: 3pm Venue: Exec. Meeting Room	
	15.2 Review of new patient information material	Consumers
	15.3 Review final copies of patient information material	Consumers

CERTIFIED AS A CORRECT RECORD	
 _____ Name	
 _____ Signature	_____ Date 4-10-17