



ENABLING QUALITY IMPROVEMENT IN PRACTICE

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



## **Keeping it real: the team at St Stephen's Health Centre**

Teamwork is awesome. The bees' knees. Try spending a day at home, alone, and you'll probably be gagging for human interaction by supper time – even if in the company of every season of Game of Thrones. Humans are social animals. That's how we are built, all packed with mirror neurons, for better or for worse, at our happiest when “we're connected, sharing strong emotions and stories, and led by a strong, charismatic leader who is keeping us safe and together” (Nick Morgan).

Enter QI work: the stuff you choose to do, surrounded by people who share your burning ambition, with clear goals, roles, rules and procedures to get you to where you all want to be. Teamwork is the vehicle that joy comes riding in on, slowly, and sometimes almost imperceptibly. Yet there is nothing straightforward about working in teams. It's like marriage. We all expect this:



And then instead we get this (I think – I’m not even married so how would I know – bad analogy for me to choose – aaaaanyways):



*However.* When you’re not expecting a gentle sunrise, the roller coaster ride can be more thrilling than any rose garden (which none of us were ever promised, anyway). On the Roller Coaster of Highs and Lows (tickets are free), hopefulness and optimism can turn to boredom or impatience, and to perhaps feeling overwhelmed. Yet as time goes by, we develop patience and wisdom, and when the ride is not as fun, we learn to think “this too shall pass”. This is the space of growth, understanding and

acceptance. And suddenly, the ride all feels worth it again. The beautiful ecocycle of teams.

One of our coaches, Charlie, recently gathered a bit of video feedback from one of our especially engaged and responsive team at St Stephen's. It's not polished and there's no emotional music in the background to get your eyes watering, but it's real, it's honest, and it's the authentic flavour of improvement work in practice teams. Passing the stage to the protagonists of this week's email: the stupendous St Stephen's team (CTRL+Click to follow the link from the pic).



And still kind of on the theme of teams and leadership, one of our most loved and silently powerful influencers almost managed to hide an important birthday ending in 0 in February. Almost but not quite. We don't normally say happy birthday to every good person in this weekly email, but Olya is something of a gem: CCG based, hugely trusted by practices, she has been known to travel from her office to sit with PMs everywhere to look through – and fix – tricky numbers and finances. Olya *cares*, cares like one in a million. And deserves one big borough-wide...:



**HAPPY BIRTHDAY OLYA!!!!!!**

Superstars. Superstars everywhere. Move over Gates and Buffett, there are new leaders in town.

Virginia