



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (09/09/2019)

Helping you involve local residents in your EQUIP work, and beyond

Resident author in place today – everyone’s favourite Emma Cassells – who, as always, helps us to involve and engage local citizens, painstakingly stitching the fabric of the Tower Hamlets TimeBank. Which you’ve read about before, so let’s keep building on what you already know... Over to Emma:



Involving patients comes in all different shapes and sizes.

Maybe your practice has a well-established PPG that you are trying to grow so that it reaches the people who don’t normally share their thoughts. Perhaps you are pro at collecting FFT feedback and sharing the changes you have made as a result of comments you received. Maybe patients have a seat firmly at the table on your QI teams... And I wonder where the practices are that have a full board of community representatives that act as equal partners in the design, delivery and evaluation of services?? [SCF NUKA](#) anybody....

We also know that there is little incentive for people to get involved and we need to find a way to recognise and reward patients for their contributions. But we know that people don’t just want to be involved for the sake of improving the appointment system. Patients and local people tell us time and time again that they want to feel connected to others in their community, and make meaningful changes.

So we have been thinking about a way to achieve all of the above: incentivising involvement, building a place for people to connect, and enabling communities to create meaningful change.

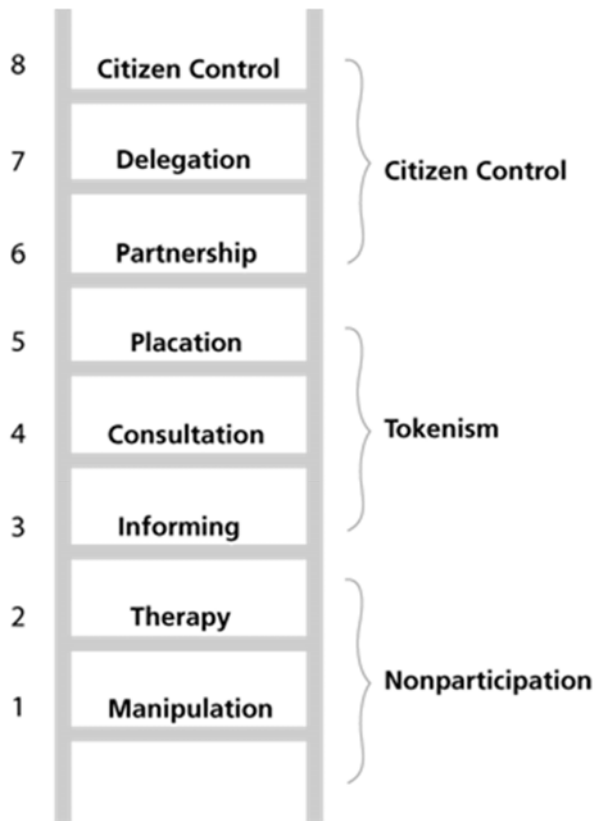
We are piloting a Tower Hamlets wide Time Bank. A place where time is the currency, and everyone's skills are valued equally. A place where people can get involved in improvement work...and teach each other to knit.

What's this got to do with EQUIP we hear you ask? We know, you thought we were only interested in run charts and putting stuff on QI Life. You'd be partly right but we are massively invested in sustaining the changes we make, and by involving people (patients, families, carers and communities) in these changes, they are more likely to stick. ELFT reckon that improvement projects in their trust are 4 times as likely to sustain when there are services users involved in the improvement project.

What next?

It's likely that all EQUIP practices are at a completely different stage on the path of involving patients local people – and it's helpful to take an honest look at where you are!

Wherever you are on your patient involvement journey, there is support available for you to take the next [step on the ladder](#)



Arnstein's Ladder (1969)

Degrees of Citizen Participation

- Spread the leaflets attached throughout your practice and encourage people to sign up to the Time Bank [online platform](#) – anybody can offer an hour in exchange for an hour of somebody else's time or perks from local businesses (markets and cinemas have also signed up!)
- Speak to your coach about how you can involve patients in your improvement work – or better yet, invite some patients along to your next QI meeting and reward them with a Time Credit
- Contact EQUIP if your practice want to do some thinking together about how you can improve your patient involvement
- Get in touch if you have ideas about how we can spread and grow our culture of patient involvement in practices across the borough

PS Shout out to Iulia, our local hero flying the flag for improving diabetes care, and the designer of the EQUIP TimeBank leaflets.

Emma out. Virginia in.

Aaaaarrghhhh the leaflets, I can't even cope!!!!!! Too too good. Thank you Emma. Thank you Iulia. Thank you to TimeBank, and to everyone who just won't let this bone go. You are lifesavers. Literally. And thanks for believing in something that has

proven so hard to get off the ground, and which we knew so little about until it was put in your safe and competent hands.



Virginia

LINKS:

[EQUIP citizen engagement front page](#)

[EQUIP citizen engagement back page](#)

[Time Bank front page](#)

[Time Bank back page](#)