



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

Our Latest Newsletter

(23/03/2020)



We're all going digital and triage first: do you need help?

Dear practices,

Here is your umpteenth email about a service changing its scope and activity. And yes, you've guessed, EQUIP is going to be putting face to face coaching sessions on hold for the time being, and is going remote.

We are changing the scope of our work. We know most of you will have fully moved to triage based model by now. We are also aware that every practice is offering slightly different services, and testing different models. Our offer is to work with your practices, remotely, to help:

- a) standardize how we are all implementing and rolling out our triage models (so that in the future, sharing tools and understanding data will not be so difficult – ie by having similar slot types or appointment models on EMIS). Sharing best practice, stealing and sharing shamelessly.
- b) offer tools and pathways “off the shelf” – ie scripts for administrators, or leaflets for patients
- c) make sure that every practice is making full use of each and every one of the digital opportunities currently available for remote consulting

To do this, we hope to use a combination of:

- Your actual (remote) coach time: you can use your coach time to get help on going triage-first, rather than work on classic QI stuff

- A toolbox on the GP website (with case studies, videos, downloadable tools)
- Evening webinars, a virtual “help room” to drop in to share questions and answers, and perhaps a blog

As we develop these tools and processes with the **aim of reducing variation in our new, triage-first appointment systems**, we have a question for you. To make sure we are covering all bases and developing support that is as useful as possible, can you tell us:

Is there anything you would especially like help with, in going triage first and virtual/remote?

If so, please drop any of us at EQUIP a line. We will collect needs/questions, and try our best to create a system where all of these can be addressed. Since we are re-inventing our appointment systems, we may as well have a shared endgame.

We hope this helps and feels in tune with where all practices are at the moment. What a moment in history we are living. Stay kind, stay connected, and stay safe. We are all in this together.

Virginia and the EQUIP team