



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (14/10/2019)

Breaking news: Globe Town increases its (NHS Choices) stars!

I absolutely *love* this week's comms. Like, *love* them. Aside from the fact that the picture looks like some artistic skateboarding/rapper den with the coolest poses and expressions (I want a room like that, ideally in my home), our coach Obi has worked with the team to build the most inspirational tale of teamwork and success. Wanting to reach for the stars? Aka improve your NHS Choices reviews? Have a read. And this one is fun. So maybe save it for lunch, and prop your feet up on your desk.



We love our patients and they love us too! Okay, that hasn't always been the case.

Prior to January 2018 when we started our patient-focused QI project, out of the last 10 NHS Choice Reviews we received, 2 were 4 stars and 8 of patients rated us a very lonely, miserable one star! There were even comments that they only gave us a one star because there wasn't an option for no star(s)!

Today, the tables are turned!

Out of 10 last NHS Choice Reviews received, 8 of our patients gave us 5 stars and 2 of them gave us 1 star!

Our overall NHS rating has gone up from 1.5 stars to 3.5 stars, and is growing!

Recognising that we can't please everyone, we are chuffed with the progress we have made AND are determined to report back with even better ratings soon.

So, how did we make this awesome (if we may say so ourselves) leap?

Our first QI project focused on increasing the number of patients that register online, manage their appointments and check their medical records. This freed up our phone lines and empowered our patients to do take more charge of their medical needs.

During the course of that project, we recognised that we needed to connect better with our patients and our local community, and get them to work with us on our practice development. To get those voices, we needed to re-engage our patient community.

What better place to start than through our PPG?!

Problem was, we had 20 PPG members and only 2 were active, attending sporadic PPG meetings with one of our practice partners (the only staff member that joined and ran the meetings).

So, our QI project was born: we vowed to reconnect and build engagement with patients, starting by increasing PPG membership and meeting attendance by 50% by end of 2019.

Our dream was that this would increase recommendations to prospective patients, improve surgery image/brand ("our shopfront") and promote community involvement, as well as improve our responsiveness to patient needs. This was particularly important given our expansion and forthcoming 2020 move to larger premises.

There are too many changes that have led us to today's success including (but not limited to):

- Expansion of the role of one of our administrators (the fabulous Susan Wright) to “Patient Champion”.
- Over 30 new PPG members, and quarterly PPG meetings with an average 20 attendees per meeting – made up of two-third patients and one-third staff (partners, practice manager, GPs & admin staff).
- Installation of a staff board at reception with smiley faces of our lovely staff members, based on a request from our PPG.
- Launch of our practice ‘Book Swap’ at reception which has been a huge success as we watch our patients pick up books and read to their kids whilst waiting to be seen.
- ...and recently, a patient volunteer joining our QI project team, based on invitation extended at our last PPG meeting where she provided invaluable, constructive feedback.

The remarkable results we have had with this project and the rapport we now have with our patient community has had a very positive knock-on effect on other QI projects such as our current “Increase in Smear Uptake” one where we have over the last 4 months, increased our uptake of smears by a whopping 13% – the largest uptake we’ve had in two decades!

We couldn’t be more proud of ourselves and the remarkable changes in our relationship with our patients AND with one another. Long live, EQUIP!

Obi and the Globe Town Team

Long live Globe Town and our coaches, actually. What a way to start to the day. Power to you, Globe Town folks. Is there no limit to your awesomeness?

Virginia