



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (01/06/2020)



Total triage video 2: setting up session holders

Good day East London folks,

Arshad and Kamal are back, having enjoyed their time on a desert island and in outer space. Glad they choose to return, and you don't need to add them to your list of favourite six lockdown contacts, since they have kindly agreed to share their wisdom digitally. They got straight back to work shortly after landing, stopping just long enough for Kamal to make himself a cup of coffee, and today show us how to set up session holders as part of Total Triage. Enjoy!



The EQUIP Mission Statement

Making Tower Hamlets the best place to work, and the best place to receive care.

The world of General Practice is currently under significant pressure. Across the board budgets are being cut, and resources constrained. 'On top of this, practices face a rapidly growing population, thus in turn increasing demand for GP services. The growing population has different health needs from those of the past, forcing practices to re-evaluate the efficacy of their business models and clinical processes. As a result of these challenges, practice staff are under unprecedented levels of stress, leading to recruitment and retention challenges.

Our response to these conditions is to roll up our sleeves, and address these issues head on. The EQUIP (Enabling Quality Improvement in Practice) programme is designed to do just that, by providing practice staff with the tools to create meaningful and lasting change. This is done by allowing practices to work on what matters most to them through a tried and tested Quality Improvement methodology. By doing this, we hope to improve the lives of staff and develop a culture within practices that values bottom-up change and continuous improvement. We also hope that we will make General Practice resilient and effectively able to manage current challenges and variation, and lead change so it can deliver even better care to patients in the future'.