

MINUTES

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

ITEM	DESCRIPTION	CARRIAGE		
1	Attendance:			
	<p>Staff Broom Ryan (RB) Quality Manager TSH Dent, Colin (CD) TSH Comm. Engagement and Fundraising Manager Jovanovic, Valerie (VJ) GM</p> <p>Consumer Reps Hankins, Jim (JH) Consumer Representative Lewis, Peter (PL) Consumer Representative (Chair) Ricker, Malcolm(MR) Consumer Representative Newbury, Joanne (JN) TSH Acting Director of Nursing & Midwifery 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</p> <p>Apologies: Wulf, Marion Consumer Representative Smith, Shirley Consumer Representative Markoff, Sonia (SM)</p> <p>Ciccarello, Valmai Consumer Feedback & Medico-Legal Manager</p> <p>Guests: Waide, Johanna McFarlane–Bentley, Lauren</p>	<table border="1" data-bbox="1161 1146 1445 1187"> <tr> <td data-bbox="1161 1146 1358 1187">Consumer Rep</td> <td data-bbox="1358 1146 1445 1187"></td> </tr> </table>	Consumer Rep	
Consumer Rep				
	Welcome guests:	Peter Lewis		
2	Presentations			

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	<p>Presentations – Johanna Waide overview on the various internal and external channels of communication that TSH uses. GM news, Pulse news (district) 6000 followers on FB. Post at least twice a day – moderated. Youtube/ twitter – usually across from facebook (fb strongest audience)/ LinkedIn (rel to prof audience)</p> <p>Media is key channel for communication. Leader is important. Staff and vols relied on for good news stories. Reactive work done with media also. (eg patient condition report on mv accident -basic info-privacy)</p> <p>Collateral created using templates available to staff.</p> <p>Questions taken: FB ‘All things Sutherland Shire’ how postings are dealt with. Not moderated but in communication with them.</p>	Communications
3	Approval of OCT minutes - Jenny C pointed out incorrect date	Peter Lewis
4	Items Arising – See Action list-redistribute information on training	Peter Lewis
5	Declaration of conflict of interest- None	All
6	General Business	
	<p>6.2 Report from the Chair</p> <ul style="list-style-type: none"> • Congratulations on the week of accreditation 	Peter Lewis
7	Standing Items	
	<p>7.1 GM report: General thanks on accreditation, they were highly impressed; patient access to care meeting also occurred; feedback was pleasing; staff pleased to hear feedback and summary was emotional; it was found we mitigate risks well. Indicated no recommendations.</p> <p>Community feel has been maintained. New and updated stds.</p> <p>Open Day planned for December 1.</p> <p>RADIUS going well - Presenting to local GPs (AGM)</p> <p>Christmas mode – staff lunch planned.</p>	GM Valerie J

TSH Consumer Advisory Group

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	<p>7.2 Nursing and Midwifery</p> <p>Looking to less pressure post accredited but still busting at the seams' 110% occupied.</p> <p>180 patients a day in ED.</p> <p>ETP aimed at over 70%. Recruiting for nursing and midwifery.</p>	<p>Acting Joanne Newbury</p>
	<p>7.3 Overview of patient feedback – Malcolm gave a summary of meeting with Patrice requesting involvement from the CAG on the Sign up for Safety Patient program. Come to visit with the NUM of a ward. Sign up for Safety campaign. Asking if anyone would spend hour or hour and a half to spend with patient for feedback. Agreed time for participation. Discussion followed; Jim H ,Jenny Church</p>	<p>Peter Lewis and Malcolm Ricker</p>
	<p>7.4 Corporate Services – Apology</p>	<p>Katarina Volas</p>
	<p>7.5 Standards / Accreditation –</p> <p>Std 2 hasn't changed a lot. Consumer focus in all of the standards. Focus on ATSI needed for CAG. Contact local groups? No recommendations.</p>	<p>Ryan Broom</p>
	<p>7.6 TSH Food and Nutrition –</p> <p>Documentation errors were brought up regarding minutes. Foam trays have been used and may confuse infection control. Ipad ordering system is working well. Plastic menu causing issues.</p>	<p>Jenny Church</p>
	<p>7.7 Clinical Council</p> <p>RADIUS discussed and pleased with program. GP involvement discussed. Op theatre needs 5 new lights. Shut down needed for upgrades. CT scan needed. MRI licence needed and building needed.</p>	<p>Jenny Church</p>
	<p>7.8 Emergency Department – Joanne N reported already. Blood management is still a weakness.</p>	<p>Peter Lewis</p>
	<p>7.9 Falls Prevention - time and location</p>	<p>Shirley Smith</p>
	<p>7.10 Person Centered Care</p>	<p>DEbbie</p>
	<p>7.11 Pressure Injury Prevention and Management distribute</p>	<p>TBA</p>
	<p>7.12 Patient flow and demand management</p>	<p>NA</p>

TSH Consumer Advisory Group

ITEM	DESCRIPTION	CARRIAGE
	7.13 TSH Emergency response Working Group	NA
	7.14 Children's acute review.	Teleconference
	7.14 Patient flow every 3mths	Sharon
	7.15 Patient Safety and clinical quality	Mal next wee
	7.16 Volunteer report ; Discussion of open day and update.	
8	Reports for Noting	
	8.1 Diversity reports pending- Quarterly	Jim H
	8.2 Diversity	Yu Dai
	8.3 DCCC reps update	Peter Lewis
9	Governance items – None	
10	New Business	None
11	Business without notice. Carpark full nearly every time comes in (Jim H) Kareena shuttle change from TSH park. (Jenny C)	Chair
12	Confidential items	None
13	Meeting Closed 1645	
	Date of next meeting Date: December 5 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