



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

Our Latest Newsletter

(04/11/2019)

EQUIP shares: a flurry of joyful ideas



Boo! We mean, hello. And Happy ~~Halloween~~ Thursday!

Today's topic is actually *remarkably* non-spooky. Even trying to spook it up, it's really hard to find a eerie angle for, well, frankly boo-tiful ideas.

Where does this all come from: The Joy Room at the GP Summit last week. As people prepared to leave our muffin-studded disco scene, we asked everyone to engage in a (paper) snowball fight where the snowballs were joyful ideas. Or rather, based on the evidence we had just discussed, ideas to bring joy into their practice. And we promised we'd share these ideas in our comms, so here we are, not ghosting anyone (OK, I'll stop with the Halloween jokes now), but delivering on what we pledged. From you, to you:

What the snowballs said... (Feedback from the joy room)

Opening lines to start a conversation about joy	Actions
<p>How has your day been so far? How are you feeling today?</p> <p>What matters to you at work? What matters to you? and questions not about work but about the person - getting to know them What are you looking forward to most at work?</p> <p>What do you need for more joy at work?</p> <p>What has gone well so far today? What things bring us joy at work? What would bring us <i>more</i> joy? What things drain our joy? What is the plan today to get us through our hurdles? Shall we go for lunch? Can I/we make your work easier in any way?</p>	<p>Spreading the word Talk to my colleague about working on joy Talk to my practice about working on joy Use EQUIP</p> <p>Greeting and making people feel comfortable Smile Greet everyone Morning greetings Start an actual conversation when you say hello Screen message to say good morning</p> <p>Initiating conversations More informal dialogue, not in meetings Start check-ins, before meetings or at the start of the day</p> <p>Dedicated time for breaks Lunchtime (eat together!) Protected breaks</p> <p>Recognition Being recognised and appreciated Try to actively appreciate people around you Balloons + singing Say thank you</p> <p>Food/meetings Group tea/coffee meetings Take in cakes Provide food – good food Always have chocolate around</p> <p>Team Huddles Set up huddles Huddle with reception staff Huddle re positive flu achievements I really like the idea of starting the day with a huddle/open floor meeting.</p> <p>Spending time outside work Evenings out Staff away days Staff dates Group activities</p> <p>Teamwork Work from the same page: be clear on your shared purpose</p> <p>Misc. Lead with your own positive attitude Avoid disrupting others Do not turn down annual leave unless critical Save time for Life</p>

I'm now going to take editorial liberties and share my own favourite tip for enhancing joy, especially if you're a leader: I'm going to keep it freakily short and not add any more – but if I *was*, and maybe this is for a comms in the future, there are buckets of practical ideas on how to enhance joy based on whether you're a partner, a manager, a supervisor, a patient assistant... Everyone has their own role to play in

creating joy at system-level. The above are just a summary of the snowballs that you tossed our way last week – and we absolutely love them.

Great leaders walk the floor. They know their place is in the corridor. They are called by their first name, and have candy (or fruit!) on their desk.

They walk the floor, ask, listen, and *act*. To lead people, they walk beside them.

On this note... Enjoy your evening, and eat as much Halloween candy as you want – we won't say **boo!**





Virginia