



04/01/2018

Welcome back, folks of Tower Hamlets!! Hope your breaks were a combo of happy/peaceful/relaxing. Cheesy as this might be, we are cheerfully riding the holiday season theme, and today's missive is about resolutions. Dos and don'ts that can and will help us enjoy a more resilient, engaged, in-control year together. We've done a bit of a collage in terms of the EQUIP team's best tips... Hope these help.

Resolutions for a better year at work

I will keep the patients at the core of my work: I will not be the airline gate attendant that will not open the jetway door to allow delayed passengers on a flight, even though the plane is still at the jetway, just because opening the door will count as a late departure. To this effect, I will involve patients in practice QI work right the way through. When we say it's "our" NHS, this means it's the patients'!

I will not stick my head in the sand. **Babylon is real**, patient behaviours are changing, and I know I need to change too. It's the only way I can protect my values, and the NHS. I will not be afraid of the challenge.

I will have conversations in the room, not in the corridors, or after the meetings. I am building and living a culture of trust and transparency.

I will steal shamelessly good ideas from others (in that respect, your Life QI login is the golden key !!! if you don't have one, [here it is: https://uk.lifegisystem.com/login/sign-up/](https://uk.lifegisystem.com/login/sign-up/) (don't forget to select *Tower Hamlets Primary Care* as your first organisation).

And not only will I steal from others... I will look outside healthcare for inspiration on how to tackle challenges faced in primary care. Car manufacturing, aviation, architecture and construction are great teachers!

I will understand and tap into the intrinsic motivation of the people I work with.

I will use PDSA (Plan, Do, Study, Act) cycles to test out changes (and **I will record this on Life QI, no excuses**).

I will use data to understand variation in my system (to that end, **I will log in to Edenbridge** and explore my practice (and my own clinical data)).

I will not try to measure the unmeasurable - choose those measures carefully! Some is not a number, and soon is not a time.

I will not blame people for problems, I will fix the system that generates the problems instead. This is the 85/15 rule, which says that at least 85% of problems can only be corrected by changing systems, and fewer than 15% are under individual staff control. A surgical nurse cannot do a good job with gloves that do not fit!

I will not spend time working around systems that don't work in my practice. I will use QI to fix the problem and the system.

I will think about 'the pebbles in my shoes' at work and fix them using QI.

I will continue to find the joy in work.

Lastly and most importantly: I will remember where the change starts. And that is **ME**.

Lastly, here's an offer, for any GP open to some coaching, perhaps in hopes of feeling better enabled to carry out these resolutions... These are clearly our future leaders:

Registration for Fully Funded GP Personal Coaching Sessions

Action for GPs: please register as places are limited to a first-come-first-serve basis. Expressions of interest can be made until 31 January 2018.

Following the earlier success of the national coaching programme, **NHS England** are offering a fully funded one-to-one tailored coaching for GPs. You will gain **three 90-minute confidential sessions** by **highly experienced and qualified coaches** to help you think through where you are and where you want to be in today's challenging and changing environment. This forward-looking, action-orientated, positive and personal approach will help you identify goals for the next steps that can give you satisfaction and fulfilment, and support you to make them happen. [Register your interest here.](#)

Contact for further information:

E-mail: england.gpdevelopment@nhs.net

Boom. We've written your resolutions, and ended with a gift. ;-) 2018 kicks off with a bang.