



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (17/06/2019)



Your EQUIP project is all done... what now?

First of all, if you have indeed completed an EQUIP project, and if that is why you are reading this... WELL DONE!!!!!! What you need to do now depends very much on your role within the project.

So – you’re finished! – now...:

If you are the sponsor

1. Celebrate!! Plan a proper celebration, the kind that comes with cakes that do not come from the supermarket, but from that yummy bakery that is going to draw your personal inscription for the team.



1. Communicate the team's results, and make sure that any changes made are integrated into your practice's daily work – yep, this is *your* job!
2. Monitor the changes you've chosen to make, and provide air cover for decisions that need senior authority. You are your team's biggest cheerleader, the press officer, the PR rep. (And the cake buyer, don't forget!)
3. Keep awareness of the issues or barriers you encountered during the project – these may become the focus of your next projects; don't ignore them, o ye container of history, memories and information.

If you are the team leader

1. Do the admin! **Make sure all your documentation on Life QI is complete**, and that it would make sense to any other practice who wanted to learn from you.
2. Communicate what you've learned – your sponsor will be fronting comms, but your voice is essential. Some people, would you believe it, will hear you more loudly that they hear your senior sponsor. *Just sayin'*.
3. Keep your projects gains! You've worked hard – don't slip up! Keep measuring and tracking, as in, in perpetuity, just to make sure that "the new" doesn't fade into oblivion.

Your final, very last, pre-cake and celebration meeting will be and feel different from the others. Like the last day of school. Below (and attached) is a sample agenda you may find helpful in order to structure your reflections and learnings.

Final Project Review

Instructions: At the end of the project it is important to capture the lessons learned while they are still fresh. This can occur at a joint review meeting between the project team and Sponsor. The meeting's purpose is to identify and understand what worked and what didn't work, and to apply these lessons to future projects. The outcome of the meeting is a list of recommendations for future efforts.

Project Charter:

1. Review purpose of the meeting and agenda.
2. Silently reflect on the following questions:
 - a) In your area, what went so exceptionally well that you want to repeat in future projects?
In the project as a whole, what went so exceptionally well that you want to repeat it in future projects?
 - b) In your area, what superb contributions do you want to acknowledge?
In the project as a whole, what superb contributions do you want to acknowledge?
 - c) In your area, what new "experiments" were tried, and what were the results?
In the project as a whole, what new "experiments" were tried, and what were the results?
 - d) In your area, what went wrong, and how could this problem have been prevented?
In the project as a whole, what went wrong, and how could this problem have been prevented?
3. Share responses to each of the questions in number 2. Write main ideas on flipcharts. Do not discuss ideas; only ask questions for clarification.
4. Narrow the list from number 3 to a few specific, important things that can be acted upon to improve future efforts. Decide who will do what by when.
5. Evaluate this meeting.

And just in case you're wondering where to get this Kool Aid so many of us seem to have drunk...:

!!TRAINING OPPORTUNITIES!!

Obviously in the flavour of all things QI, I am sharing two tasty training opportunities that might interest nurses and/or early career GPs, who see it as their daily responsibility to do their job, and also to do it better, every day. You might enjoy this bespoke, tailored QI approach to clinical work – and if so, instructions on how to join are simple, although you haven't got loads of time to sign up – check out the attachments below:

Quality improvement for early career GPs in London

Quality improvement for practice nurses in London

Final Project Review sample agenda 13.06.19

Yeah yeah yeah, I know attachments aren't popular, but trust me, lengthy emails are aren't popular either. Or so I'm told. :-/

So! Congrats! We hope the topic of this email is relevant to many, many of you.

Amazed. Inspired. Grateful. That's how your trust and generosity in our shared work make me and the team feel.

Virginia