



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (12/08/2019)



## **EQUIP – by, at long last, a patient**

OMG – shiver comms today. Too too good, and so important – lovely folks, please welcome, for the first time ever on the EQUIP comms stage, our most important stakeholder, the protagonist, the leader, the one that gives us a job and informs our purpose. I am all tingly to share today's story. From the precious lens of a service user.

### Quality Improvement A Patient Perspective



*by Julia Stefan*  
*diabetesis.co.uk*

I am Lulia a patient advocate who lives with Type 1 Diabetes and hEDS; both chronic and often invisible conditions. Part of my work online revolves around awareness and advocacy for patient's education, choice; access and empowerment.



As a volunteer for EQUIP in Tower Hamlets this June I had the opportunity to attend the EQUIP QI training day in my local area and part of the workshop was to choose an example of something we are passionate

about and would like to take on and change.

First thing that came to mind had to do with a project that I was already hoping to be involved in that I learned from Emma Cassells part of EQUIP at Bromley by Bow where their goal is to use QI to develop better relationships between GP practices, patients and communities.

My interest was drawn from my personal experience of living with chronic illness and the aim of our QI exercise was to improve the quality of patient care by incorporating a holistic approach.

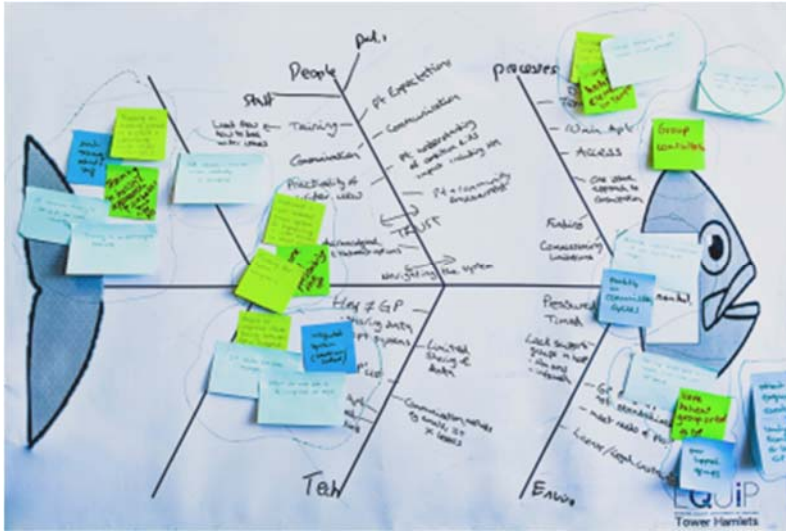
Having the prospect to develop around my ideas within a group; gave me more confidence to pursue change as well as opened a conversation around all the possibilities and structures that could be involved in

such a project.

Identifying problems often comes easy but as a patient wanting to influence change in the NHS and local CCGs it can be overwhelmingly difficult; it can be hard to even know where to start.

We don't just want to highlight issues or complain as patients we also want to be a part of the process and implementation of solutions as part of our communities.

Being involved in QI training alongside people that work in the NHS and Local authorities was a great opportunity for me to test and develop ideas as well as begin to see a potential plan of action and structure for future projects.



// QI fishbone on holistic approach with type 1 diabetic

patients developed during the EQUIP workshop

I believe the training itself already opens a new way to build better relationships between patients the NHS and local CCG's.



Let's leave this stage plain. Like a white plate at a three star Michelin restaurant, where no extra frills are added so as to not detract from the quality of the food. Iulia, respect to you. You gave your time, you added value, you shared the story. Inspirational beyond any words I can add.

Virginia

PS One thing about Iulia. She has taste in buckets. And I have totally butchered the delicate layout of her article, for the sake of stuffing it into email format. If you want the version that is gentle on the eyes, this is also attached.

LINK: [CLICK HERE](#)