



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

LATEST NEWS 03/09/2018

EQUIP welcomes new coaches – and here’s the first!

Tower Hamlets is absolutely teeming with talent and untapped leadership potential. It’s one of the few places in the world where you need a passport to go beyond Aldgate or the Isle of Dogs, and all the creative, scintillating local intellect often remains untapped or undiscovered. “Bright eyes”, we call these. And we are working hard to ensure leadership legacy, and bring these people where they belong, in the spotlight.

Taking nothing from the brilliance of our 6 original coaches (our Legacy Coaches), EQUIP is in the process of training 19 of you to become new coaches in Tower Hamlets. Because there’s no such thing as too many competent people. To introduce you to the new coaches, some of who you will already know, we are going to do small intros on each coach over the next months. Because people’s skills come to life when we know more about the people themselves. And EQUIP is all about relationships. So, folks of Tower Hamlets, join me in giving a warm welcome to the first wave 2 coach we have deployed:

The splendid, talented [Kamal Uddin](#)



In Kamal's own words: *"Being one of 6 siblings you'd think I am used to sharing with others – oh no – like Joey from Friends, Kamal doesn't share food!"*

There may be a change on the horizon though, my wife assures me that one day soon my 10 month old daughter will want a bite of my Mary Berry bread and butter pudding and that will be my ultimate test!

As you can probably tell I have a sweet tooth and love my desserts, but not as much as I love my baby daughter Amaya. I am fortunate enough to still have the pleasure of having both my parents with me and am the main carer for my father who is 86 years old who suffers from Parkinsons and dementia, so as you can imagine things get a bit wild for me at home. Dare I say it sometimes coming to work can be a little breather. Although, that won't be for too long as I work at the same place as my wife who is currently on maternity leave!

So when I am not teaching my daughter how to walk, and not battling with my father to drink plenty of fluids! (I sound like a GP now), you may find me doing something related to Quality Improvement (QI) on my laptop whilst sitting in bed watching an episode or two of my favorite programs. I have a fair few of them including Suits, Game of Thrones, House of Cards to name just 3. I must say it helps to have a very understanding and loving partner who is always encouraging me to realise my potential.

QI has become an integral part of my daily life; in fact there is not a single day that goes by where I have not spent a few minutes or more doing something related to it. It's not an obsession; it's just become a normal part of life. Especially now that I am a QI coach and very, very soon will be working with an exciting team at the Wapping Group Practice helping spread the infectious QI one practice at a time!

One of the best elements of working in QI is the people you meet in your journey and not just the new faces either. I have been working at Jubilee Street Practice for almost 9 years now, however having started my QI journey with our practice nurse Liz and one of the doctors, Salma, only then did I actually begin to know them. Now we sometimes message

on our What's App QI group even at 11 o'clock at night with sideways glances from my wife of course.

I hope that one day every single practice in TH will have one or more QI ninjas engaged in making working in practices a joyful place, which in turn will make receiving care in practices equally joyful."

Being able to train and deploy people like Kamal, capitalizing on local talent that does not move to Silicon Valley to join a trendy tech start up, is absolutely one of EQUIP's greatest privileges. Welcome, Kamal – the army of people who are rolling up their sleeves to save the NHS based on evidence and investing in joy grows and grows. We're going to do this.

Virginia