

# Meeting Minutes Template

<b>Date</b>	26/10/2021
<b>Time</b>	2pm
<b>Platform</b>	Zoom
<b>Session</b>	Team Meeting
<b>Aim</b>	
<b>Attendance</b>	Present – Alan Williams, Jennifer Bright, Christopher Clarke, Evelyn Paul, Lesley Smith, Sara Gater Absent – Andrew Sheldon, Colin Sawyers, Clare Ouaddane, Chris Beck

## Discussion Points

- AS- Staff not always sending Whatsapp when joining the line? [All staff are to send whatsapp to say 'joining the line' and 'leaving the line'](#).
- AS- Can staff operators join debrief? This helps to capture call type data more accurately
- LS- Do we need to have a process on what to do if there is no staff on OST line?
- LS- We shouldn't be given feedback/correction requests for typos
- LS- New notes document about to be released – we can refer Operators to this which uses examples on how to write case notes
- CC- Bring QA back – the feedback is great – [QA starting up this week](#).
- LS- Repeat callers – no F2 recently? Once new withheld call interflow happens we will get rid of the 'codes' F1/F2 – [comms to follow](#).
- AW- Suggestions from operators for SLOM – [you can send an email to Support Line inbox with the suggestion and we will investigate this further](#).
- AW- Can see all teams rotas in My Rotas. [There are developments going on in the background for partial shift function coming soon with comms](#).
- TD - We used to gather and share success stories on a regular basis – we would like to bring this back. If we notice things on shift that are stand out can we share them into these meetings on a regular basis? Or drop an email into SL inbox. Think about if anyone has done anything which stands out to warrant an award nomination – need to reflect our Values: Compassionate/Courageous/Dynamic/Inclusive. CC- Success stories to be shared at the start of meetings.

