NHS
Wigan Borough
Clinical Commissioning Group

Introduction to Minute Taking

Rachel Richardson, Patient & Public Engagement Officer
Stephen Green, Business Transformation Officer

Shape your NHS
Wigan Borough CCG

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Housekeeping

1. Introductions
2. Timing of session
3. Breaks
4. Toilets
5. Fire alarm
6. Training Evaluation - important

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DISCUSSION:

What meeting do/will you take notes/minutes for?

Is there anything specific you want to learn today?

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Agenda

1. What to think about BEFORE the meeting?
2. What to think about DURING the meeting?
3. What to think about AFTER the meeting?
4. Action Logs
5. Question & Answer

Notes, Minutes and Transcribing

MINUTES	NOTES	TRANSCRIBING
Formal record: - What was decided - What was accomplished - What was agreed - actions	Less formal: - May be a summary of some key points and the actions	Exact record of discussions: - Record the meeting - Listen and type what you hear

SECTION 1:
Before the meeting

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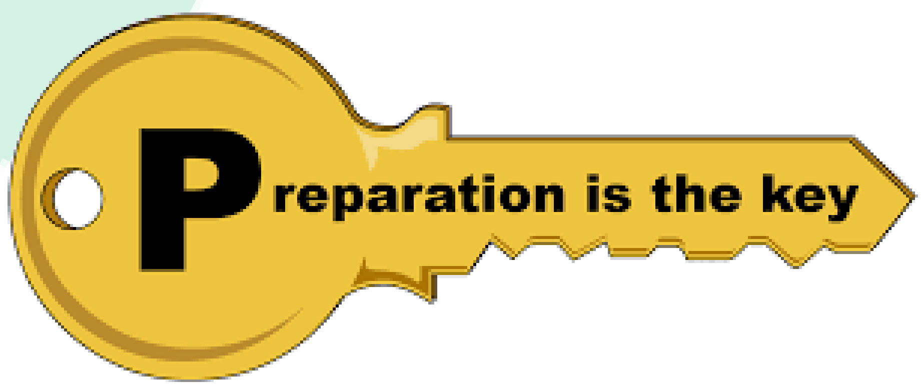
What resources do you need?

- Pen / Pencil
- Note Pad
- iPad
- Laptop
- Dictaphone (this would need consent from everyone at the meeting)

Understand the meeting

- Speak to the Chair and look at the agenda (if you can)
- Look at the minutes from the last meeting
- Have a think about who is due to attend and what topics might be covered



SECTION 2:
During the meeting

DISCUSSION:

When it comes to taking minutes/notes, what are some of the common mistakes people make and why?

Some tips…

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1. Think about where you sit, if you can (can you see and hear everyone?)
2. Follow the agenda
3. Don't be afraid to stop and ask questions if you need to – 'before we move on, can I just check I have noted the action from the last topic'
4. Separate the role of the Chair and minute taker – the minute/note taker needs to be able to concentrate and get all the important points down
5. If a paper or presentation was circulated at the meeting there is no need to write it all out

THE KEY INGREDIENTS

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Information → Decisions → Actions

Language

- Understandable
- Simple
- Clear
- Active – ‘it was decided’
- Objective
- Try and avoid ‘he said, she said’
- Initials rather than full names?

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Practical Session

Break out into groups of two
In turn take 10 minutes to discuss a topic of your choice (this could be a hobby or interest etc)
One person talks the other takes notes and then swap roles

We will then discuss the session

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Section 3:
After the meeting

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Timing

- It is important to get notes and minutes out in a timely manner
- The expected timescales is sometimes included in the Terms of Reference if you have one
- Make sure you have time to do the minutes whilst they are fresh in your mind

Templates

- We have some examples for youCorporate versus more informal
- Doesn’t need to be complicated
- Clear and consistent between meetings

DISCUSSION:
Does your group have a template?
Which do you prefer?

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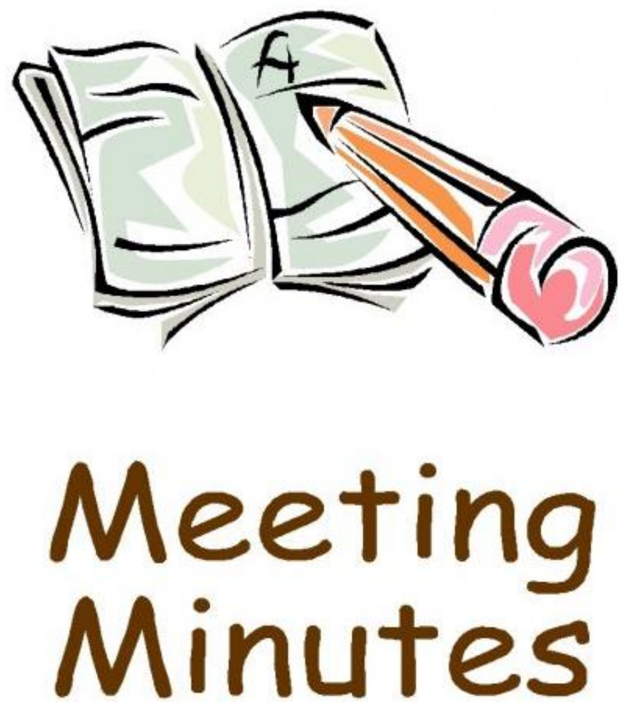
Usually include…

1. Name of the meeting
2. Date, time and location
3. Attendees
4. Apologies
5. Each agenda item
    a) Information
    b) Decisions
    c) Actions

6. Any other business
7. Date and time of the next meeting



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Approval

- Proof read your minutes/notes once finished
- Minutes/Notes are usually viewed by the Chair before they are issued
- It is good practice at every meeting to review the notes/minutes from the last meeting – this gives everyone an opportunity to flag something
- If you are doing PPG minutes, the practice might also want to see them

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SECTION 4:
Action Logs

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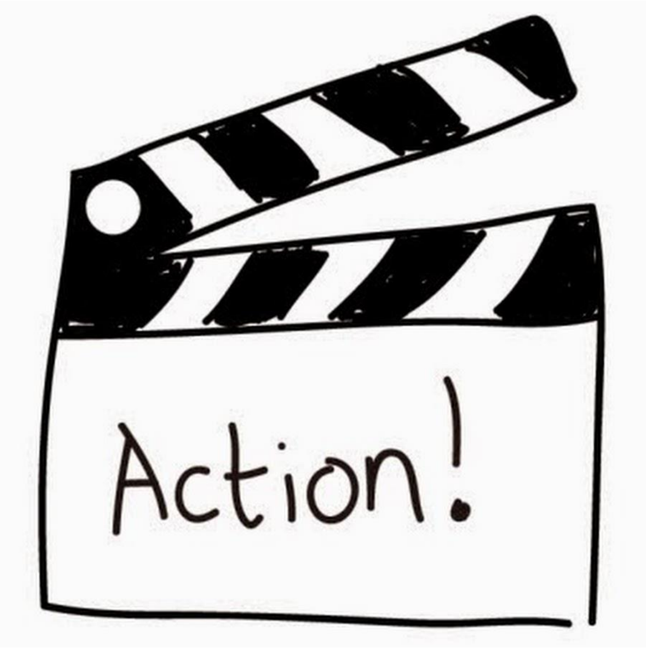
- What is an action log?
- It is a log of any actions agreed during a meeting
- The purpose of this is to monitor any actions agreed are carried out
- You can assign a colour to the actions (if you want) to give a sense of urgency
  - Red – urgent / overdue
  - Yellow – moderate / coming up
  - Green – not urgent / still some time to complete



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Practical Session

As a group we will go through a set of meeting minutes and discuss the actions within

You will then have the opportunity to complete an action log

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Thank you

Please complete an evaluation form.

If you have any questions;

shapeyournhs@wiganboroughccg.nhs.uk

Or

01942 482711