

Meeting Minutes Template

Date	09/11/2021
Time	9am
Platform	Zoom
Session	Team Meeting
Aim	
	Present – Alan Williams, Jennifer Bright, Christopher Clarke, Lesley Smith
Attendance	Absent – Andrew Sheldon, Colin Sawyers, Clare Ouaddane, Chris Beck, Evelyn Paul, Sara Gater

Discussion Points

- LS – taking part in Remembrance Parade on Sunday
- LS – New ops doing really well, conscientious and motivated
- JB – Case notes have improved greatly
- TD – Confirmed that staff will feedback on whatsapp group close to debrief time, the types of calls taken. Sup to feedback if this is happening moving forward.
- TD – raised that staff wellbeing is being shared before and after calls take on the line.
- LS – requested that staff message the correct Whatsapp Group when joining and leaving the line, i.e. 'Official C-19 NSL Group'
- LS – raised that Q/A impacts on debriefs and breaks/cover on the line
- TD – Would it be appropriate to message the SUP whatsapp group to pull ops off for Q/A?
- LS-Feels ambitious to do 3 Q/A's in 1 shift, that is, must not impact the cover on the line. Doesn't feel that Q/A's should be announced in the Official NSL Group whatsapp. Feels that when calls listened to for Q/A then call should be made to SUP to request the op off of the line for the QA. Asked that we bear in mind that attending Zoom for the Q/A session is prompt as some ops are left waiting and this is crucial time they could be spending taking calls.
- LS – requested if the Q/A session could be done outside of the operators shift times?

- AW – agreed that feedback on the forms being sent are useful to them, but that long calls shouldn't be listened to during Q/A and that Q/A should be done outside of the Ops shift.
- LS-feels that playing back only relevant parts of the call where may be a dispute, would be more beneficial, cuts a few minutes from the feedback time.
- CC – feels that there should be a good balance between what went well and what didn't when feeding back to the op.
- TD – requested insight into the developing new repeat caller
- AW – gave run down of key defining points relating to the caller that have come from calls.
- LS – feels that operators and staff should be reminded that all calls should last no more than 30 minutes, however some calls can go on longer such as Safeguarding. Feels that we should stop labelling callers – has a meeting about this 10th November.
- LS – Asks that Sups remind ops that not everyone is a repeat caller, all calls should be taken, in the moment, and that operators do not write in whatsapp that they think they have such a repeat caller as LS feels that this raises alarm bells unnecessarily among other operators on the shift.
- TD – shares text shared from CL in relation to repeat callers that notifies in line with changes to policy, calls will be limited to 1 call at 30 min per day.
- LS – feels that this policy should be the same for all calls i.e. limited to 30 minutes. Feels that we should move away from misidentifying callers and treat each call with a fresh mind.
- AW – added that each call is unique and should be dealt with 'in the moment' that we should keep the person on side, treat today as a new day with them and not bring up historical dealings with them.
- LS-raises that we should remove the overthinking that every call could be a repeat caller which creates unconscious bias with operators. Feels there is too much emphasis on labelling
- CC – raised that he always reminds ops in briefings – “Assumptions do a dis-service to our service”
- TD – confirms that overall policy should be that we treat everyone equally and fairly.
- LS- requests that it is re-iterated that Sups monitor and be aware of when PPV's are due on the line. Weekend case that a PPV was on for 8 hours when only supposed to be on for 6.