

## Duty Officers meeting 15<sup>th</sup> October 2024 at the YMCA 1.00pm.

Present: Linda, Alison, Anna, Denise, Di, Grace, Julie, Liz B, Liz R, Marie, Sally, Sarah, Siobhan, Sonia, Sue, Val, Viv & Brian, Yvonne.

Apologies: None

Linda opened the meeting by presenting a Rose Bush, bottle of Prosecco and card to Viv for 25 years of service to Clevedon Care. Everyone present warmly congratulated Viv on her long service to the charity.

Linda thanked everyone for their attendance and continued support of the charity in the time they offer. Points were raised and discussed as follows:-

### Headset

A headset had been purchased for the phone system. The use of the headset is purely voluntary but DO's may find it useful to reduce the surrounding noise when taking calls. The headset will be kept in the box in the metal cabinet. The box contains instructions on its use, which was quickly demonstrated by Marie. Wipes will also be placed with the box for use if required.

### Blue Badges

Envelopes will be added to the plastic wallets of the Blue Badges as and when returned. The envelopes will be addressed as **Private & Confidential, Clevedon Care**. The envelopes can be used by drivers to post Blue Badges back into the office using the letterbox located in the wall, outside of office hours, which may be more convenient to some drivers and may enable the return of blue badges quicker than normal. Marie will check the opening times of the office.

### Rota

Linda asked if the DO's would find it useful to have a copy of the rota uploaded into the WhatsApp group. This was agreed as being helpful. Linda will action this from November's rota onwards. The rota will continue to be displayed on the notice board as normal.

### Tuesday afternoon shift

Marie had offered to change her shift from Thursday afternoon to a Tuesday as it was felt that this afternoon at the beginning of the week was busier than the Thursday afternoon. It was agreed that this would be helpful, particularly after bank holidays, but if possible if we could also keep the Thursday afternoon shift going as well.

Sue & Alison who both work alternate Thursdays with Marie were happy to change to Tuesdays or stay on a Thursday. Val was happy to cover Tuesday or Thursday afternoon and Linda was currently training Lyn who was also available on a Thursday afternoon. In conclusion we were now able to open Mon – Thurs 9.30 – 3pm and Fri 9.30 – 12.30. It was agreed to aim to start this from December. Marketing material, website to be updated accordingly in due course.

### Procedural reminders

Linda reminded DO's of the list of questions to be asked when each call was taken, which was located on the notice board. DO's were reminded of the following points:-

- Always confirm the address including post code of the client at time of the call and not the one on the card, as this may have changed. Update the card if necessary.
- Confirm a landline number and a mobile number at time of the call.
- Take a Christian name of the client at time of the call.

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- Seek clarification of the destination i.e. Pharmacy in Taunton is not good enough, we need the full address and post code. For Southmead if the client states Brunel Building, please find out what department or gate they are going to, if the client doesn't know find out why they are going i.e. CT scan as this will help the driver track down the client if needed.
- Remind yourselves of the questions on the notice board to ask each time as an aide memoir.
- When taking the date of the appointment, please confirm the day as well, as sometimes clients do get these muddled.
- Journeys should not be booked more than 2 weeks in advance unless it's for Oncology or the client is going on holiday.
- If an appointment is cancelled by the client, as well as crossing through the job with red pen, put your initials and date and importantly 'Driver has been informed'.
- For GP practices, please find out if its treatment room or doctor's appointment.

*Chris Perrett joined the meeting and was welcomed by those present.*

Linda provided a quick brief of the meeting so far.

### Mobile phone

There had been an issue with the phone having no battery on a recent Wednesday morning, and there was concern that there may be an issue with the battery. To monitor this over the next couple of weeks, and as per Julie's request on WhatsApp, please can DO's aim to have the mobile phone charged to as close to 95% as possible and **power off** the phone at the end of each shift. Can the morning shift please write at the top of the diary the battery charge %.

### Publicity officer role

Julie went through the individual points of the role and asked DO's to consider taking on some of these. As she cannot continue in this role and take on that of DO Coordinator. Julie was happy to continue with point 4 (produce driver ID badges) and point 2 if necessary but would like to pass on points 1a & b and 3a,b,c & d. Julie will post the role in the WhatsApp group and will also discuss the role at the next drivers meeting.

The DO's felt that we should phase out the printed leaflet containing the Hawthorns & Poets Mews adverts. Marie to add Julie to the drivers WhatsApp group.

### Charter of expectations

The Charter had been drafted by Ian and issued to all members for comment. Marie confirmed that Ian was currently updating the Charter following comments received. The Charter would be added to the website for clients to view on the footer and on the How it Works page.

The committee had discussed and agreed that this would be sent to all new clients with a covering letter and also new clients that have joined us over the last 6 months. This will be done by posting with 2<sup>nd</sup> class stamps.

