



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (10/06/2019)



## **EQUIP's second infographic (what a great word!)**

This will make you very happy – an EQUIP email with more pictures than words. Please enjoy this visual snapshot of our journey, and of your success. Do you practice being so wonderful? Thank you kindly for your trust and hard work.

(P.S. I *definitely* practice being so cheesy! Like, all the time.)



- 31 Practices** engaged
- 31 Coaches** recruited (29 are TH PC staff)
- APEX configured in **31** practices
- 33** data walls sessions delivered
- 300+** people trained on QI (basics of QI, project lead, QI Coaches)
- 39** People trained in Organisational and Relationships System Coaching (across 10 practices)

**PROGRAMME OUTCOMES**



P-chart showing patient satisfaction through Friends and Family Test scores from January 2016 to January 2019 for practices participating in EQUIP.

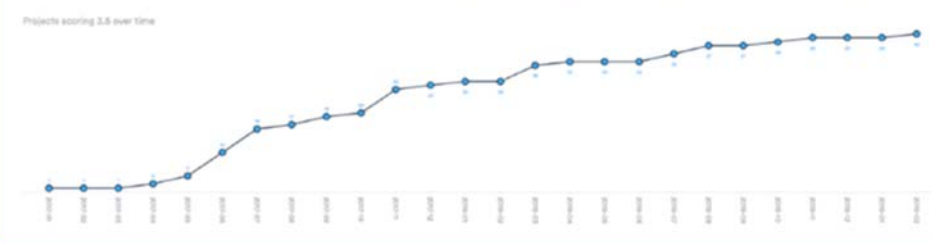
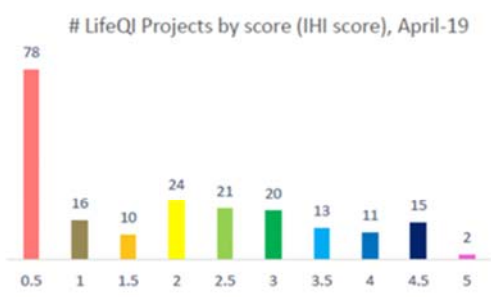
We believe that happy teams provide better patient experience.

Using the Friends & Family test as our primary outcome measure we have observed that GP practices involved in the EQUIP programme have seen a sustained positive shift in patient experience. From a baseline level of 81% it has increased to 88% compared to London average of 87% (England average 90%).

**LifeQI**

**389** LifeQI Users and licences allocated

**204** active projects on LifeQI



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