



## You're Invited to join a Consumer Advisory Body meeting

You may have received a letter about Whiddon facilitating Consumer Advisory Bodies and 6 monthly meetings.

The aim of the meetings are for residents and family members to provide feedback around the quality of their care and services to the Board. The Board will respond to each CAB detailing how they propose to address the feedback.

**The Board wants to hear from you, and it's a great opportunity to have your say.**

The terms of reference for these meetings are included with this invite.

### Have Your Say at the next meeting:

Please find the proposed agenda for this meeting on the back of this invite.



**Time:**

**Date:**

**Venue:**

Please RSVP to the Care Home administration team by

**We hope to  
see you at the  
meeting!**

# Consumer Advisory Body Meeting Agenda

meeting



## FACILITATOR:

Item	Topic	Who	Time
1	Welcome and Introductions	Chair/Facilitator	5 min
2	<ul style="list-style-type: none"> <li>Objectives of the meeting</li> <li>Review of Draft Terms of Reference</li> <li>Format of the meeting</li> <li>Reporting</li> </ul>	Chair/Facilitator	10 min
3	<ul style="list-style-type: none"> <li>Review of Residential Care National Quality Indicator results</li> <li>Review of Customer satisfaction results</li> <li>Feedback around resident surveying</li> </ul>	Facilitator	10 min
4	Matters arising – Members raise topics	Chair/Facilitator	40 min
5	<b>Whiddon Experience</b> <ul style="list-style-type: none"> <li>What is the Whiddon Experience?</li> <li>Resident feedback – Most important touchpoints?</li> <li>Where do you suggest we start?</li> </ul>		20 min
6	Review action points	Facilitator	5 min
7	Close – next steps and meeting:		