

Agenda

Trustwide Patient and Carer Involvement and Experience Group

Tuesday, 23rd September 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 Wise Steps Programme
6. **Triangle of Care**
 - Encl. 6.1a Triangle of Care Celebration Event Invitation
 - Encl. 6.1b Triangle of Care Celebration Event Programme
 - 6.3 Cumbria
7. **Involvement Service Update Report**
 - 7.1 Reconnection and Development Day
 - 7.2 The role of a Peer Support Worker
 - 7.3 Cumbria
8. **Locality Update Reports**
 - Encl. 8.1 North Locality
 - Encl. 8.2 Central Locality
 - Encl. 8.3 South Locality
9. **Safer Care Update Report** (Encl. 9)
10. **Service User and Carer Experience Report** (Encl. 10)
11. **PALS Update Reports**
 - 11.1 North of Tyne
 - 11.2 South of Tyne
12. **Quality Priorities Report** (Encl. 12)
13. **Service User and Carer Reference Group Update**
14. **Patient Information Leaflets Update Report** (Encl. 14)
15. **Governor Updates**

16. Trustwide Volunteer Update

17. Freedom To Speak Up Guardian Update

18. Any Other Business

Pre-notified:

Encl. 18.1 NHSE North Region PV-PPE Newsletter (Information)

18.2 Recite Me

Encl. 18.3a UHSCE Course Info (Information)

Encl. 18.3b UHSCE Application Form (Information)

18.4 Healthwatch Northumberland Conference (Information)

Encl. 18.5a NICE CG 136 Patient Experience

Encl. 18.5b QS 14 Quality Standard Report

19. Date, Time and Place of Next Meeting:

Monday, 26th November 2019, 9:00am – 12:00pm

Conference Suite, St. Nicholas House, St. Nicholas Hospital.