

Minutes

JHH – Patient Support Services

SCC

10am to 11am
18th July 2023

RNC Resource Rm 2425

Attendance and
Declarations

Welcome to Country:

Kate Ireland (Chair)

In attendance:

Kate Ireland (HS Operations Manager) Matt Ramsey dialled in (HSU Organiser), Lynne Garrard (HSU), Jody Chatman (HS PSS Site Manager), Kirra Noonan (HS HR)

Apologies/ Not in attendance :

Margaret Davies (HSU)

Previous meeting:

Matt Ramsey

Confirmation of Minutes

Actions arising from the
previous meeting

DECT phones are unavailable from the supplier until approx. October 2023 . Moving forward ; implement Stage 1 as we are unable to move completely to the proposed Model.

Business items

Item 1:
Potential Impacts &
Concerns

- Shift start time change
 - LG – Could the start time be changed to 10.30am?
 - JC - This is only a 30 minute difference. We need to ensure we're capturing allowances for payment by the LHD.
 - KI – 11am time change currently sitting with the LHD and HS Exec's.
 - Stage 1 - Lynne and Jody to work together to discuss suitable start times, phones, allocation of tasks and ratio scenarios.
- Naming of the team
 - Survey to be sent to staff this week to vote on suggestions for the naming convention – Matt in agreeance for HS to send this out.

Item 2:
Suggested Changes to the
Service Model

- Kirra to amend letter regarding changes to the current Model with a sidenote that the reason this is required is due to not having the DECT phones.
 - Matt in agreeance with the amendment to occur.

 General Discussion

Q – KI Do we have a W/C staff member that could pull jobs from WASP then distribute the work by call staff?

A – JC There wouldn't be much gain with this as it could only happen during their shift time.

Q – JC Does the team have capacity now with E block being included?

A – LG Time will be cut from having to walk to each end of the hospital. It will still be the same number of people completing the work, therefore this will depend on how well their time is managed.

Q – KI Could we look at the possibility of PT staff doing tasks so that it frees up the 8hr shift staff?

A – JC We could look at the time it takes for tasks to be completed and what could be achieved during the PT shift . There are constraints on accessing certain areas of the hospital to meet the required timeframe to complete jobs.

Q – LG How will staff be managed if they aren't in the location they are meant to be?

A – KI – If staff take longer breaks or are 'disappearing', we will notice there is an issue as the work will be left incomplete. Communication will be required from the LHD to monitor this.

Q – KN Do the staff currently sign in and out of areas and if not, could this be implemented?

A – JC Signing in and out could be used as a reference for the ward to determine if tasks have been completed or not.

- **KN** – This would also be beneficial as a safety process for staff
- **MR** – As long as this log is used as a safety process and to record job completions and not for checking on how long it takes staff to complete the work, then it would be agreed to be put into action.

 Next meeting

 1st August 2023

Issue and Action	Responsible Officer	Meeting Date	Due Date	Outcome / Action Completed
For Stage 1, Lynne and Jody to work together to discuss suitable start times, phones, allocation of tasks and ratio scenarios.	Jody Chatman & Lynne Garrard	18/07/2023		In Progress

Issue and Action	Responsible Officer	Meeting Date	Due Date	Outcome / Action Completed
Kirra to amend current Model with a sidenote with the reason this is required being due to not having the DECT phones.	Kirra Noonan	18/07/2023		In Progress
Look into the possibility of getting WASP put on mobiles	Kate Ireland	18/07/2023		In Progress
Infectious cleaning training to be arranged for afternoon shift	Kate Ireland to arrange with Vicki McQueen	19/06/2023		In Progress
Comms to LHD – meeting to be organised to discuss	Kate Ireland	19/06/2023		In Progress