

MINUTES

For the meeting of the TSH Consumer Advisory Group
March 6, 2019 Level 4 Multi-function Room.

| ITEM | DESCRIPTION | CARRIAGE |
|------|--|-------------|
| 1 | Attendance: | |
| | Staff Dent, Colin (CD) TSH Comm. Engagement and Fundraising Manager Newbury, Joanne (JN) TSH Acting Director of Nursing & Midwifery Jovanovic, Valerie GM Ciccorello, Valmai Consumer Feedback & Medico-Legal Manager Katerina Volas Director Corporate Services Consumer Reps Hankins, Jim (JH) Consumer Representative Lewis, Peter (PL) Consumer Representative (Chair) Ricker, Malcolm(MR) Consumer Representative Church, Jenny (JC) Deputy Chairperson (Dep Chair) Kelly, Stephanie (SK) Consumer Representative Hughes, Virginia (VH) Consumer Representative Bennett ,Sharon, (SB) Consumer Representative Apologies: Wulf, Marion Consumer Representative Smith, Shirley Consumer Representative Markoff, Sonia Consumer Representative Wood, Debbie Consumer Representative Guests: Patrice Thomas - Acting Patient Safety Manager | |
| 2 | Welcome guests: Patrice Thomas | Peter Lewis |
| | Presentations: Patrice Thomas | |
| 3 | Approval of DEC 18 and FEB 19 minutes | Peter Lewis |
| 4 | Items Arising – See Action list-redistribute Patrice to explain how hospital deals with incidents. | Peter Lewis |
| 5 | Declaration of conflict of interest- None | All |
| 6 | General Business | |
| | 6.2 Report from the Chair | Peter Lewis |
| 7 | Standing Items | |
| | 7.1 GM report: Health Minister announced \$89M for TSH <ul style="list-style-type: none"> Operating Theatres and MRI for improvement. 10 Ops in total. Integrated Health Services update. Once approved will be distributed. Ryan completed Standards documentation and has now left the role | Valerie J |

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| | <ul style="list-style-type: none"> 7.2 Nursing and Midwifery | Apology: Joanne Newbury |
| | <p>7.3 Overview of Patient Feedback – NUM and Managers are proactive in managing consumer issues as they arise (avoids escalation)</p> <p>Complaints by phone, email, letters; Entered to IIMS database; Acknowledge complaint; Forward to NUM; usually less complex complaints are resolved early; written complaints require GM involvement; 226 complaints in the last year (aprox. 55,000 presentations to ED in that period)</p> <p>Patient Opinion – new form of feedback online.</p> | Valmai C |
| | <p>7.4 Corporate Services –</p> <ul style="list-style-type: none"> Coming up: WHS audit- Internal audit with district rep and 2 x safety reps. Atrium reverberation to start – to be scheduled with Clinical priorities | Katarina Volas |
| | 7.5 Standards / Accreditation – Ryan now completed role | Apology |
| | 7.6 TSH Food and Nutrition – Report discussed and to be circulated. | Jenny Church |
| | 7.7 Clinical Council- report discussed as circulated | Jenny Church |
| | 7.8 Emergency Department – Settling into the new ED well; Reviewing procedures and policy; Blood samples not being handled correctly – training and procedures to improve. | Peter Lewis |
| | 7.9 Falls Prevention - | Sonia -apology |
| | 7.10 Person Centered Care | Debbie Wood- apology |
| | 7.11 Pressure Injury Prevention and Management | Sonia apology |
| | 7.12 Patient flow and demand management | NA |
| | 7.13 TSH Emergency response Working Group | Sharon for next meeting |
| | 7.14 Children’s acute review | Operational committee 3 months not requiring CAG |
| | 7.14 Patient flow every 3mths | DON will report |
| | 7.15 Patient Safety and clinical quality- Covered by other reports | Malcolm Ricker |
| | 7.16 Volunteer report- Colin has created a | Colin Dent |
| 8 | Reports for Noting | |
| | 8.1 Diversity reports pending- Quarterly Reports have been made on pet therapy – eg; dogs going into | Jim H |

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| Minutes Ref /Date | Agenda Item | Action | Responsibility | Progress |
|-------------------|-------------|--|----------------|---|
| 1.11.17 | 3.3 | PL to look into sourcing a Training Manual for CAG Committee | PL CD | Ongoing Colin has been seeking support from the original manual produced by Directorate Planning Population Health & Equity |
| May 18 | 2. | CAG input for speakers MH CAG to be invited | CAG reps | MH CAG to be invited |
| | | Remove integrated planning from Sub committees | | |
| | | Writing to Ben for extension of review of documents | | |
| | | Dial in details to next Agenda | | |
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