



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

LATEST NEWS 05/03/2018

We have a few things keeping us busy at the mo, and one of them is recruiting patients from your practices to work with your very own microteams. Patient engagement, or rather lack of this, is an issue that feels like a more and more pressing priority to tackle. Especially when other market providers are gladly listening to patients, and designing responsive systems which some of our patients are choosing before our own! So, getting patients involved in designing some of our change is top of our list – and a blind spot EQUIP has carried from day one, and can no longer ignore. We are linking in to patients in the following ways:

- By creating an invitation for patients to contact us (<http://equiptowerhamlets.nhs.uk/patients/>), and promising that we will make the links back to practices to get the best from the willingness of our most interested citizens. And we've already had responses! This is how it works:
 - When a patient contacts us and says they'd like to participate in one or more of your microsystems, we drop you and your coach an email
 - Your practice contacts the citizen to discuss which projects are running, and to agree where/how involvement will take place
 - We check with the coach that this is has all gone tickety-boo – and that's it!

But – if you have better ideas around how EQUIP can help you weave your patients into your projects – please share! This is our best stab, and we're pretty sharp tools, but not the sharpest. 707 minds (that's how many people get this email) might come up with better.

- We are making shiny leaflets that you can share with your registered citizens, in waiting rooms, and snazzy little signs that you can display at reception telling patients how hard you're working on quality and transformation, also asking them to get involved.
- We CC Healthwatch more than they would like, so that they can come forth with ideas, volunteers, reports, whatever – we want to hear it.
- And in less than six days, we will be filling a room with patients/citizens to show them, amongst other things, your reports and your progress. **Your Voice Counts will be taking place next Monday, 12th March, between 10:00-12:30 at the Southern Grove Community Centre.** We are hoping to open good conversations around how we can work together to develop our

services whilst honouring our values – and a room full of feedback like this is an unmissable opportunity. Other industries would pay big money to persuade their users to fill a room and share feedback. For this reason, we encourage as many of you as possible to attend – two people per practice sounds like possibly an achievable ambition, ideally individuals involved in your patient participation groups, or especially passionate about citizen engagement and co-design. Please sign up. Today. Be there to hear it, to own it, to get some help in trying to make it better:

<https://www.eventbrite.co.uk/e/your-voice-counts-gp-special-edition-tickets-43430619151>

Patient feedback is vital. *Precious*. The sort of feedback we have access to is what other providers would do anything for, and we are really not juicing this resource to the max. Creating systems that align to our users' needs and also, yes, I'm going to say this, *wants* (gulp!!) is one of the most important things we can do to stay relevant, responsive, useful, and financially viable. *Safe*, even. Because listening to our "consumer demands" means keeping all our consumers registered with us, which in turn protects the most vulnerable, who become unaffordable without the buffer of our healthier population.

Lastly, we so need to move away from the word "patient" when thinking about co-design. It immediately sets the balance within relationships, with one passive recipient ("patient" comes from "patio", which means "to suffer"), and we, the owners of the system, the ones who relieve the suffering. In an equal, adult-to-adult relationship, we, patient and providers, are *all* citizens and hold joint stewardship of this beautiful system which is publicly funded general practice. So let's get on with it, already.