

MINUTES

For the meeting of the TSH Consumer Advisory Group
Dec 5, 2018. 3pm, Level 4

ITEM	DESCRIPTION	CARRIAGE
1	<p>Attendance:</p> <p>Staff Broom Ryan (RB) Quality Manager TSH Dent, Colin (CD) TSH Comm. Engagement and Fundraising Manager Newbury, Joanne (JN) TSH Acting Director of Nursing & Midwifery</p> <p>Consumer Reps Hankins, Jim (JH) Consumer Representative Lewis, Peter (PL) Consumer Representative (Chair) Ricker, Malcolm(MR) Consumer Representative Wood, Debbie (DW) Consumer Representative Church, Jenny (JC) Deputy Chairperson (Dep Chair) Kelly, Stephanie (SK) Consumer Representative Hughes, Virginia (VH) Consumer Representative Bennett ,Sharon, (SB) Consumer Representative Markoff, Sonia (SM) Consumer Representative Bennett, Sharon Consumer Representative</p> <p>Apologies: Wulf, Marion Consumer Representative Smith, Shirley Consumer Representative Ciccarello, Valmai Consumer Feedback & Medico-Legal Manager Jovanovic, Valerie (VJ) GM</p> <p>Guests: Lukas, Patty Diversity</p>	
		Consumer Rep
	Welcome guests: Patty	Peter Lewis
2	Presentations	
	Cultural competency - Link of presentation to be sent to members	Communications
3	Approval of NOV minutes	Peter Lewis
4	<p>Items Arising – See Action list-redistribute</p> <p>Patrice to explain how hospital deals with incidents. Booked for March.</p> <p>Speakers suggested: Indigenous presentation</p> <p>Noted for subject matter.</p> <p>Subb committee placements discussed</p> <p>Discussion to obtain member from ATSI background. Virginia may be able to assist in 2019</p>	Peter Lewis

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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:	Apology: GM Valerie J
	7.2 Nursing and Midwifery People Matters Employee survey received. Nursing and midwifery engagement survey. Feedback will be combined. Activity is still higher than predicted. 170-180 per day which is relatively high. Staff Christmas function next week.	Joanne Newbury
	7.3 Overview of patient feedback –	Apology: Valmai C
	7.4 Corporate Services – Apology	Apology: Katarina Volas
	7.5 Standards / Accreditation – Chief Exec ACHS coming along to present certificate to Sutherland Hosp next week. 2019 will be about strategy to do deal with Standards 2	Ryan Broom
	7.6 TSH Food and Nutrition – Finished for the year	Jenny Church
	7.7 Clinical Council JMO mess hall night being discussed. Trying to get Drs and Gps more educated on _ care. \$100K needed to fund. MRI report on the funding and licensing. Dermatology service to be improved. 2 nd CT scanner has been purchased. Del 6 to 8 weeks.	Jenny Church
	7.8 Emergency Department – no meeting in the last weeks	Peter Lewis
	7.9 Falls Prevention - time and location	Virginia / Sonia

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	7.10 Person Centered Care How are patient outcomes being measured? All %s around patient care seem to be improving. Staff training in PEEP and current staff need to train in more detail.	Debbie Wood
	7.11 Pressure Injury Prevention and Management	TBA – Sonia will remain as back up
	7.12 Patient flow and demand management	NA
	7.13 TSH Emergency response Working Group	NA
	7.14 Children’s acute review.	Teleconference
	7.14 Patient flow every 3mths Next week	Sharon
	7.15 Patient Safety and clinical quality Report tabled. Jim H complimented Mal on all the work he has done	Mal
	7.16 Volunteer report.	
8	Reports for Noting	
	8.1 Diversity reports pending- Quarterly LHD meeting. Strategic plan provided previously. Use of prof. interpreters now part of induction 30 percent of people get lost on visit to hospital. Mongolian community is growing and not many interpreters. Pain management CALD presentation. Presentations from Patty L will be provided.	Jim H
	8.2 Diversity	Yu Dai
	8.3 DCCC reps update. Sonia may join for next year. Briefings on ‘Myhealth’. Hub Bronze medal training.	Peter Lewis
	8.4 Infection control; Report not currently available	Lisa
9	Governance items – None	
10	New Business. Draft Plan for Sutherland Hospital Strategy. Noting that Virginia and Peter are attending these meetings.	None

ITEM	DESCRIPTION	CARRIAGE
	Colin To check periop day surgery sheets.	
11	Business without notice.	Chair
12	Confidential items	None
13	Meeting Closed	
	Date of next meeting Date: February 6, 2019 Time: 3pm Venue: Exec. Meeting Room	
	13.2 Review of new patient information material	Consumers
	13.3 Payment voucher collection	To Sign
	13.3 Review final copies of patient information material	Consumers

	<p>CERTIFIED AS A CORRECT RECORD</p> <p>_____</p> <p>Name</p> <p>_____</p> <p>Signature</p>		<p>_____</p> <p>Date</p>
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TSH Consumer Advisory Group

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	CAG reps	Ongoing
Nov 7	7.9	Falls Prevention - time and location		3rd Tuesday every month 11.30 TSH Executive room, level 4
Nov 7	7.14	Children's acute review (CARS)		Operational Committee 3 months not requiring CAG