To reduce the expense of postage in the future Marie asked the DO's if they were happy to ask new clients for their email address when taking the details of the new client. Some clients may not have email addresses or want to give this out which is fine. DO's were happy to collect this information if the client was happy to give it. Julie will add a column to the new client form. This will be monitored

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over the next couple of months and if collection of email addresses was not working, this would be scrapped. Email addresses should not be added to the client card.

Marie will send out emails/post once a month from information collected on the new client form. DO's suggested that sending one copy to the Hawthorns, Poets Mews and The Potteries and asking them to display for their residents, would also reduce the costs, this was agreed as an excellent idea and agreed.

Some DO's did feel that the sending out the Charter to new clients was not necessary and clients could just be referred to the website, it was felt that charity funds should not be used in this way. Marie confirmed that it had been agreed to use funds at committee but we would monitor the costs and use of emails/postage over the next couple of months and review it with the committee at their February meeting.

### Statistics

Julie shared some statistics from the Committee meeting. From Jan – June (6 months period) the number of journeys completed as a comparison over the past three years were:-

	2022	2023	2024
Jan - June (6 months)	1177	1371	1825
		16% inc	33% inc

2023 for the 12 months – 2751 journeys had been completed in total.

2024 for the 6 months so far 1825 journeys had been completed and based on the average of 912 per quarter, we were on course for 3650 journeys for the year.

In April, May & June – 94 jobs had been cancelled by clients for various reasons, with on 9 jobs unable to be filled as we were unable to find drivers.

The results were amazing, and showed the increased amount of work DO's and drivers are taking.

Please note: Following the meeting, a further stats update was received and is included with these minutes.

### AOB

Discussions took place on the type of job we take on. Our service is for GP referred medical appointments, but this was not easily determinable when taking a call for example for chiropody, which could be diabetes related and suggested by the GP. It was confirmed that the Memory club was not something we should cover. It was agreed that we should use our judgement, but if uncertain, liaise with Linda.

Sally asked for DOs not to raise client cards as this could lead to misfiling of cards when putting them back into the boxes.

The meeting closed at 1.50pm

## Appendix A – Updated Stats

## C C Jobs

	Jan	Feb	Mar	Q1	Apr	May	June	Q2	July	Aug	Sept	Q3
<b>Local</b>												
Clevedon etc.	85	87	78	250	83	73	89	245	91	67	74	232
<b>Intermediate</b>												
Backwell	0	2	1	3	0	1	0	1	1	0	0	1
Congresbury	3	4	4	11	3	0	0	3	0	0	0	0
Langford	2	4	2	8	23	5	9	37	6	6	11	23
Nailsea	6	7	11	24	9	10	12	31	3	8	1	12
Portishead	2	2	10	14	5	5	5	15	5	2	5	12
Yatton	1	2	1	4	2	4	3	9	1	1	2	4
<b>Distance</b>												
BRI	10	14	12	36	14	12	18	44	13	7	14	34
Aztec West	4	6	4	14	4	2	5	11	5	4	3	12
BRI Dental	0	2	1	3	4	1	7	12	2	2	2	6
BRI Dermatology	6	7	3	16	7	8	3	18	8	6	2	16
BRI Eye	13	10	8	31	22	15	10	47	10	10	14	34
BRI Heart	5	7	4	16	9	8	1	18	8	5	11	24
BRI Oncology	14	24	11	49	5	5	9	19	2	3	9	14
Cossham	6	4	5	15	2	1	2	5	2	1	3	6
Cribbs Morrisons	4	1	4	9	1	5	2	8	3	4	2	9
Emersons Green	3	3	0	6	2	0	1	3	1	1	0	2
Galleries Eye	5	6	5	16	4	2	4	10	2	4	4	10
Litfield House	1	1	1	3	0	2	1	3	4	3	3	10
Nuffield	4	4	7	15	2	2	2	6	2	2	4	8
South Bristol CH	8	3	4	15	1	5	3	9	5	1	2	8
Southmead	39	43	49	131	47	51	54	152	48	53	42	143
St Michaels	6	9	7	22	10	6	6	22	10	11	11	32
The Spire	4	2	2	8	6	2	5	13	6	3	7	16
Weston General	40	36	29	105	30	21	34	85	22	29	18	69
Misc	10	9	11	30	12	12	16	40	16	15	16	47
Cancelled					36	30	28	94	21	20	34	75
Failure to get drivers					3	2	4	9	3	2	8	13
Driver & DO error					1	1	0	2	0	0	0	0
<b>Monthly total</b>	<b>281</b>	<b>299</b>	<b>274</b>	<b>854</b>	<b>347</b>	<b>291</b>	<b>333</b>	<b>971</b>	<b>300</b>	<b>270</b>	<b>302</b>	<b>872</b>