




ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (25/03/2019)



Tell me again, EQUIP, just WHAT is it that different people do in teams..!?!?

Good day lovely people,

It feels like in previous comms we've talked loads about what team members do before kicking off a new team/project; today, we indulge in what the roles do *during* the project. **Action for you:** are you part of an improvement team? Spot your role, and check whether you are doing what's suggested below. Have a chat with your team and check in with who is doing what. And if you're not in a team... well what are you waiting for?!

Sponsor: always this famous sponsor...

- Orients the team, and lets them know what they can decide on their own, and what needs to go to partners
- Represents the team and its interests to the rest of the practice. It totally bats for the team, especially when the chips are down
- Reviews the team's progress, supportively. At the beginning, the sponsor might want to join the improvement team meetings every two weeks or so

Coach:

- Teaches skills to the team, and makes sure that the QI methodology is being followed well during the improvement work

- Brings some stretch and challenge to our traditional views of what is possible in general practice
- Meets and supports the team leader
- Gets teams “unstuck” when necessary. The fact they have one foot out of the practice is super helpful for this

Team Leader:

- Leads the project
- Has a good understanding of improvement tools and methods, and shares these with the team
- Owns and works on the project plan and timeline
- Plans the meetings and handles logistics
- Meets with the sponsor and coach regularly to review progress
- Makes recommendations for change when necessary, and identifies problems and challenges that the team needs to address

Team members (aka most people...):

- Attend team meetings and share their knowledge, expertise, and perspectives – with a real team approach. Excited and curious to change and learn about/from others
- Help with admin tasks such as calendar invites, rooms bookings, etc
- Do the work between the meetings! Collecting data, writing protocols, sharing emails, etc...
- Communicate with the rest of the practice so everyone is in the loop with what is going on behind the team’s golden closed doors. **This. Is. So. So. So. Crucial.** Send those mass emails. And I mean *all the time*. When someone finally complains, you’ll know they’re listening
- Suggest changes and solutions, and help make these happen

The lovely thing here is, there is very little “seniority” as every just is just so fundamental to creating sustainable change. But you need to be super clear on your roles, to know who does what.

And on this note, a few farewells and hopefully a few hellos from a coach perspective, those wonderful firecrackers that bring spark and oxygen to practices living change.

Goodbye to two of our original coaches, Chido and Dominic. With us since day ONE, these “legacy coaches” helped us introduce EQUIP to practices when not even we were sure of what EQUIP was actually going to be. We are endlessly grateful for their openness, bravery, trust and creativity – it’s been real. Now go and spread the love, Chido and Dom – and we are working on introducing local coaches to the ~~roles~~ opportunities now left vacant.

Which leads me seamlessly to... **we have two vacant slots to train potential new ninjas coaches!** Check out the email I sent on 4th March about this – it has all

the dates and lots of detail, not repeating here as I've been told once or twice that these emails are long. (never.....) But in a nutshell (darn I can't resist!) this is a 6 month professional development programme which includes 7 full days of workshops between June and November. And then you're an EQUIPper along with

the rest of us. How irresistible is that. As ever, if you're interested, the person to who you want to flag this is that nosy one, Clemence: clemence.cohen@nhs.net.

On this note, time to sign out. And go be a sponsor for about ten things happening at this moment in time.

Great working with you!

Virginia