



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (17/12/2018)



## Chrisp Street's Lucy takes the EQUIP stage

Today's comms is of the kind that generates most energy: it comes from practice staff. It's authentic, rooted in experience, and shares buds of that new leadership that is going to see us into the future of joyful, sustainable general practice.

Folks, meet Lucy. I "met" Lucy digitally during a Skype call with Chrisp Street (a practice which has historically held up to 75% of the CEG's clinical brainpower – no small feat), where Lucy shone for her quiet but clear voice, and repeated reference to staff engagement and communication. Lucy is one of those "bright eyes" you want to capture and engage, but are unlikely to see at every evening borough meeting (maybe she doesn't like chickpeas and rice?). Today, the full stage is Lucy's, with a taster of a Chrisp Street journey.



## Changes to Urgent Care for Quality Improvement at Chrisp Street Health Centre

### The Reception team Experience

***"I am Lucy Dogley-Darani and I joined Chrisp Street Health Centre in March 2018 as the Head of Reception and Patient Experience. I took on this role after working there briefly as a temporary staff. I was really impressed by how the whole team worked well together and the level of care and attention that the practice attached to the wellbeing of the employees.***

*On the 1st October 2018 Chrisp Street Health Centre made important changes to the urgent care service it provides to its patients. Before the changes the system in place allowed for patients to be added to a phone call list to be triaged by the doctor and nurse in the team.*

*The system was a bit out of control and the clinical team were feeling exhausted and sometimes not able to have breaks and they felt it could lead to practising in an unsafe manner. The reception team felt the phone never stopped ringing and also sometimes not sure whether they were booking appropriately on the urgent care lists.*

*The CSHC team embarked on a quality improvement project in the summer of 2018. The reception team brainstormed on what the reality was on a typical day and members of the clinical team attended these meetings to answer any questions and train on how to sign post patients to other services. The reception team had trained champions to encourage all team members to offer patients hub appointments and online consultations. In preparation for the changes there was training around what to say to patients so that the same message was getting across to them. We discussed changes with our Patient participation Group and used the newsletter, website, twitter and phone messages to explain the new system.*

*The reception team felt supported that there was a consensus on what to say and they felt they had the backing of both the management team and clinical team.*

*One week after the changes came into place, there has been positive feedback from both clinical and reception and a drop in the number of calls added to urgent care.*

*The number of hub appointments that were booked had increased to 50 compared to 35 in previous weeks.*

*The reception team had been using more of the on the day telephone consultation slots with patient's own GP to book less urgent queries to reduce work for the Urgent Care Team.*

*Having a survey box in the reception area encouraged the team to not only score but also comment on their experience. As a team we debriefed on the first few sessions. The response was that it was not as difficult as some team members had anticipated,*

*the patients' responses had been really good, they seemed to have understood the changes.*

*In QI meetings clinicians gave their personal experiences saying that the new system was working well and allowed them to be more in control. It felt more comfortable and satisfying working in urgent care, as it allowed the team to be more present for the patients. It was easier to delegate work and they certainly felt they felt less tired and their morale had improved.*

*All comments were displayed in the staff room so that all teams could share what others were saying.*

*Two months since the changes I personally as the lead of the reception team feel that all the changes have been well received by both staff and patients and there have not been any major challenges in implementing the new ideas."*

Lucy drops the mike. Signs out. Virginia picks it up – I kind of cheated and highlighted the reds, just in case you happen to be more of a skim-reader (never!). But the best bit, my favourite part: "more present for the patients". What an powerful point to end the week on.

Huge fist pump to Lucy, her team, and her practice. If you know more Lucys, please send them our way. This an army worth growing.

Virginia