



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

Our Latest Newsletter

(15/04/2019)



Have you had a good day?

Hello All

Sometimes the most powerful question in improvement work is '**what are the pebbles in your shoes?**' It's those little gripes that add up over time that grind you down – like there's never a large blood pressure cuff anywhere when you need one*, or a certain printer that is guaranteed to chew up paper (but only when you're running late)**, or why in the 21st century we're still printing bits of paper anyway?***

* *one of mine*

** *and this one*

*** *yep, this too!*

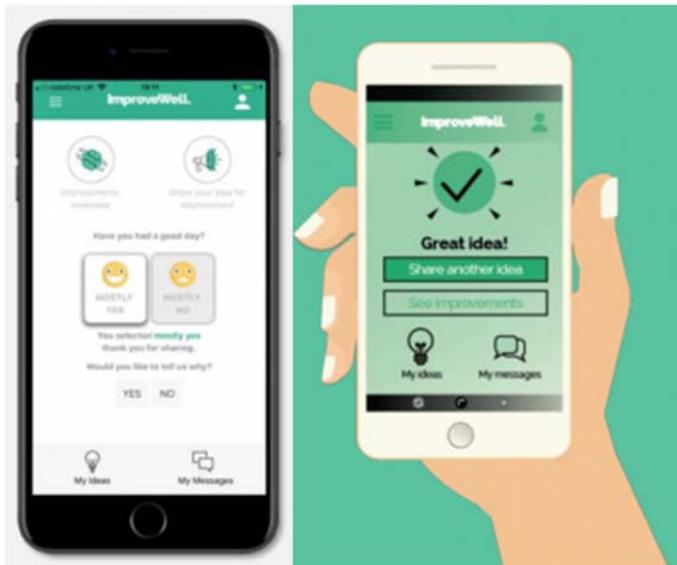
A [study from the Mayo Clinic in the US](#) found that physicians who spend about 20 percent of their time doing “work they find most meaningful are at dramatically lower risk for burnout.” But here's what's fascinating: Anything beyond that 20 percent has a marginal impact, as “spending 50 percent of your time in the most meaningful area is associated with similar rates of burnout as 20 percent.” In other words [“you don't need to change everything about your job to see substantial benefits. A few changes here and there can be all you need”.](#)

With this in mind, through EQUIP we're testing out something called **ImproveWell**. This is a way to capture, in real time, how your day was, and linking that to ideas you have to make your day better. Using an app that you and your team would load onto your smartphones (or access through a web browser), it pops up with a daily reminder to share how your day has been, whilst also being a

place where you can share ideas for improvement that would make your practice even better (and feed into your local QI work).

This has been used successfully in other healthcare organisations in the UK, including ELFT, Guys & St Thomas' amongst others, and we're keen to see how it might support improvement work in Tower Hamlets. **What we need are some volunteer practice teams to try out ImproveWell for 2 months.**

Here's how the app looks. Pretty snazzy, right?



I'm interested, what do I need to do?

1. Send an expression of interest to Clemence (clemence.cohen@nhs.net) and we can share some more information.
2. Identify one or two representatives from your practice team to come to a 1 hour **meeting with ImproveWell on 30th April 13.00-14.00 at Mile End Hospital** to get the full details on getting started.
3. Team members download and use the app (or log in to the web version).
4. Get going with generating feedback and ideas.
5. Let us know how you get on with it.

If this piques your interest or if you have any questions then please get in touch.

I'll leave you with a quote from Don 'The Don' Berwick: *"people with their hands on the steering wheel have the knowhow to diagnose and fix their problems."*

Let's shake those pebbles out of our shoes!

Tom

Dr Tom Margham