



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (11/11/2019)



EQUIP loves checking in – with you

This is your private invitation to talk to us *all the time*.

OK it's not.

It's just an informative little comms to remind you of how and how often we hope to check in with the practices we work with.

Our first system you are possibly familiar with: it's the good 'ol '**calls to practice sponsor**'.

Calls to sponsor were set up to enable direct feedback from surgeries to the EQUIP team so that we can:

- understand how your quality improvement work is feeling and progressing
- get focused feedback on your coach, so that we can support their development
- identify areas of strength and areas where we can continue to improve the EQUIP programme in order to best support your practice improvement work

These are a fantastic way for us to get feedback and build relationships with you, so we are totally committed to continuing with them... and then some. In fact, we have committed to auto-inviting ourselves into your practice kingdoms **three times per year**:

- **Two x 30 minute phone calls with the sponsor** (or main link-team with EQUIP) to check in on progress, get some feedback for your coach and troubleshoot any issues
- **One practice visit of one hour to meet the wider QI/practice team** and get a deeper view into how things are going.

So ideally we will be making one contact every 4 months with you (total of 1.5 hours over the course the year).

We appreciate that time is precious and don't want to overwhelm practices with visits and calls, but by keeping in regular contact we get hugely valuable feedback. We feel privileged for the time and trust you have invested in EQUIP and we are keen to grow with our practices in order to stay relevant and to address practice needs and expectations.

Regardless of the formal feedback process, do not hesitate (as in, *ever*) to get in touch if you have any question or issue you want to discuss with a member of the central team or your QI coach in between calls/visits.

Meena Kaur, our administrative ninja, will be (or has been) in touch to arrange the yearly practice visit. In fact, we have one in just an hour or so. So gotta go practice what I'm preaching. Adios.

Have a great one, and hope to see you super soon!

Virginia and the EQUIP team