



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (25/05/2019)

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## The hero at St Katharine Docks Practice

This week's newsletter is FUN. Fun, fun, fun. Three fun things to write about:

1. We've found the question to measure your daily joy!
2. Our logo can now, erm, wink at you. No, for real.
3. St Katharine Docks Practice has been hiding a hero. (And a new Pret has opened about 30 seconds away from the practice. Yum. But that's another story.)

In order...

- 1. We've found the question to measure your daily joy!**



A handful of us met last Thursday – folks from the Care Group, practices, CCG. And with the help of Dr Asiya Unus from the LMC, we got into the space of thinking about joy (which is not just the absence of burnout), and came together to agree ONE SINGLE QUESTION that we will be asking you each day to measure your joy. And it is..... drum roll.....

### **Have you felt joy in your work today?**

Simple. Short. To the point. Super easy to answer – so it will hopefully feel OK to answer this each day, the very last thing you do as you leave your practice. *How* we ask the question is being piloted at the moment with eight practices, who are testing: an app; a survey pod near the exit; a Windows pop-up screen when you log off your PC. We will see which method gains greatest traction – but we finally have nailed our one million dollar pound question.

### **2. Our logo can now wink at you**

Ok, this is totally ridiculous. But it made me laugh so I am sharing. Our coach Charlie, who clearly has too much time on his hands on Saturdays (don't you have two kids, Charlie??) had a go at actually *animating* our logo. Which now smiles (wonkily) and winks. Too cute – check out our expressive artwork, attached.



### **3. St Katharine Docks Practice has been hiding a hero**

This is my favourite part of our newsletter this week. A short while ago, Clemence and I went to visit St Katharine Docks Practice, which I love not just because it's in

front of Waitrose and I can buy my herbs on the way back to the office, but because patients love it. This is a practice that believes in quality: a tight-knit team, attention to detail, scrupulous patient focus, St Kath's reminds me of why patients love smaller practices. Anyhow. In the room was Kim. Kim who, it later turns out, was the only person to stand at the last GP forum when we asked "who thinks their practice is perfect". Kim. One in 250, she stood and owned her position. Now, whether you think any practice can be perfect or not, you've got to love a believer. And Kim oozes this, belief and energy, so much so that we asked if we could give her the stage in one of our comms. So here she is – in her own words – Kim and her wonderful practice.



Hi,

*My name is Kim Cousins and I am part of the Reception/Admin team at St Katherine's Dock Practice. When Virginia asked me if I'd like to write a few words about our experience with QI and also my personal journey, I thought I'd start by mentioning the fantastic team we have here. There are only eight of us but I feel we are small but perfectly formed. When we started our journey with Dominic as our coach, we were sceptical on how we could improve what we thought was already an amazing service. We soon found out that he wasn't trying to change the way we work, just make it more efficient. We made changes to the way we allocated appointments, how the reception staff could take on some of the smaller tasks and making better use of the pharmacist.*

*Sadly our time with Dom has come to an end and we are looking forward to the arrival of our new QI coach, and choosing new projects to take on. On a personal note, I got on board with QI later than my colleagues as at the time I had taken on my own project of sorts having been diagnosed with Parkinson's disease. At the beginning, this impacted my life greatly as getting your medication right is all trial and error and I had my ups and downs but my colleagues and my amazing family gave the help and support I needed.*

*I began to look at ways that I could implement the EQUIP's ethos myself. With the support of my own GP, this has enabled me to continue working in the NHS, has given me hope for the future, and allowed me to make small changes to ensure my own success.*

*Part of my success is staying active mentally and physically and I do this by attending Ability Bow weekly, which is a Tower Hamlets based mobility gym that caters for people with disabilities and health conditions. I also attend aerobics which has kept me active as exercise is key to my condition. I have recently started to attend a local keep fit class which is based around the use of Smovey rings; they are beneficial to my condition as it helps with balance and coordination. I know this all sounds exhausting and it is, some days the last thing I want to do is throw myself around the gym but we all do things we don't want to, ha ha!*

*Overall my experience with QI has taught me that in work as in life, we can all take on new projects without fear or apprehension, and by working as a team we can implement positive changes. So to Alaya, Anazur, Jay, Lucjan, Salma, Shah and Dr Sarit Patel, a big thank you.*

SUCH a wonderful piece on the power of vulnerability and of small, positive changes. Kim is teaching us about agency. And Kim – our patients have started an unofficial fan club. You should start practicing your autograph.

Virginia