

MINUTES

For the meeting of the TSH Consumer Advisory Group
 March 7, 2018. 3pm, Level 4

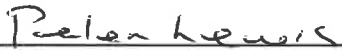

ITEM	DESCRIPTION	CARRIAGE
1	Attendance:	
	Staff Dent, Colin Comm. Engagement Manager CICCORELLO, Valmai Consumer feedback Heiler, Jan (JH) TSH Director of Nursing White, Hannah Corporate Services Manager Consumer Reps Lewis, Peter (PL) Consumer Representative (Chair) Ricker, Malcolm(MR) Consumer Representative Wood, Debbie (DW) Consumer Representative Hankins, Jim Consumer Representative Hughes, Virginia Consumer Representative Church, Jenny Deputy Chairperson Wulf, Marion (MW) Consumer Representative Apologies: Smith, Shirley Consumer Representative Jonavovic, Valerie (VJ) TSH General Manager Coombes, Luke Director Finance Guests: Bennett, Sharon Candidate CAG	
	Welcome guests	Peter Lewis
2	Approval of minutes - AGREED	Peter Lewis
3	Items Arising – See Action list-	Peter Lewis
4	Declaration of conflict of interest- None	All
	Minutes dated November 2017 confirmed as a true and accurate record	Jan Heiler
5	General Business	
	5.1 Report from the chair <ul style="list-style-type: none"> • Group to seek speakers • Virginia H would like to know more about district innovation awards – if anything comes up for a winner? • Bright spots – Colin get Robyn to send email information/ Innovation • T.I.C awards – closes 29 March • Pulse newsletter to be available 	Peter Lewis

ITEM	DESCRIPTION	CARRIAGE
6	<p>6.1 Presentation: Valmai described her position</p> <p>And gave report on current issues for feedback and quoted letters of compliments.</p> <p>Patient opinion rolling out at TSH soon</p>	
7	Standing Items	
	7.1 DCCC meeting - coming up soon	
	7.2 TSH Food and Nutrition – discussed meeting attended. Hot water spills.No volunteers for training of meals assistance. My food choices.	Jenny Church
	7.3 Emergency Dept. – ED sorting out new building issues Funding for 2 nd CT scanner. Medical clearances needed prior to psych ward admission.	Malcom Ricker
	7.4 Falls Prevention Committee- Not present	Shirley Smith
	7.5 Clinical Council – Date changed so not attending	Jenny Church
	7.6 Persons Centre Care – Jan reported	Debbie Wood
	7.7 Volunteer Report – Colin discussed recruitment and roll out of systems.	Colin Dent
	7.8 General Manager Report - not present	VJ
	7.9 Nursing and Midwifery Update –new group of JMOs. Performance report. ETP 18% below. Overall down on admissions. ROB system affecting recruitment prompted general brief on challenges of recruitment.	Jan Heiler
	7.10 In future Valmai will present quarterly	Valmai
	7.11 Corporate Services Report- Apology. Request written report	Hannah White
8	Reports for Noting	
	9.1 Diversity Health Committee – defer to next meeting	Jim Hankins
	8.2 Diversity - Paper report	Yu Dai
	8.3 DCCC report- not much more from the last meeting. Next meeting will have more information. Virginia will nominate Peter L as co chair.	Peter Lewis
11	Governance items - None	
12	New Business	None
	12.1 Sub-committee meetings MR discussed experience at the ED meeting around lack of acknowledgement. MR explained his presence and how it affects accreditation that they attend. Letter to go from GM to Committee Chairs.	

TSH Consumer Advisory Group

Minutes Ref /Date	Agenda Item	Action	Responsibility	Progress
March 18	5.1	Pulse newsletter available	Colin	April meeting
March 18	5.1	Bright spots information	Colin	April
March 18	12.1	Letter to sub Comm Chairs from GM	Colin to GM	Prior to April
1.11.17	3.3	PL to look into sourcing a Training Manual for CAG Committee	PL	Ongoing Colin has been seeking support from the original manual produced by Directorate Planning Population Health & Equity

ITEM	DESCRIPTION	CARRIAGE
	12.2 Sphere training – Discussed options for Health Consumer	
13	Business without notice- Atrupim Working Group – updates form PL as progress Retail draft strategy for the district discussed	None
14	Confidential items	None
15	Meeting Closed 5pm	
	15.1 Date of next meeting Date: 4/04/2018 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	