

Agenda

Trustwide Patient and Carer Involvement and Experience Group

Tuesday, 23rd July 2019, 9.00am – 12.00pm
Conference Suite, St Nicholas House, St. Nicholas Hospital

1. **Welcome, Introductions & Apologies for Absence**
2. **Minutes of Previous Meeting** (Encl. 2)
3. **Action Record** (Encl. 3)
4. **Matters Arising**
5. **Good Practice Presentations**
 - 5.1 Portion Sizes: Sharon Gibson
 - 5.2 Carer Box of Love: Marie Smith
6. **Governance Framework**
 - Encl. 6.1 Draft Governance Framework
 - Encl. 6.2 CBU Leads and Deputies Chart
 - 6.3 Together Strategy [Link](#)
7. **Terms of Reference and Membership**
 - Encl. 7.1 Draft Trustwide Terms of Reference
 - Encl. 7.2 Draft Locality Terms of Reference
8. **Triangle of Care Annual Report**
 - Encl. 8.1 Triangle of Care Process (Carers Trust)
 - Encl. 8.2 Triangle of Care Template Report
9. **Involvement Service Update Report**
10. **Locality Update Reports**
 - Encl. 10.1 Locality Pro-forma Update Template
11. **Safer Care Update Report**
12. **Service User and Carer Experience Report**
13. **PALS Update Reports**
 - Encl. 13.1a North of Tyne Q1 Summary Report
 - Encl. 13.1b North of Tyne Annual Report 2018-19
 - Encl. 13.2 South of Tyne Q1 Summary Report
14. **Quality Priorities Report**
15. **Service User and Carer Reference Group Update**

16. Patient Information Leaflets Update Report

Encl. 16.1 Withdrawn Leaflets July 2019

17. Governor Updates

18. Volunteer Update

19. Freedom To Speak Up Guardian Update

20. Any Other Business

Pre-notified:

18.1 Getting To Know You

18.2 Tag Line: Together

Encl. 18.3 Healthwatch North East NHS Long Term Plan 2019 Report

18.4 Equality Strategy

21. Date, Time and Place of Next Meeting:

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