



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (14/01/2019)



## EQUIP's training opportunity... and we are Excited About Emma!

Welcome back one and all from a hopefully restoring Christmas break – as you can see from the fact I am writing this email, I did not, sigh, marry a nomad in the Sahara and start a Berber life in the desert. Though never say never.

Today's comms are short and snappy – no, *really*. Two points only, and not in order of importance:

### 1

Our Consultation Skills course (see attached leaflet) is almost fully booked – but *man* did you have a lot of questions about this. In our flurry of clarifications, we are extending the course application deadline to next Thursday, 24<sup>th</sup> January. Quick reminders...

**What does this course teach you?** To consult to individuals, teams and practices providing services in potentially challenging situations or environments. YOU will be the people who will help interested practices think through their challenges and team dynamics, working across the borough – or even just in your own practice – to sustainably enable surgeries to tap into some consulting support.

**What is the time commitment?** Ten half days (10:00-12:30) to take place between April and September (see flyer attached for exact calendar dates). Further to the training, there will be a monthly supervision group we would ask you to attend.

**What will you learn?** The fundamentals of organizational psychology, how groups function, principles around power and authority, human development.

This is perfect for emergent leaders who have a hunger to improve team dynamics and working environments – if you are the one that colleagues often come to for advice or to feel heard, **we want you!**

\*\*\*\*IMPORTANT NOTE: you do not have to be “senior” to attend this course. You don’t need a title, power, an assistant, or your own office.

You just need emotional maturity – and we’ve seen buckets of this in the borough, often serving patients at the front desk. Drop us an email, folks with human skills.\*\*\*\*

## 2

Also and especially in this week’s news, we introduce to another one of our new coaches. This exceptional person comes with grace, thoughtfulness, method, discipline, and formidable listening skills. Ladies and gentlemen, meet Emma.



**Emma Cassells**

Hi! My name is Emma Cassells and I work at Bromley By Bow Health Partnership! I’ve been there for a good few years and have had the privilege of getting to know our local community, and working with them to come up with ideas and opportunities about how we can improve and change things. I’ve been involved in QI for about 4 years, but most recently as a ‘real’ coach! I’m really enjoying the practice I’m placed at – they are full of energy, willing to learn new things...and their tally/data collection game is proving to be very strong!!

I absolutely love all things primary care/community health and well being, so being part of a big team helping to make things better for everyone is awesome – and there’s always room for more people to get involved...including patients and local people!

If I'm not writing project plans and designing interventions, you can find me at home hanging out with my family, watching Harry Potter, at a ballet class, and getting lost in either a book or on my travels somewhere new! Obvs not all at the same time....

Wishing you all a very happy January, and thanks to EQUIP for inviting me to takeover this week's comms!

Emma x

Closing this week's comms on Emma's kiss. And a reminder around **actions for you**:

1. Ping Clemence ([Clemence.cohen@nhs.net](mailto:Clemence.cohen@nhs.net)) an email if you think one of the last spaces for the Consultation Skills experience has your name on it.
2. Wave hello to Emma if you come across her, and high five her on her awesome work.

**[CLICK HERE TO DOWNLOAD FLYER](#)**