

MINUTES

For the meeting of the TSH Consumer Advisory Group
 October 10, 2018. 3pm, Level 4

ITEM	DESCRIPTION	CARRIAGE
1	<p>Attendance:</p> <p>Staff</p> <p>Dent, Colin (CD) TSH Comm. Engagement and Fundraising Manager Katerina Volas (KV) Dir Corporate Services Jovanovic, Valerie General Manager Newbury, Joanne TSH Acting Director of Nursing & Midwifery</p> <p>Consumer Reps</p> <p>Hankins, Jim (JH) Consumer Representative Lewis, Peter (PL) Consumer Representative (Chair) Ricker, Malcolm(MR) Consumer Representative Bennett ,Sharon, (SB) Consumer Representative Wood, Debbie (DW) Consumer Representative Church, Jenny Deputy Chairperson (Dep Chair) Markoff, Sonia (SM) Consumer Rep Hughes, Virginia (VH) Consumer Representative Kelly, Stephanie Consumer Representative</p> <p>Apologies:</p> <p>Wulf, Marion Consumer Representative Smith, Shirley Consumer Representative Ciccarello, Valmai Consumer Feedback & Medico-Legal Manager Broom Ryan (RB) Quality Manager TSH</p> <p>Guests:</p> <p>Dianne Norris Area Assessor Simone Kelly RADIUS NUM</p>	
	<p>Welcome guests:</p> <p>Note comment: plain English - has to be written down – Di comment from Sharon’s comment</p> <p>NB Di Norris impressed with the CAG meeting and commented</p> <p>Encouraged group to read Std 2 – go online. JN will send the new version to send out.</p>	Peter Lewis
2	<p>Presentations:</p> <p>Presentations – RADIUS To send presentation to all CAG</p>	Simone Kelly
3	Approval of SEPTEMBER minutes	Peter Lewis
4	Items Arising – See Action list	Peter Lewis

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5	Declaration of conflict of interest- None	All
6	General Business	
	6.2 Report from the Chair <ul style="list-style-type: none"> • Brochure review improving care • Discussion ensued JN agreed that the business rule and process for documentation review to CAG is reviewed • MR addressed the PSQC – will become an item in the next AGENDA – CAG invited to include any item wanted in the report. Discussion followed and JN addressed question from Sharon regarding response to a ‘no blame’ culture. VJ mentioned we are about to start the consultation process for ‘Sign up for Safety’ 	Peter Lewis
7	Standing Items	
7.1	GM report : Open Day – Sat December 1 st Outlined the plan for the day. Accreditation. Patient Opinion launch.	GM Valerie J
7.2	Nursing and Midwifery 2018 Nursing and Midwifery excellence Awards. Attended by JN and VJ. Midwifery group practice project kicked off. Test run of RADIUS New recruitment system. Talked about current nursing staffing arrangements and state election ramifications and funding approvals.	Acting Joanne Newbury
7.3	Corporate Services Open Day – Int. Health services plan – engaging public at forum. / Food / Sutherland Hospital Stalls / theme around 60 years of Sutherland Hospital ‘Opening our Doors’. Virginia suggested promoting the innovation awards. CISCO handset roll-out. Way-finding improvements.	Katarina Volas
7.4.	Standards / Accreditation - Apology	Ryan Broom
7.5		
	7.6 Food and Nutrition meeting communication meant Jenny did not make	Jenny Church

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7.7	Clinical Council: MRI and CT machine issues. Licensing. Time spent updating patient records. Budget overrun. Automation of xray requests. Renovation of the operating theatres.	Jenny Church
7.8	Emergency Department. No safety concerns. Short stay 80% success rate	Peter Lewis
7.9	Falls – call to replaced CAG rep to this meeting	Shirley Smith
7.10	Person Centered Care –impressed that staff are doing best. Meeting is engaging and informative.	Debbie Wood
7.11	Pressure Injury Prevention and Management committee Has been unwell and unable to continue with Tuesday	Sonia Markoff
7.12	Patient Flow and demand management	Written requested Greg
7.13	TSH Emergency Response Working Group – every 3 months	
7.14	TSH Children’s acute review service commiti REMOVE UNTIL CONSUMRE NEEDED	
7.15	PATIENT SAFETY – as per report	Mal
7.16	Volunteer report	CD
	Reports for Noting	
	8.3 DCCC reps update	Copy of minutes to be supplied
9	8.1 Diversity reports pending	Yu Dai
10	Governance items – None	
11	New Business Jim Hankins – Consumer Engagement now	None
12	Business without notice	Chair
13	Confidential items	None
	Meeting Closed 5pm	
	Date of next meeting	

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ITEM	DESCRIPTION	CARRIAGE
	Date: Nov 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

	CERTIFIED AS A CORRECT RECORD	
	_____ Name	
	_____ Signature	_____ Date
	Tour to take place in Nov or December	

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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
March 18	2.	Johanna Waide for discussion on Communications	CD	CD to confirm for Nov
May 18	2.	CAG input for speakers	CAG reps	Ongoing
		Jo Waide to present post production of manual		
		Jo Waide to do brochures go to you before final approval	CD	
		Summary of feedback for brochures	CD	Documentation
		Diversity Training with Patty – try to put up against next CAG November	CD	
		Colin to send invite to auditorium feedback to CAG	CD	