



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (29/04/2019)



## How are you doing with reviewing your EQUIP projects?

A very happy return from Easter break to all! Spring. *Aaaahhhhhh*.... The perfect time to pause, consider, and review. What better moment to think about your projects, and inject them with life and zest through a **Joint Review Meeting**.

### What is a Joint Review Meeting?

A joint meeting has nothing to do with vegetation that is decriminalized for personal consumption in the Netherlands. It *is*, instead, a meeting that includes the project's sponsor, coach, team leader and team members in order to:

- Stay up to date with progress at wider intervals than the regular weekly or bi-weekly meetings
- Touch base after important steps/events in your improvement work
- Touch base when you face unexpected problems
- Touch base when your projects changes significantly
- Touch base when you are picking solutions

### Why do we need a Joint Review Meeting?

Because they greatly increase your project's chances of success!

**But the sponsor doesn't come to my regular QI meetings. What can they add to a Joint Review Meeting?**

Ahhhhh. This is where the magic hides. Joint review meetings are not where you “get the work done” – they are your non-executive thinking space. And your sponsor, who attends with an external perspective, will:

- Remind the team of its chosen priorities
- Encourage the team to welcome logic, data, and the formal QI methodology – these all slip, and it’s helpful when someone refreshes working memory
- Offer support
- Do his/her part in understanding challenges and barriers, and providing political air cover to make the team’s work easier

### **Sounds interesting. So what happens in these meetings?**

Great question, Tower Hamlets. Glad you’re interested. Because this is more than just sitting in a room together and chatting. There’s a structure to the art:

Before the meeting the team members prepare a summary of the work (QI Life is super helpful, here), and send the summary to the coach and sponsor so they can have a read and come to the meeting with some information and thinking.

Part 1 of the meeting: the team presents their work. The sponsor asks questions for clarification, and shares feedback and suggestions.

Part 2 of the meeting: The group breaks off:

- The *coach and sponsor* break off, and discuss how they feel the first part went, if they are aligned, and what was said and what they wish had been said
- The *team leader and team members* break off, and discuss what they heard, how they are going to address the points made, and how they feel the review could be improved

Part 3 of the meeting: everyone reconvenes. Messages are recapped, checked for accuracy, next steps and plans are agreed.

Also, if you don’t usually take formal notes during your regular meetings, you might want to record the outcome of your review meeting on a little worksheet that you can share with your practice, and of course upload to QI Life, something like:

**Project:**

**Review**

**Date:**

**Review**

**Number:**

1. **Status of the project:**
2. **Key messages from the reviewers:**

3. **Next steps planned for the project:**
4. **Issues/concerns raised and by whom, and when they will be addressed:**
5. **Suggestions for improving the next review:**

**Action for you:** Seize the moment! If you have not yet had or planned a Joint Review Meeting including your sponsor, organize one now! Let him/her know what you are up to, steer away from the bias you have been building (totally unavoidable and no-one's fault), and accept your sponsor's help and support.

Happy reviewing and renewing, and let's keep up the great work, change agents of Tower Hamlets!

Virginia