



WELCOME!!!

We know that newsletters are not always the most fun thing to receive. But we also know that it's important to keep you in the loop around what happens in relation to GP Quality Improvement, the programme made to support and boost general practice *now*, without waiting for the landscape around us to change. So we're going to keep it short, snappy, relevant, and, we hope, fun. Feedback is much appreciated – anything to avoid you hitting the delete button without having first **enjoyed the read!**

Help us name Workstream 1, and we'll help you shop!

Find a new name for your programme

Many of you have told us that "workstream 1" or "Resilience programme" do not really describe what we're all about. We are looking for a new name for the programme this is your chance to win a **£50 voucher!!!!**

Send your suggestions to thccg.get.your.mojo.back@nhs.net **Before the 28th of April**

We will then launch a survey with the most popular names, and the winner will receive a snazzy voucher!

The Programme in a nutshell

What? Empowering you and the team at your practice to unpick everyday problems and make positive change using proven quality (QI) methodology.

How? Working with your QI coach, you will use live data to understand your workload and identify opportunities for improvement. You will gain the skills to deliver change at practice level through the QI training on offer.

When? We'll be visiting practices over the coming weeks to meet with your practice team. The dates for your FREE QI training are live - get signed up to skill up!



SIGN UP NOW

There are two ways to up-skill on QI and get a certificate:

- Pocket QI / Quality Improvement basics (2 half days)
- ISIA / Improvement Science In Action (5 days)

90% of sessions already booked — hurry to book those places earmarked for your practice, before we assign them to waiting lists!

For more information contact the programme team :) 07950 841109



Meet the coaches

In order to provide support, one coaches will come once a week to your practice. Meet 2 of them!



Obi James

Leadership & Team Development Coach
Life Motto: "If you think you're too small to make a difference, try sleeping in a closed room with a mosquito" - African proverb

Charles Kennedy Scott

Quality improvement coach & healthcare management

Favourite quote: "Be clever, make it simple"



EPIQ Success Story: Harford Medical Centre

Harford Health, one of our pilot practices, has worked on many initiatives since starting its quality improvement journey. One particular initiative aimed to **reduce the number of GP telephone appointments for normal test results**. After a brainstorming session with their coach they came up with a new process to tackle this problem.

After performing each test, nurses and phlebotomists now tell the patients that the **doctor will contact them via letter only if the test results are abnormal**. An **appointment card** is also provided with information regarding **accessing results online**.

After running the new process test, the number of telephone calls regarding normal test results went down to less than 1% of total calls. They adopted the new process and are now tackling other challenges!

"We are definitely on the beginning of a journey and it is exciting"



Susie Hannah
PM @ Harford

"There is no limit on the benefits of the programme. It could be financial, it could be patient satisfaction, staff satisfaction, streamlining processes ..."