



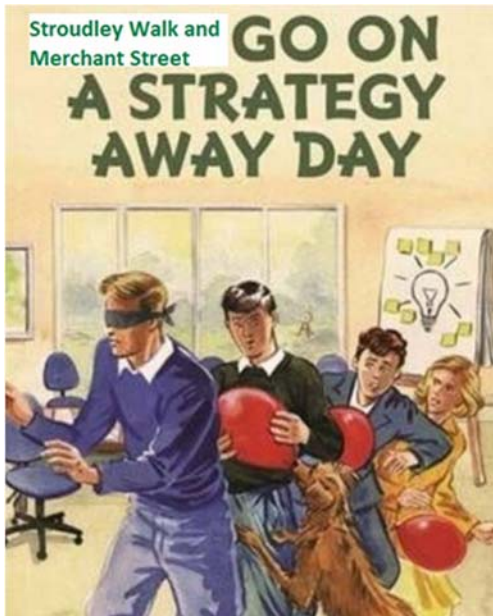
ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (22/07/2019)

Merchant and Stroudley go away – for a day (or two hours, actually)

Summer folks,

Today's comms are the story of one happy experience – for inspiration, for sharing, as a reminder of the power we experience when we come together. Two practices we respect from the very tip of our toes, as told through the eyes of our much loved coach, Mike Fitchett.



"I'm coaching Merchant and Stroudley Walk practices. These are both small, interesting, dynamic practices who are due to move into the same building at the end of November. I think it's fair to say that their current premises aren't that great.

They share a practice manager – Debbie Russell. The plan is when they move that they will aim towards working as one reception and one administrative team.

The teams haven't met before and so the practices decided they would like a team building event to help get to know each other. We only had 2 hours for this so we were all keen to get the most out of it.

In true QI fashion I asked each practice separately were the main things they wanted to get out of the team building event. Their unanimous answer was nice food! I knew at this point that these practices were bound to get on! Aside from that they wanted to get to know each other and maybe come up some projects they could do together before the big move.

So we had our away day last week. It was great fun. I structured it to give people fun and as much time as possible getting to mingle and meet each other.

I think one of the best parts was where we did a Tower Building Game (anyone who went to try GPCG Party last year will remember this and how competitive it was!) – building towers out of rolled up newspaper with bits of Sellotape with the aim of seeing who could make the tallest freestanding tower.



I paired people up one from each practice and let them go get on with it while finding out a bit about each other. Unsurprisingly there was a massive competitive element and a great deal of laughter and shrieking. Some of the towers were unfeasibly large and wouldn't stand up once they weren't supported by their

optimistic builders. One looked totally earthquake proof but was rather short! The winning tower won by only 2cm!

Following on from that we did a Love and Nuts exercises – many of you will have done this before. Basically finding out what people love about their practice and what drives them nuts...

It turned out that both practices love Debbie, food (though Stroudley seemed to have most food available), their team, parties and AccuRx. Quite an eclectic mix. Loves not in common included a WhatsApp group, breakfast, walking group, and the PM located in the same room as other staff. We hope practices can spread the love ideas.

Both practices are driven nuts by parking, space in the building, phone lines, poor buildings, local school kids and IT. They also both wished to have more empowered patients. Separately the practices were driven nuts by toilets, rodents, and chickenshops! I'm not sure all of these issues will be resolved by the move but many of them will.

The main feedback on the away day was that they all enjoyed the fun parts and getting to know one another – and want more of that – so we hope to have another one in October.

So even if your practice does not need to get to know another practice an away day with fun and food is a great idea... who knows what may come of it?"

Mike Fitchett



Merchant Street and Stroudley Walk remind me of one of my favourite ever ever quotes:

"In times of change, learners inherit the earth, while the learned find themselves beautifully equipped to deal with a world that no longer exists". Eric Hoffer

To you, Merchant Street and Stroudley Walk.