



08/08/2017

Hi everyone,

We have been asking (and asking, and asking) about how you would like the EQUIP team to communicate with you. You said, amongst other things, scrap the newsletter (whaaaaat??), and write personal, catchy emails instead. You said you prefer frequent but focused comms to lots of articles all at once, and that you want no attachments. Also, you want these from a person rather than from a corporate email address. Right. Your wish is (often) our command, so get ready for lots of emails from me over the coming years... And hey, don't hide your excitement. ;-)

So. First email. This comes from a marketplace exercise that about 60 of you recently attended as part of one of our QI courses (the ISIA course at Queen Mary, on a day when it was about 40"), where you looked at a number of topics (time, motivating people, collective learning systems, communication and connections), and brainstormed ideas and solutions for these. Today I'm sharing your thoughts around time: "how do you manage time". (And if any of you have guessed that the other areas will be shared in further emails - you are right!!)

Here were some of the things that you suggested or tried:

- Hold your meetings off site – this means no disturbances, and more focused meetings. The practice that tried this literally just stepped out into the park next door. (We have no nearby park, but a do have an uninspiring little car park that we could try. Or, um, not. But you get the idea.)
- Just do it – the sheer act of procrastinating and thinking about time is taking up your time.
- Live it, breathe it – making QI a key part of what you do, making it the way you do everything, is the best way to stop feeling like you're looking for "extra time" is to get it done. QI is a way, not a task. George Farrelly's favourite motto: everyone has two jobs. To do their job, and to do it better. QI is just about doing our jobs in a better, more joyful and more efficient way. I pretty much organize my grocery shopping with QI principles now.
- Rotate staff involvement – this will help practice teams feel like the task is being shared more equally. If you're on leave and can't attend a meeting, what a great opportunity to send a salaried GP, nurse or administrator instead.
- Forward plan – always always always forward plan. When meetings are not part of the regular practice calendar, and of your own personal one, it's no wonder double bookings take place. So block the time in advance, and as a recurrence!
- Know your key players – and start with those. They will totally give the first and strongest "oomph", and the rest will follow. But build on strengths, not wishes.
- Provide protected time – as in, it helps if people know that this is one hour that they can use to attend a meeting or do some work, and that this is shared knowledge, that everyone sees the value in this. As time goes by and QI becomes a way of being, "protecting" time will become less and less of a necessity.
- Go through your practice calendar – you'll likely find about 40 hours of meetings per month. Merciful heavens. Rethink this!! And why is every meeting an hour?? Trim and re-think – there is no logic to everything lasting a multiple of 30 minutes.

- Use effective meeting skills – talk to your coaches or to the pilot practices about this. Assign roles in meetings (including a timekeeper), stop taking minutes, and trim the agenda to give it power and meaning. Watch those meetings change before your very eyes.
- Have an effective chair! – this goes back to strong meeting skills – but if you loooooove a nice conversation that give lots of time to feelings and tangential topics, maybe don't chair or timekeep. Maybe track the action points instead.

Best comment of the marketplace event: if you are motivated and enthusiastic, you will find time to do it.

And on this awesome note, signing out of this first comms exercise. Hope it went down better than the usual newsletters. :)