



04/01/2018

W. Edwards Deming. What a total dude. He's the sort of guy you'd want to hire. That type of man who manages, in a single lifetime, to be an engineer, a statistician, professor, author, lecturer, and management consultant. He is pretty much the father of Quality Improvement. There is loads that could be written about what an incredible, inspirational figure he was, but I am told these emails are too long, so let me keep it kinda short (yeah, right), and just say – this is the man largely credited for helping the Japanese industry recover after World War II, leading it to become the second largest economy in the world by 1960. This is known as the “Japanese post war economic miracle”.

During the course of his work, Deming collected the 14 points for success in *any* industry. This is the sort of cross-fertilization that we love, so here's hoping you might find these thought provoking if not inspirational:

- 1. Create constancy of purpose for improving products and services.** That's the purpose on our data wall!
- 2. the new philosophy.** This being the philosophy that has awakened to challenge, be that challenge post war conditions, or the UK government. The new philosophy, in this case, we hope, is our collective EQUIP approach.
- 3. Cease dependence on inspection to achieve quality.** CQC has possibly not heard of Deming's 14 points....
- 4. End the practice of awarding business on price alone; instead, minimize total cost.** Which is pretty much the way we are paid, and the way we too ought to manage everything we invest in to deliver, from how we think of practice at scale to how we deliver phlebotomy.
- 5. Improve constantly and forever every process for planning, production and service** – to improve quality and productivity, and decrease costs. That's IHI! That's us!! That's EQUIP! That's you!
- 6. Institute training on the job.**
- 7. Adopt and institute leadership.** Where the whole point of leadership is to help people do a better job.
- 8. Drive out fear.** This is my personal favourite.
- 9. Break down barriers between staff areas.** Clinical and non-clinical are one. Partners and staff are one.
- 10. Eliminate slogans, exhortations and targets for the workforce.**
- 11. Eliminate numerical quotas for the workforce and numerical goals for management.** (I am soooo bad at this one...)

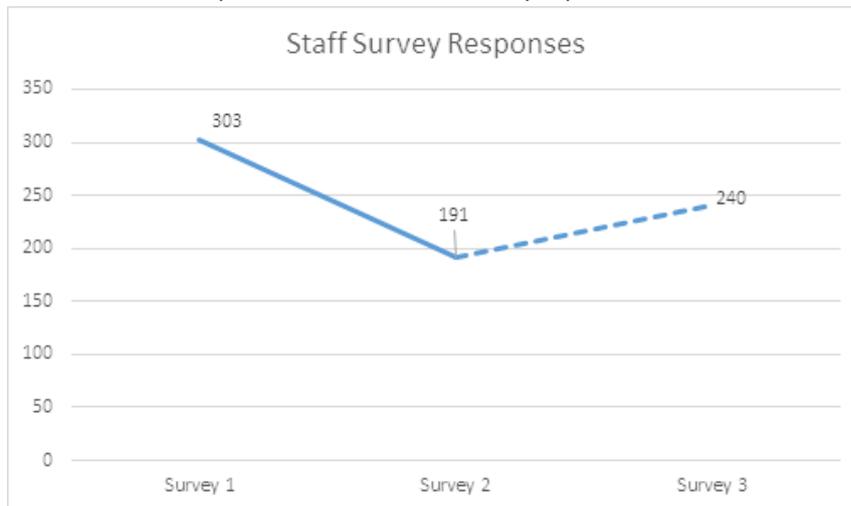
12. Remove barriers that rob people of pride of workmanship, and eliminate merit systems. Pride of workmanship. Just the words give me goosebumps.

13. Institute a vigorous program of education and self-improvement for everyone.

14. Put everybody in the company to work accomplishing the transformation.

Here's hoping you recognize some or all of this as the stuff that's been happening in practices.. Hope you enjoy the read, and that you might think and talk about these with colleagues, and then come back to how you think about them again. These are all concepts that work together, and that we hope sound aligned to the Quality Improvement work you've all been undertaking.

On another topic, in the spirit of QI we have decided as a team, to run a little PDSA of our own as we have seen the responses for the staff survey dip from 303 for the first survey to 191 for the second.



For the third we are aiming to get at least 240. Our change idea for this PDSA was to **slim the staff survey** down so it would take even less of your time. Please fill it out as soon as you can, it will literally only take a minute of your time! Think of it this way...if you fill this out now you won't have to put it on your perpetual to do list so **GO GO GO**. Here's the link!

<https://www.surveymonkey.co.uk/r/8YPDY5J>



As our last piece of news, our mind-blowingly amazing Clemence Cohen was highly commended at the CCG staff awards under the category of "Ambition", one of the CCG's values. There is no-one more deserving of this, and we would like to just pause and remark on how thankful we are to have met Clemence, and benefit from her intellect, discipline, warmth, and total dedication to public services. She's the one of the right – not that we're not thankful for Jenny, as well. ;) And since not much can be added to the cheery image below – that's a wrap, and have a lovely weekend everyone!