



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

LATEST NEWS 21/05/2018

Our new coaches have now started their training! 20 brand new, local, brilliant, known and loved faces that will be taking Tower Hamlets general practice into its next phase of growth and development, alongside our existing A Team of Original Coaches (OCs. Sounds very California.)



One of the requirements for our new coaches to graduate is that they work on a project over the course of the next six months, to sharpen their teeth and practice their skills. A little over half our coaches have already found the project team they will be working with and coaching. A handful have not.

So, if you would like, free of any charge, a brand new coach to help a new or existing team through a change idea, please ping me a reply to this email.

Want to get rid of the documents the GPs manage? Reduce your DNAs? Process normal test results in a different way? Stop new patients checks? First come, first served! Answer now!!

Your project teams, which all of you already have one or more of, teach your entire practice valuable lessons.

- They teach how to blend teamwork and scientific methods, using scientific tools and techniques to make practice improvements. They learn to plan and manage a project, conduct effective meetings, facilitate group processes. And what they learn, they share with others. Wonderful, contagious growth.
- They teach upwards, and lead partners, managers and sponsors by example. Through the project teams, sponsors that engage learn about the exciting, successful journey of the teams, and can offer support and understanding during the slower, more boring and confusing stages of improvement (and yep, there are plenty of those!).
- They move decisions downwards. They don't need to look to the leadership to make decisions – they are their own leaders, can really “just do it”, and thus can create change more rapidly than in other parts of the practice.
- They teach why making improvements is not easy – thus, paradoxically, actually making the process easier! They foster qualities like support and persistence.
- They are contagious and teach how to expand the effort. They pass it forward. They record their progress with clear visual displays on Life QI, share what they work on in meetings, and lead by example through their own behaviours.

Project teams' importance in the education of all staff cannot be underestimated. They are a crucial tool for quality improvement. And the more people you have that participate in at least one team, the more aligned your language, the quicker you will see results. So – if you have any staff not already involved in a change team, or if you're sitting on an idea you want to test with a coach, we probably have a someone that can't wait to work with you. Drop me an email, and we'll drop you and extra

coach for a new team.

Virginia