



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (20/01/2020)

Planting the seeds of co-production: for the people, by the people

The voice behind today's comms is of our superstar Darzi fellow, Meera Kapadia. Meera is dragging us, at last, into the land of what matters to citizens and patients, and wants to take you along too – unless of course that's already your home and comfort zone. Honesty pill: it *isn't* mine. So hurray for Meera:



I am Meera Kapadia Darzi Fellow and I am excited to tell you about my fellowship Project.

The project turns QI on its head- instead of starting with what matters to staff and GP practices, the project starts with "What matters to you (individuals and the community) about your local GP practice", before involving any other stakeholders.

I am really excited to say this project is all about co-design and coproduction, that is to say, Professionals and Community members working together, to shape services. **Coproduction only happens with power sharing and producing something concrete together**, so this project is all about redistributing power. Our project team embodies this, as there are three EQUIP staff, Professor Gail Findlay from the University of East London and her research assistant, and an ever growing Community QI Coach cohort- it stands at four at present, but may increase! The Community coaches are peer tutors in the Recovery College, so we are pleased to have a partnership with the Recovery Project. Our team coproduced the name Seeds of Change Project, For the People, by the People.

Professor Findlay and WEL Communities, part of University of East London, are key partners of the project, and are teaching their methodology to the project team The methodology Includes door knocking, and world café style cafés to ask the Community "What matters to you about your local doctors?", before inviting other stakeholders to meet and coproduce the five main priority areas for the patients in Barkantine Practice, our lovely GP partners in this project.

By June 2020, we will have identified five areas for improvement, which will form the basis of at least two QI projects in Barkantine Surgery.

The next phase of Coproduction involves the Community QI coaches will coach alongside the EQUIP Coaches, in a new Co-coaching model.

It's been three months in the planning, and it's great to now be in the implementation phase. I will update you all in the coming months.

In the meantime, if you would like to **attend the project launch event on 31st January**, which is focused on the concept of "patient leaders the hidden gems in the system", please **come and register** via Event Brite link:

<https://www.eventbrite.co.uk/e/patient-leadership-in-tower-hamlets-launch-event-tickets-85787431517>

If you want to volunteer for the door knocking in February (11th and 18th February) we would be happy to have your help.

For further information please contact Meera.kapadia@nhs.net or tweet @meerakapadia: EQUIP Seeds of change project, for the people, by the people!

Meera

Citizen engagement seems to be an area we never quite crack as we'd like, as a programme. And Meera's work is especially important in reminding us why we do what we do, and in creating a methodology to sustain and replicate the effort. When we measure joy, this includes user experience. Not only "doing stuff" but doing stuff that matters *to* those we serve, *with* those we serve.

Don't mistake activity with achievement. — John Wooden

Virginia