



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (29/10/2018)



## **EQUIP needs to practice what it preaches, and evaluate some of its impact**

A months ago , we introduced Jack, king of our Participatory Evaluation – this means he sits within our team but his job is to judge evaluate us. And before you start raising your eyebrows – which will give you wrinkles – Jack’s salary comes from an award we won through the Health Foundation. Everyone’s a winner! Anyhow. Jack (pictured below) sits with the team and wonders which parts of our programme have greater or lesser impact. Some of this comes from numbers: what are we achieving. Some of this comes from stories: what are you telling us. Below is Jack’s invitation to help him evaluate our SDI work – Strengths Deployment Inventory, when we put sticky tape on the floor in the shape of a triangle, and you learned the stuff that makes you and your colleagues tick. He is also looking at the impact of ORSC (Organisational and Relationships System Coaching ) training. In Jack’s own words:



Calling all Tower Hamlets game-changers and trail-blazers,

As Autumn beckons and the days grow forever shorter, where nights linger at length and days shrink ever further, is morale at your workplace holding up well? (*Virginia's note: OMG we have employed a poet*)

Do you feel like you are able to communicate well with members of your team?

Perhaps you'd be interested in understanding where your colleagues are coming from, or how to work better together in high pressured situations?

Since September I've been at Tower Hamlets CCG as a researcher, and have been swept away by this opportunity in helping to understand, and potentially improve, workplace culture.

They say bad systems beat good people every time. With research efforts like this, maybe we can help fix this system.

If we better understand ourselves and others, surely it follows that we feel more valued, more understood, and more productive at work?

As part of my evaluation of all-things EQUIP, I have begun to explore a number of training and development tools of the programme provided to Tower Hamlets staff.

I'd be very interested to hear YOUR views on workplace culture and team development as part of this initiative.

If you have any exposure to the **Strengths and Deployment Inventory (SDI)**, **Organisational and Relationships System Coaching (ORSC)**, or are otherwise interested in taking part in our research looking at these tools, we'd love to hear from you.

If you have an interest in being involved in this research, please contact me at [j.steadman@nhs.net](mailto:j.steadman@nhs.net).

And then, lastly, Clemence will have my head if I don't share our next training schedule – and my head is important (to me), so here goes:

**TRAINING TRAINING TRAINING**



**QI Data Masterclass – 8<sup>th</sup> November 2018 – Delivered by ELFT Only 5 places left hurry !!!**

o Can't get your head around your project's (or your practice's) data? Want to learn more? Join us for a hands-on data workshop!

Very practical solution oriented workshop (based on your projects). You'll learn how to use your data effectively and to examine changes in the data you collect

Packed with tips for selecting measures, specifying operational definitions, building data collection plans and displaying data

Who can register? To enrol on this course you will need some basic QI knowledge, and will ideally be working on a change project

- **ORSC Training – 13<sup>th</sup> and 14<sup>th</sup> November – 10 places left!**

o Organisation and Relationship Systems Coaching (ORSC) is an innovative model and methodology that boosts performance and effectiveness, by improving communication and collaboration, increasing empathy and resilience, and encouraging creativity and connection.

Training in ORSC principles and practice has helped teams and organisations tackle and overcome the most persistent workplace challenges, including: Silo working and tribalism, Knowledge hoarding, Poor or no communication, Persistent conflict, Low morale and productivity, Lack of innovation, High staff turnover...

- **EQUIP Basics QI Training – 14<sup>th</sup> November 1 to 5pm – 12 places left!**

o What's grinding your gears? What would you like to fix to bring the joy back to your working day? Well, bring it along to EQUIP Basics!

You will learn the essential ingredients of Quality Improvement (QI), from theory to testing changes in practice

Essential for teams and individuals who want to get started on their QI journey, or who need a refresh of their skills

An action-packed afternoon of learning. Based on real-life primary care examples of improvement, led by local experts in QI

Who can register? Anybody from Tower Hamlets, we welcome everyone and ask you to encourage local citizen/service users to join!

**How to sign up?** If you would like to register please email [meena.kaur2@nhs.net](mailto:meena.kaur2@nhs.net) and confirm which session you would like to attend.

So, **actions for you:**

- If you've done SDI, drop Jack an email and help us evaluate your experience
- Sign up to whatever training you're missing or rocks your boat! EQUIP Basics is especially key for any new team members you might have.

That's a wrap, folks. Have a lovely one.

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