

Meeting Minutes Template

Date	04/01/2022
Time	9am
Platform	Zoom
Session	Team Meeting
Aim	
Attendance	Present – Lesley Smith, Clare Ouaddane, Sara Gater, Jennifer Bright, Christopher Clark, Harshita Noyal, Laura Perry Absent – Alan Williams, Andrew Sheldon, Chris Beck, Colin Sawyers, Evelyn Paul, Anna Hadland

Discussion Points

- RE; Open session with RS. Ops to prepare questions for session. OPS Support to add FAQ's to SLOM before end of week. LS requests that RS comes prepared with updates
- SAT session with ops and staff likely to be with Helen, date TBC, sometime early to mid Feb? FAQ's to be shared with ops on how best to deal with calls.
- LS suggests that S/G e-learning module be added to Newsletter again, HN suggests also adding to operator manual.
- CO mentions request raised in relation to how to handle and end difficult calls
- LS intends to run a bitesize workshop – general Dynamics refresher
- HN suggest Mitel session also – LS happy to run workshop for both.
- Many felt that SAT responsibility was a lot for the operators re call backs/emails etc/natural concern for cases days later. HN confirms that OPS to add summary notes and that OPS-Support are to raise DATIX and Ataa Amo from SAT will carry out follow ups
- Ataa returns, but few things will change 1)Datix will still be raised by OPS Support 2) still need addition actions in summary notes, whether Datix required or not following call to SAT
- Ataa's working days are Monday to Thursday, updated SAT process will be added on SLOM by end of this week.
- Regarding Male caller, point raised that caller is getting aggressive and shouting at ops. Was mentioned that if this was the case, should this caller now be blocked. (note - we do not have the number for this caller) Ops on additional call queue to re-iterate, that if caller has already called today, he has received 30 minutes of time on the NSL today, he is welcome to call back tomorrow.

HN – recalls that there is something previously prepared for the female caller that can be obtained and shared to assist with this.

- LS requests that OPS are to be reminded to sign up for shifts on DRIM. Some are still arriving on shift and not booking on. Also to remind prior to shift starting ideally.
- HN – confirms that meeting recordings will be added to Supervisor section on SLOM along with the MOM's

Actions

- OPS Support to add FAQ's to SLOM before end of week for RS open session
- SAT session with ops and staff, date TBC
- FAQ's to be shared with ops on how best to deal with SAT calls
- Suggestion that S/G e-learning module be added to Newsletter again – LP
- HN suggests also adding S/G e-learning module to operator manual.
- Ataa's working days are Monday to Thursday, updated SAT process to be added on SLOM by end of this week
- Guidance previously prepared for the female caller that can be obtained in relation to aggressive callers, and shared to assist with operators – Associated script can be found in SLOM – **is this the one you were thinking of Harshi?** Dated 4/6/21 LP
- Meeting recordings will be added to Supervisor section on SLOM along with the MOM's