



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

LATEST NEWS 30/07/2018

Since our self-creation, we have been keen on staying accountable to practices and stakeholders. Once upon a time (aka last year), we did this through two forums: a) a practice steering group, where practice reps came to share their experience and feedback around our work together and b) a programme review board full of Well Known and Scary People who would hold us to account around whether our efforts and endeavours aligned to the greater, overall direction of primary care.

This edition of our comms is that to tell you that these two forums are no more. But before you reach for your hankies, fill them with tears, and throw them despondently to the floor, we'd like to reassure you that we are still keen on feedback and engagement – and that this is how:

We're going to call your practice every couple of months! Hurray!

This call replaces point a, the practice steering group. Because, and the angels are rejoicing, most of the steering group has gone on to become our next wave of coaches. We think they might be kinda biased. And we are already taking up enough of their precious time as things stand. Instead, we will be calling each practice every four months for a 15 minute feedback session – some of you already have dates in the diary, thank you Mission, Bethnal Green, etc!

We think this will allow all practices to be heard and shape the program, rather than only those who send a rep for a couple of hours every other month. Coming to where you are – oh yeah!

All your feedback stays totally anonymous, but we will try to report back to everyone, through this newsletter, perhaps three times each year, so you know how we are using your feedback, and are also aware of the temperature around the borough.

PCDC stuff – not a rock band, but your local Primary Care Development Collaborative

Again, there was quite a bit of overlap here, as when the PCDC was born, many of its members were also part of our programme review board, point b. Amongst its functions, the PCDC holds a role in informing and developing general practice priorities. And give EQUIP's strong focus on these, it made sense to stand down a

separate stakeholder board, but start of make our wider primary care strategy links from within the PCDC. *And with a rock band name like that, can you blame us?*

The team meets every week, Every, Single, Week.

There is no other place I work that meets weekly. EQUIP does. Every Friday, for the morning, or sometimes for the day. And that is no joke. We discuss, well, everything. Practice progress, our methodology, our developmental needs, practice needs and how/if we are meeting these, our governance and structure, what to write in these comms (I am always encouraged to make these super long – *not!*) – you get the idea. We meet, we hold each other accountable, we call each other out on biases and assumptions, and we stay, we hope, awake and relevant.

We meet with your coaches – monthly

This keeps our finger on the pulse, stops us from excessive rejoicing or despairing, and continues to improve and develop our approach. Our OCs (Original Coaches) or Legacy Coaches (Obi's words!) have been instrumental not only in showing that this can all be done, but in building a better learning experience for our awesome cohort of wave 2 coaches, 19 of your dearest and truest colleagues.

We learn while we train

Our training this year is pretty awesome, huge thanks to ELFT, to Tom, and to Clemence. And while we get closer and closer to getting it *exactly* right, we learn and have fun together as our joint experience with you is what most schools us. And what a fun school we have the privilege of belonging to. Check out our last session of EQUIP in Action.



Last way we learn: your replies to these EQUIP comms

They are gold. Precious, encouraging, thought provoking. Keep 'em coming. Thanks so much for putting up with our direct mail, I totally know it's not the shortest stuff. But even more, thank you for responding.

This project: Best. Experience. Ever. And it's your feedback and engagement that makes it such.

Virginia