



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (17/09/2018)



On a Mission: by Elaine, from Mission's EQUIP team!

Howdy peeps,

I absolutely love this edition of our comms: a super honest, heartfelt, open and hopeful story from Elaine, part of Mission Practice's improvement team. Elaine, an admin hero, has also done some clever delegating herself, and pulled in another voice from her practice. Our column is being sub-sub-letted today. How cool is that.]

But before getting into the juicy, just to share, as well, that we have another Edenbridge training course coming up. And if EQUIP had 50p for every time we hear someone say they don't know how to use Edenbridge, the programme could fund itself, plus holiday for everyone in it. So please, come one, come all!

Edenbridge Training Session

26th of September, 9:30-11:30

*The training session will be held at the IT suite at **75-77 Worship Street, London, EC2A 2DU***

If you are interested or know anybody who would be, please sign up on the following website.

<https://www.eventbrite.co.uk/e/edenbridge-workshop-tickets-48913255865>

And now, passing the mic to Elaine (bolds are my own bold highlighting):

"Well it's been a bit of a year in the life of The Mission Practice, there have been lots of changes and upheavals. Structurally we completely refurbished our reception area

creating a more streamlined clutter free working environment, and with some clever design we managed to create two new clinical rooms.

We have been slightly unsettled with our staffing situation as it's been 'baby boom' season around these parts and we have had to say 'Au Revoir' to some of our (really part of the furniture) experienced receptionists. We sent them off with our best wishes and a gift box, all we asked in return was a guaranteed pledge that they would be coming back. Please!

In the midst of that, two of our long serving senior nurses felt that the life of retirement with no alarm clocks, no schedules or policies was beckoning them and no amount of persuasion or cajoling that they were 'never at that age', really, would make them stay.

*So where has this left us in the Life of Qi, well we had to put some projects on hold, but most importantly we have continued on with others and the results so far have been encouraging. Reception have been working on DNA statistics which have shown a **drop in certain time periods**, the nurses have continued with the monitoring of 'why they run late' as well as looking at the Travel Clinics and working on the results to improve the structure and service offered.*

*The GP's have been working really hard on their 'Paper Clinics' which as well as improving the care of our LTC patients has also **reduced the number of face to face appointments**. The set-up of the paper clinics means that there is always a Dr, Nurse and admin person working in the same room, this has greatly **improved communication**, and questions can be bounded around with answers coming straight away, **improving the time it takes to complete each patient's consultation**.*

*The same system has been used in reception with all Drs doing their 'on call' in the newly streamlined reception with the receptionists, and again this is working extremely well, **no waiting on answers to messages** that have been sent, and with the added bonus of a pharmacist in reception too, we are seeing very much the results of 'communication' being the core to the smooth(ish) running of the mission. We really feel that this is the way to go and our Reception Supervisor Sarah is currently working on the next exciting project, I'll let her explain in her own words: 'General Practitioners struggle to meet the needs of patients, due to limited time on consultation length, the population is aging and growing at a much higher rate than ever before, and along with this aging population also comes multiple, complex health conditions. The current 10 minute consultation structure is based on a patient discussing one problem, but the needs of patients are changing, requiring extra time for general practitioners to address the whole person, providing more person centered care approach. **The Mission Practice are looking at new ways of working**, to evolve and transform into a sustainable structure, better suited to support the modern patient's needs. By introducing skill mix professionals such as; Pharmacist, Occupational Therapist and Paramedics into the General Practice workforce would consequently increase consultation length to a much needed 15 minutes, this would enable general practitioners to focus their expertise on more complex patients.' Sounds exciting doesn't it, WATCH THIS SPACE!!*

We have always felt that communication is pretty good here, especially as we have such a large team but QI cements the framework that enables us not just to communicate but to move beyond 'just throwing about ideas' and offering a way of finding a solution to improve in areas that sometimes stay just that, ideas!

*Now I know it's important to have all the data and graphs, as they really are an encouragement in identifying the highs and lows of our projects, I however find them confusing whatever way you hold them up, but recently we had a meeting of the QI members here and was asked what has been one of the best parts of QI so far, and our senior receptionist replied that there had been a real **growth in the relationships** between reception and HCA's/Nurses (amongst other things), now these are the kind of results I really understand and I hope will continue here at the Mission."*

Cheers to the Mission team, I could not love this piece enough – and can we have a slice of that pizza, please!



Virginia