



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (23/09/2019)



## **They got all excited, engaged, and started planning.**

One of our most loved GPs, George Farrelly, takes the stage today with the Crisp Street flu project team. No other words needed from my end – few people tell a story better than George. Get comfortable, open your mind, and welcome this moment of opportunity, through George's eyes.

I have been asked to tell a good story about my experience as a coach. I have a lot of good stories, but I will tell you the one that first came to my mind when this question was asked.

I was standing in the corridor at the Crisp Street Health Centre with the flu project team. I had just finished giving the team an introduction to the Scrum-inspired wall task board and I had showed them what another team was doing with theirs.

Then there was a moment: they got all excited, engaged, and started planning. They were going to create their own board the following Tuesday, they divided up the tasks. I just watched them. Wow! That's the good story: this team shifting gear, getting excited about their project, and how they were going to get it done.

I'll give you a very broad overview of this; if it works out, I might give you some more details in 6 months.

In my improvement apprenticeship/learning journey (which started unexpectedly on Friday 21 November 2014) I have visited many corners of the large improvement forest. Along my way I encountered Agile, which is the improvement mind-set which evolved in the tech industry (software development) in the 1990s and since. Two of

the main frameworks used in Agile are Kanban and Scrum. Don't worry about this now. Suffice it to say that they both commonly use a task board. Look at photo 1:



This is the Scrum board at the scrum coach training I attended. There is a left hand section, a middle section with five columns, and a right hand section. The idea is this: a team has a project, a 'product' they want to create. They create a list of the items or features that will be needed for this product. These go into the left hand section of the board, called the Product Backlog. You can see a number of cards; each card represents one of the elements of the product. The team then orders the cards, working out which ones need to be done first. The team works in 2-week 'sprints' (these are focused periods where the team is committed to getting a defined part of the work done; it could be one week, or three or four weeks; most teams choose two weeks).

The designated cards for the sprint are moved to the first column of the central section – see photo 2:



