



MEETING MINUTES

MEETING TITLE:	Presenter Meeting	MEETING DATE:	1 st AUG 2024
LOCATION:	Bircham House PL6 5WR	MEETING TIME:	19:30 – 21:30
NOTES TAKEN BY:	Zara Teare (Administrator)		
ATTENDEES: (22)	Keith Jolley, Tony Gilliam, Andrew Hill, Charlotte Willis, Zara Teare, Marianne Winter, Dawn Cawley, Cindy Willcocks, Phil Dunham, Chris Warne, Steve Glanville, Jo Lloyd, Pete Holliday, Will Blaik, Dan Rowe, Brad Davis, Michael Worden, Christine Griffin, Alan Griffin, Sally Box, Trevor Middleton, Jill Bright		

Agenda No	Agenda Item	Notes/Comments	Action/Deadline
1	Chairmans welcome	<p>Welcomed by Keith Jolley. He explained the reason for the meeting is to comply with Ofcom Rules and the chance to discuss any outstanding issues between presenters and programming.</p> <p>Keith gave a brief explanation to why our conversion to CIO has been delayed as we are waiting for a MOU from the UHP NHS Trust. Andrew Hill (Question): Asked if we could include a line to say something along the lines of, Members must comply to the MOU set out by the UHP NHS Trust. Then submit the CIO. Keith (Reply): Agreed and will suggest at exco on 8th August.</p> <p>Keith also informed the team that Robert is currently unwell.</p> <p>Keith purchased a recorder for presenters to use, however, this needs to be signed in and out when using. In the book in the office.</p> <p>Keith mentioned that the First 7 months of being on DAB has been brilliant, lots of interest, engagement and interaction. He thanked everyone for their input.</p>	Zara to send another email to Claire Jukes, requesting the MOU
2	Apologies	Geoff Finn Robert Goodall Sue Crowhurst John HC	None Needed.
3	Programme Matters Arising	<p>Tony is aware that many presenters need to either record or update their programme trails/ show promos. They need to be a short 20-40 seconds and include their name with the time and date of their programme.</p> <p>Tony will go through members individually and arrange to record.</p> <p>Hand up by Dawn, Alan, Christine, Michael, Dan who all need to do a new one.</p>	Tony to contact and arrange with those needing a programme trail/show promos to ensure all is up to date.

4	Questions or Concerns	<p>Christine (Request): would like refresher training on prerecording shows</p> <p>Steve (Request): Equipment altered sometimes, can people reset back to working state ready for the next presenter to use.</p> <p>Cindy (Request): Would like a document to check list or photo of the studio to clarify what the 'working state' looks like, it terms of</p> <ul style="list-style-type: none"> - What should be displayed on screens - Where to position headphones - Additional things like leaving paper or pens in the studio <p>As she wouldn't want to be the person who leaves it wrong for the next person.</p> <p>Tony stated that the main things to remember are: Keep Tidy, Zetta on right, internet pages up/traffic and travel. HINT The House icon key- takes you back to where you are now, if you need to find where you are.</p> <p>Pete (Issue): Has been getting issues on a Sunday regarding the switch to the Sunday service to the chapel on level 7, He's tried doing all that Richard Hargrave has said, however the problem still occurs.</p> <p>Steve (Request): This is not an issue, but more of an annoying situation where the clock is, messages pop up and blocks the time, it's annoying and wondered if there's a solution to stop it happening. – Action for Richard Hargrave</p> <p>Pete (Concern): Is concerned that our main problem is the patients accessing Hospital radio to listen and that if they don't have their own device, then they can't tune in.</p> <p>Keith (Reply): He explained that the Trust don't have any plans to reinstate the Wi-Fi spark, a new company has taken over, however, the cost of getting this back into the trust is too high.</p> <p>Phil (Question): Asked if we thought about DAB radios for the ward.</p> <p>Keith (Reply): We have done this previously, but they get lost, damaged or taken home by patients on mistake and not returned. There isn't staff to manage the radios once they go on to the wards.</p> <p>We also have the issue that if they have DAB radios, it doesn't mean they have to listen to us and can tune in to any station. Keith also explained that wards are exempt from a licence, however waiting areas and other office space around the hospital must apply for their own department licence to have a radio. Zara has a list of areas and will forward for your information.</p> <p>Pete (Suggestion): Asked if this is something that Plymouth Hospital Charities Trust can support.</p> <p>Keith (Reply) Unsure as they have already granted us money towards the DAB licence fee.</p> <p>Charlotte (Comment): She has noticed old logos, phone numbers etc around the hospital – Surgical & Wolf, these need</p>	<p>Christine to contact Tony to have recap training on pre-recording programmes when she is ready.</p> <p>Tony to make document or print picture on how the studio should be left after each programme ready for the next person.</p> <p>Richard Hargrave to contact Pete to find out further information to try and rectify the situation.</p> <p>Richard Hargrave to speak to Steve Glanville about the messages that appear and position of the clock/ or change the placement etc to stop it happening.</p> <p>Zara to forward to members the list of areas that hold a radio licence.</p>
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	<p>to be updated as confusing to patients. The old frequency 87.3fm is no longer, so if people attempt to listen, they will assume Hospital radio isn't a thing anymore as wrong information.</p> <p>Tony (Question): Asked which members were confident in using the studio telephone, how to answer etc. Majority of presenters do not know; however, this is also an area that Tony is not confident in, therefore will action himself to have more training to teach others and make sure all is confident in this area.</p> <p>Tony also mentioned to the presenters that the 'Training Guide' mentioned during the AGM is pending edit suggestions by Tony, also the Index needed to be updated to match accordingly. Zara to message for an update to Rich Hargrave.</p> <p>Phil: (Comment) Asked if there was a guide or checklist for new members, or more communication on the joining/training process, as he's a little confused on process and getting little feedback or direction.</p> <p>Zara (Reply): She informed Phil that this area has been picked up recently and herself along with Marianne and others are creating a new member checklist, welcome pack to ensure a smooth transition between all areas.</p> <p>Tony (Comment): Tony checked that Phil was currently training with John in the studio, and explained that John will refer him on to Tony when he feels that Phil is ready for his own programme.</p> <p>Tony (Request): Asked if all members could let him know if they are not attending their programme for whatever reason and holiday dates in advanced . Also, a reminder to use passes regularly, as they log off after 4 weeks of not using and will need to be reset through John Gerrans.</p> <p>Zara (Question): Zara asked about the process of new sponsorships and reaching the air. Once Keith has organised the voiceover with Rachael Atkins, the presenters don't seem to know what to do, or how to access their sponsor on the system.</p> <p>Tony (Reply) He will ensure all presenters are aware of how to input their sponsor. Some will be set up in times where there is no live presenter.</p> <p>Trevor (Reminder): To remind those doing traffic reports, that they should be 90 Seconds or less.</p> <p>Jo Lloyd (Comment) Jo mentioned that her sponsor promo for Mermaid cleaning seems to disappear at the end, so can't hear her company name in full.</p> <p>Tony mentioned the importance of building a relationship with our sponsors and encourage presenters to invite them into their programme, a 'Meet the Sponsor' – a chance to show them what we do, and engage with them.</p>	<p>Zara to put on exco agenda to find a plan of action to find all old stickers around the hospital.</p> <p>Tony to have training on the studio telephone to teach other presenters.</p> <p>Zara to message Rich Hargrave for update on Presenter guide.</p> <p>Presenters to contact Tony regarding sickness/holiday dates or any other reasons on why are not attending your programme TONY: 07463616057</p> <p>Presenters to contact John Gerrans if you need to reset your ID pass JOHN: 07575639801</p> <p>Presenters to remember traffic reports to be under 90 seconds</p> <p>Trevor Middleton: To check time gap and cross over for Mermaid cleaning Jingle as the end is dropped. If not,</p>
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5	Compliance Training	<p>Keith -</p> <p>All seems to be working well. Only mishaps are a couple of songs that had swear words in them.</p> <p>If this occurs, please tell Keith or Tony and they can rectify the problem. We haven't had complaints but if we do it will be more likely to come from someone within the broadcasting industry.</p> <p>No questions from members</p>	<p>Presenters to report any errors, mistakes regarding compliance with Keith or Tony</p>
6	AOB	<p>Trevor (Reminder): Asked if all emails, txt and X can be checked during every programme.</p> <p>Cindy (Comment): Checked if the music request isn't on the system, if it can be uploaded for the next time.</p> <p>Tony (Reply): Tony agreed</p> <p>Steve (Comment): Mentioned when ward visiting to ask for a backup song just in case.</p>	<p>Presenters to remember to check emails, texts, and X for patient requests.</p> <p>If opened and read during your programme, you must play the request.</p>
7	Next Meeting	<p>TBC</p> <p>Approx 3 months' time (October/November)</p> <p>Keith also mentioned that he's looking to hold the next AGM in January 2025 then forward to November, to bring back to original date.</p>	<p>None Needed.</p>