




ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (05/08/2019)



Bromley by Bow, where great things come in small packages

I am all excited as today's comms are of my Favourite Ever Type: practice stories!! Where everything and anything we do takes shape and makes more sense, keeps us grounded and enthusiastic, and, hopefully, gets us eagerly reading these comms. J With the help of their all-singing, all-dancing coach Charlie, please enjoy today's star practice, Bromley By Bow.

Some other practices seem to have had a big, successful exhibition project – 'But do we need one?' ask Bromley by Bow

Everyone else in Tower Hamlets seems to have lots of data and a big project. We have been doing many littler projects, some of which, we're happy to admit, have not finished as projects. We've had improvements, though, just not one big project like other practices!

At Bromley by Bow, we want to be able to capture quick wins. Of course a big project is a good thing, but we find the work we do doesn't always work out that way. We have had plenty of what we believe are great ideas, but we're not always able to carry them out and complete them as projects via Quality Improvement.

Our QI team used to be larger before, and now that we're smaller there is only so much that we can do. A small team, but we do have representation from most staff groups, ongoing and when needed. Recently we've blocked off clinics, for the nurses, for a project we're working on. We, in the team, also found that a couple of salaried GPs had gone off and started their own QI project, which is interesting to hear about when it didn't start off in the QI meetings.

One of our challenges, which we suspect we're not alone in – our coach assures us we're not – is that the focus of some of the projects drifts. It feels like we have so many good ideas, which are not always projects, and that we jump around a bit. We're trying to assess what we're working on at the moment. If we have resources to do it, we'll do it, if not we'll park it. This is a different approach we're taking now. It's important to reevaluate work regularly. A project might not be so important now as we thought it was when we started it, so we have the courage to stop it, to focus something else. We don't want to lose the momentum of good ideas and staff enthusiasm.

A challenge is how to involve others. We can't do improvement without involvement of the whole practice. We want to involve more staff so that we spread the workload and get more opinions, more points of view. We'd like more staff doing more things related to the work they do, this is what makes the work more purposeful.

So that's where we are after a couple of years of quality improvement. We've had lots of quick wins. We've not a had big, knockout project, like everyone else apparently has. But we're working hard and suspect we're not really that different to lots of other teams out there!



The team and new the new patient passports they're about to test

Today's story is extra special to me, as it's all about keeping it real. It reminds us that "good" comes in all shapes and packages, and that, in many cases, it's as much about the journey as about anything else.

***Saad, Kerry, Lisa, and the team at BBB:
You're what making a difference looks
like.***

***(Note: Draw a mirror! Up the fun
factor.)***

Virginia