



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (25/11/2019)



Wapping QI team tackles relentless message book with great effect!

Dear improvers,

Today's message comes in the words of Dr Anne Pauleau, a high energy, high belief GP who lights us Wapping Group Practice with her presence and agency. No further introductions needed – take it away, Anne!

“The second wave Wapping QI story started when we cheerfully shared the most amazing, stunning, colourful and delicious rainbow cake after the whole practice had excitedly gathered for our Strengths Development Inventory ... and what did we find? that we shared so many goals and aspirations !

The next gathering was post-it time with post-it votes. We decided to tackle our daily message book that would relentlessly fill up inundating GPs for call backs – but, hey, what were those calls all about?

Enter Lara Beaumont and Zaineb Ganiyu-Dada, our truly dedicated fifth year medical students, who selflessly analysed over 1000 message book requests over a 12 week period. What did they find ? That 25% of all message book requests pertained to medication issues.

The QI team got busily to work on that with great input from so many people, admin, reception, pharmacists both in house and community, nurses, receptionists, coaches, doctors. Simon our pharmacist painstakingly and with the input of the whole team designed and redesigned and redesigned process maps for message book and medication queries.

More audits were carried out by more of our super Barts students with regards to face to face consultations and e-consultations. This revealed that the proportion of medication queries was similar to the audit carried out on the message book .. phew...thank goodness we have Simon our pharmacist in the practice!

Lara Beaumont, one of our initial medical student superheroes, undeterred by the endless trawling of message book queries earlier in the year, came back to the practice four months later to see if the number of message book queries had reduced: it had! **We had effectively halved the number of medication queries in message book over a six month period!**

So, here is to the team, all the people who enabled this to happen and to continue to happen, the receptionists, the nurses, HCAs, the administrators, our PA students, our Barts and Kings students, our marketing student intern, our practice manager and the doctors, Simon our pharmacist and of course Kamal my wonderful co-coach steering us so admirably on this journey with his superb coaching skills.

And of course, that is only the beginning ..

So here are a few photos of some of the people who contributed – just sorry that not everyone is included, your voice mattered so much!

Anne





Anne, Anne, Anne... I could not love this story more – so practical, inclusive, and celebratory! I feel almost bursting with gratitude – and I'm beginning to think we're genuinely serious about this whole improvement and joy thing. J

Virginia