

Committee: Service User and Carer Involvement and Experience group
Date: Monday 21st May 2019
Time: 0930-1130 hrs
Venue: Conference Suite, St Nicholas House, St Nicholas Hospital
Contact: Ashton Davidson Ashton.Davidson@ntw.nhs.uk

- 1) Welcome and Introductions - VM
- 2) Apologies - AD
- 3) Previous Minutes, Matters Arising and Action Check List – VM et al
- 4) Terms of Reference – VM et al
- 5) Recovery College Update – VM
- 6) Patient Experience Feedback
 - i) PALS – MC/CL
 - ii) Complaints - CT
 - iii) Points of You – AF/AC
- 7) Patient Information Leaflets – KO
- 8) Action Plans from CBU's – All
- 9) Quality Priorities - AF
- 10) Service User and Carer Reference Group Meeting update – MA
- 11) Update from Service User and Carer Involvement Facilitators – NA/LT/CW
- 12) Triangle of Care – VM et al
- 13) Governor Updates – MA
- 14) Freedom To Speak Up Guardian Update - NC
- 15) Voluntary Services Update - WS
- 16) A.O.B
- 17) Date and Time of Next Meeting
23rd July 2019, 9.30a.m. – 11.30a.m., Conference Suite, St. Nicholas House, St. Nicholas Hospital

