



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (03/08/2020)



Citizen engagement: our half baked cake



EQUIP used this picture during the QI workshop for local residents at our Timebank pilot last week. Through Michael Jordan's quote, we introduced local residents to the concept of testing. **Testing means seeking the truth about your own assumptions and actions, no matter how painful, uncomfortable, unsettling the truth might be.**

In this Timebank pilot – are you ready for this – *we learned to fail.*

- We learned how to adjust to a pandemic quickly. As everyone did.
- We hoped to have 50+ active members, instead we had 23.
- We were convinced we could have 10 skill exchange sessions run by local residents, instead we only had three: creative writing, lockdown cooking and

vegan baking. By the residents, for the residents. **Beautiful, for sure, but not quite the numbers we were expecting.**

- We thought that we could run this pilot at the network level, instead only two practices joined, and from different networks (!).


Are we sad about this unexpected result? Yes, perhaps a bit.

Did we give 100%? Yes, for sure.

Could we have planned it better? Yes, maybe. And the pandemic didn't do us any favours.

The point now is: "what do we do next?"

Let's do a step back, and see how all started.

We started our Timebank pilot in February, when we planned to run activities in the practices, and to hold face to face meetings. Then the pandemic happened.  The C-word came up in our lives, in the lives of our local residents and within the pilot. Online video-meetings replaced the coffee mornings in the practices, the skills exchange training replaced the in person training and lab activities.

We used a fishbone approach to label this challenge, came up with some change ideas, and we re-shaped the pilot. We then learned about digital obstacles, trust and interest of the citizens. Phase 1 of the pilot ended with shy engagement but with clear ideas for a second phase of the work, to further test our efforts around citizen engagement. With phase 2 still being within the initial budget, within the initial timeline, with the same resources.

We split our pilot into two phases to adjust, learn with grace, view reality with courage and get ready for our next steps with enthusiasm. *This is a romantic version of a PDSA Cycle.* But basically: we divided our pilot into two phases because we found that we were going off course. So we chose to pause and regroup, and use this as an opportunity to succeed (later) and share initial learnings (now – see the attached report).

Attached is the report for phase 1, which we ended with two QI workshop attended by 37 local residents. We expected 20 people in total, we nearly doubled it. The workshops we ran were two, one at 15:00 and one at 17:30. We were expecting higher attendance at the latter, but the opposite happened, and the early afternoon session was the most crowded one. Nicely in line with the principle of nothing quite going to plan within this pilot. **Our patients were fully engaged in this specific workshop "How to make changes". Some of them asked how they could contribute to the QI work in their practice. Others asked for other training and learning experience.**



We are now approaching phase 2 with a better understanding and plan. We planned the phase 2 in the new COVID world. In this:

- We are going to focus on running QI training sessions with our citizens, since these have proven most popular, and since our aim remains to engage citizens in practice QI work
- As soon as physical proximity is allowed, we are going to try and run face to face activities in practices
- We will create themed focus groups for local citizens with similar needs and desires
- We will encourage our currently engaged patients to run their own sessions for local citizens
- We will consider duplicating some of our current efforts around larger sample sizes

Our journey, learnings and musings are all the in the report attached, and we expect that some of the challenges we faced will ring familiar in general practice. If you want to know more about this, please email adele.testa1@nhs.net.

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