



ENABLING QUALITY IMPROVEMENT IN PRACTICE

**Tower Hamlets**

## LATEST NEWS 26/03/2018

Hello all. I'm on EQUIP comms this week and not a moment too soon. Three things on the agenda, including probably the most exciting news you will hear all year... Post-it actually make an app! I know – unbelievable stuff!! Now there's an easy way to take the faff out of gathering the great ideas you have in QI sessions and avoid the drama of weary Post-it notes falling off the wall never to be seen again. So for all those process maps that need capturing for posterity, now you take can take a photo using the app, et voila, it converts them to digital files that you can organise and share.

Now, if you can handle any more excitement, read on.

Want to understand more about what makes you tick and what happens when things aren't going well? How about communication with colleagues when sometimes it's hard to get where each other is coming from? Well, over the next few months we're offering EQUIP practice teams a session using a tool called the Strengths Deployment Inventory or SDI (not STI, people. Stop snickering at the back).

What is it?

- SDI is a tool that helps us understand why we do things rather than focusing on what we do. It helps us understand ourselves better both when all is going well and when we are faced with conflict. It helps teams explore their strengths, how they communicate and what each other needs to be at their very best. More details here.

How does it work?

- Team members are invited to complete an online questionnaire that takes 10-15 minutes
- Then we organise a 2 hour or 2.5 hour session for the whole practice team
  - o In this session you will learn about the background to SDI
  - o Team members get the results of their individual questionnaire, with a detailed report to support the results
  - o Then we work as a whole team to understand what this means for us individually, and how we can use it to work more effectively together
- The sessions are practical, engaging and a lot of fun. They will be facilitated by coaches accredited in the SDI tool.

What we need from you?

- Is an expression of interest – please let Clemence or me know in the next 2 weeks if

you're interested and we can start planning dates

- If you have any questions about SDI please give me a shout. But, in summary – it's ace.

And, last but not least we have the New Staff Satisfaction Survey.

There has been a slight change to how the staff survey will be run.

- On the last Monday of every month, Alex will send out the staff survey to over 100 randomly selected emails
- Don't fret if you don't receive an email...you will get one at some point!
- Please respond to this email as this will stop you from receiving reminders from Survey Monkey and remove you from our survey mailing list for 3 months
- Those who don't respond will be reminded to do so and will be kept on the mailing list for when we run the survey the following month and so on
- So, in summary – if you answer the survey (which should take less than a minute), you won't be bothered again for at least 3 months. But if you don't, that Survey Monkey is gonna be on your case...

Why are we doing this you ask? It's so we can get a better idea on an ongoing basis of the impact of EQUIP on the individuals and teams that make General Practice work. We were only getting quarterly data before and it's not enough to track progress in a meaningful way.

We really appreciate the time taken to complete the survey as it's one of the most important ways to evaluate how the programme is doing.

So on that note, thank you!

Tom