



You're Invited to join a Consumer Advisory Body meeting

You may have received a letter announcing the formation of Whiddon's Consumer Advisory Bodies and 6 monthly meetings.

The aim of the meetings are for clients and their representatives 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.

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 your Community Care Coordinator 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"> Objectives of the meeting Review of Draft Terms of Reference Format of the meeting Reporting 	Chair/Facilitator	10 min
3	<ul style="list-style-type: none"> Review of Community Care Clinical Indicators Review of Customer satisfaction results 	Facilitator	10 min
4	Matters arising – Members raise topics	Chair/Facilitator	40 min
5	Whiddon Experience <ul style="list-style-type: none"> What is the Whiddon Experience? Client feedback – Most important touchpoints? Where do you suggest we start? 		20 min
6	Review action points	Facilitator	5 min
7	Close – next steps and meeting:		