EQUIP
TOWER HAMLETS

07/11/2017

Hello hello,

In today's friendly EQUIP email, something you will have heard about, extensively, at the GP Summit: our learning systems! And guess who we are hoping will join: YOU!

> "**A LEARNING SYSTEM is a way of** working collaboratively **on** trickier topic areas **in a way that allows more rapid testing of changes.**"

I was going to attach a two sheet document explaining learning systems, but I've been told so vehemently and extensively that the whole universe (yep, the *whole universe*) hates attachments, that I am instead going to summarise right here, in the body of this email, no clicking required.

Tell me more about these learning systems…
By working together, we get an opportunity to generate ideas and test them in a co-ordinated way at the same time in different practices. So we can accelerate learning in our chosen topics more quickly. No more "so how did Paradise Practice do that" kind of questions. This way we get to the point where we get to implement successful changes much faster than if we work at an individual practice level. **Choosing the right topics for our learning systems is very important**. The topic needs to be right for Quality Improvement in that we don't already know the answer to the problem– so the solution requires learning and testing of new ideas.

So what are these learning systems about? What topics are they going to tackle?
We have some suggestions of topic areas to work on but are happy to hear/add more… If you have great ideas of problems we don't already know the answer to, we'll make related learning systems happen. And while you mull this one over, we'll kick off with three topics that informal feedback tells us will be popular:

- Patient access to their medical records – not to scripts and appointments!! *To their very own medical records*. Gulp…
- Access/understanding demand capacity, DNAs… You get the idea
- Telephony, missed calls, understanding distribution of demand and resource

What happens now?
- We need people to sign up for each learning system. We already have about 15 names against each – but there's a bit of room for as many more.
- We are looking for between 20-30 people from across six to eight practices for each learning system
- They will be run as three half-day workshops around six weeks apart, giving time to test changes in-between sessions
- The learning system is likely to be the focus of your practice's QI work (coach sessions) for this time period

Sounds interesting… Let's get dates in the diary.
Totes amazing. The very first learning system to kick off will be:

<u>Patient access to medical records</u>
Sign up today – Save the date
❑ 30th of November (12:30-17:00)
❑ 11th of January (12:30-17:00)
❑ 15th February (12:30-17:00)

Action for you:
Just sign up if you want to join!

https://www.eventbrite.co.uk/e/equip-learning-system-patient-access-to-their-medical-records-3xhalf-day-workshops-301117-and-tickets-39613019608?utm-medium=discovery&utm-campaign=social&utm-content=attendeeshare&aff=escb&utm-source=cp&utm-term=listing

We have room for about three more practices for the access to medical records events. Lunch will be provided, but please please please don't complain about the food as it seems to be the only thing Tower Hamlets NHS cannot fix. Not even with QI. Sigh. (Unless of course your name is Ekramul, and someone you seem to have the *only* direct connection to the culinary gods).

If you like it better in pictures because like lots of clever people you are super visual (which I am not – visual, that is):
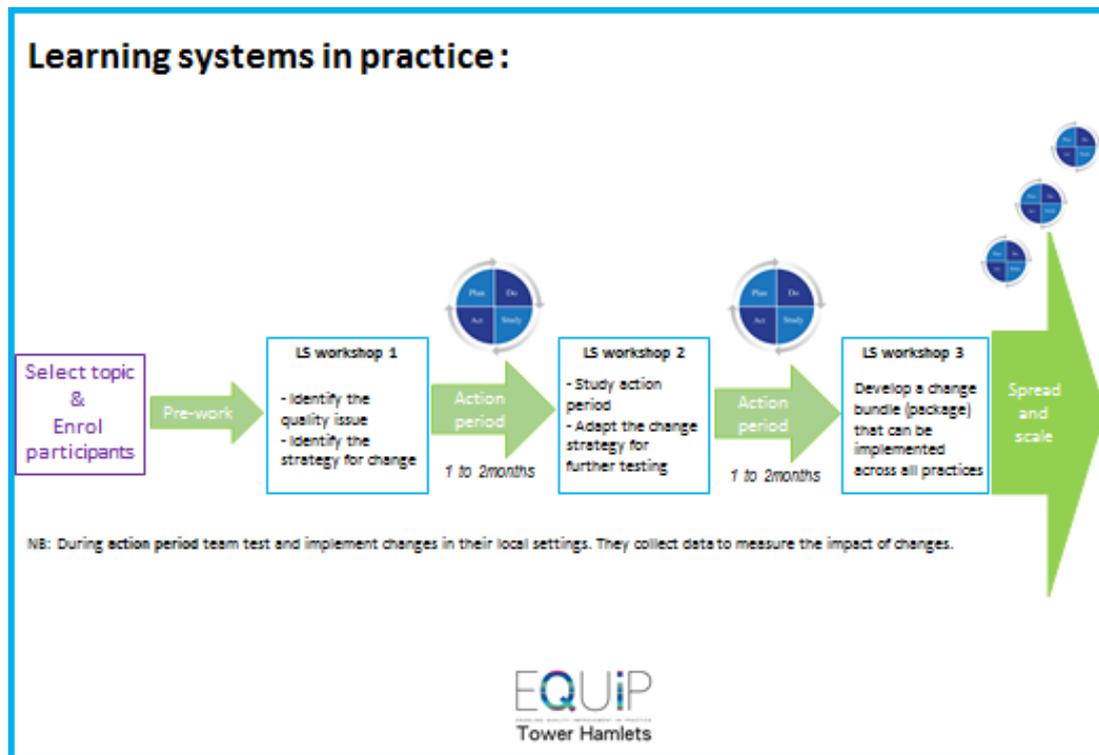
And that's it! Looking forward to discovering who has snagged this handful of places on our first learning systems.