



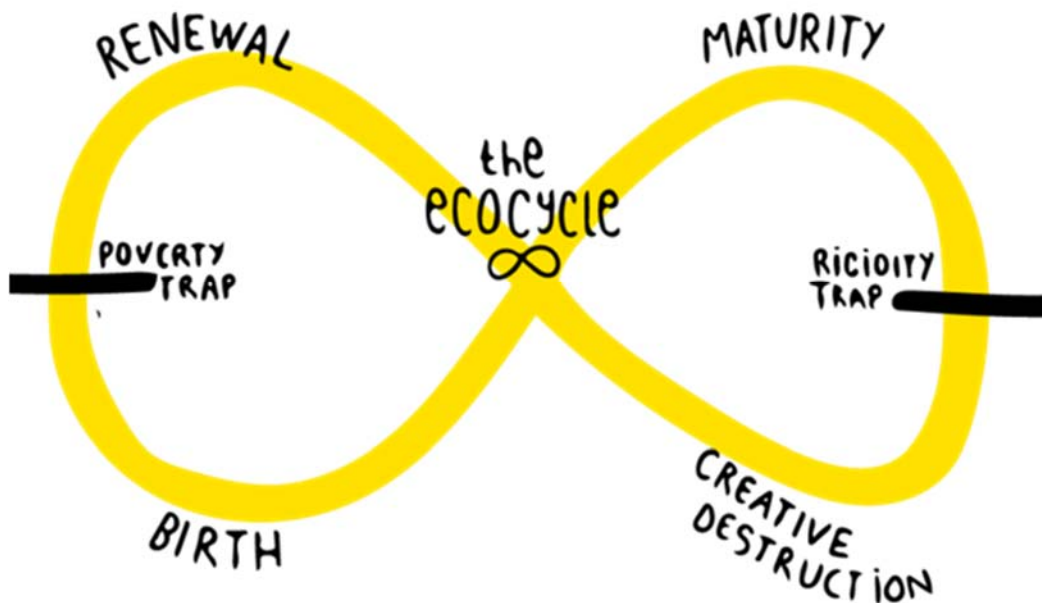
ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (24/02/2020)

EQUIP goes for a refresh, and we need your thoughts

Dear practices, stakeholders, friends and cynics alike,

One of the things we believe in as a team is the concept of “ecocycle”: that everything works, for a while. And that everything, at some point, does not. That change is necessary for anything to stay relevant, and we don’t just mean in practices: we mean in the EQUIP team, as well.



For this reason, we are ready to enter **creative destruction** and keen to understand what parts of our programme are working better, and less well, so we can make changes small and large to our programme. We want to understand stuff like why some practices get more value from coaching than others, what the difference between big and small practices is, if we are talking the same language when we talk about “joy”, and if these comms are your favourite song, or nails on a chalkboard.

This means that next week you will be getting a survey to fill in – and I’m not going to lie, it’s not short, but it’s not too long, either. Just a healthy smattering of questions to sing your truth. And you can skip some questions if you want to. (Do you?)

We don’t want to lie. Not like the bank when they say “this survey takes two minutes to fill out”. This takes, like, ten. Ten full minutes. And yes, if anyone knows the value of ten minutes in a GP practice, that’s probably us. The survey covers everything we do, from our work with your teams, to our IT platforms, to the joy question (still in pilot phase), to these comms. And we want it to be real. *Deep*. We are going to make real changes to what we do, and this will take time and effort, so we are shamelessly but humbly asking for your time and input to help us make this programme better for you.

Some of the outcomes might be that we offer coaching at network level. That we offer more or less training. That in small practices we offer practical help rather than coaching. That we change how we send our comms. That we get on with scaling successful stuff, so you don’t all need to reinvent the wheel... We feel curious, and are staying open-minded until we hear what you have to say. After the questionnaire, we are going to drill into your replies by organizing some bespoke focus groups.

And for all of you who have experienced work with Stokoe Associates, or the SDI (Strengths Deployment Inventory) exercise, we are undertaking a separate learning exercise to make these experiences better (meaning they won’t be part of the questionnaire).

In a nutshell, how can you make sure your voice is heard?

- Step 1: Complete the doodle questionnaire
- Step 2: Be part of our focus group (dates to be confirmed)

So that’s a wrap... please help us stay out of our pink and fluffy bias, and respond in hundreds to the survey, when it comes out! We need **as many responses as possible per practice**. From staff directly involved in EQUIP, not directly involved... we totally understand that opinions vary within the same practice, and we are aiming to hear the greatest possible number of individual voices. No matter the role you play in your practice, **it’s your voice we want and need**: let this be heard.