



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (23/12/2019)



## **Albion celebrates to listen: a story of joyful tidings and citizen engagement**

Happy happy holidays, dear community of improvers.

This is the last EQUIP missive of the year, and as such, we thought we'd end on a celebratory note, and give voice to a practice and coach. In this case, our marvellous Afzal, and the Albion Health Centre, who tie up the year with a for us. In Afzal's words, read on:

**Back in September, Albion health centre held its first open day. In a bid to increase patient involvement in the practice's quality improvement projects and to get a sense of what the patients actually want improved (if anything**

**even needs improving ), Albion decided to invite all 9000+ patients to an open day, what could go wrong, right ...**



Thankfully not all 9000 patients turned up, don't think the sandwiches would've been enough.. However Albion did manage to attract 40+ patients!!! (And it wasn't *just* for the sandwiches). Due to the teams' effort, the patients were given a direct opportunity to communicate with clinical and admin staff about any issues or questions that they had regarding the practice. This opportunity showcased how much the team valued the opinions and concerns of the patients as they showed a willingness and enthusiasm when speaking to patients, which allowed the team to debunk a common misconception patients seem to have that their feedback usually gets disregarded or "swept under the rug".



One of the main concerns that patients raised was "access", mainly telephone access. This then led to an opening for Albion to discuss one of the current projects the practice is doing, in relation to increasing online access. This should help reduce telephone demand as patients would be able to book appointments online instead of calling in. (Guys.. can you hear that? Wait no you can't cause the phones not ringing...!!)

Anyways in short the open day was a huge success. Hopefully this can turn into an annual event for Albion, as it provided a great platform for patient engagement.

*Afzal Ahmed, EQUIP coach*

How to end the last email of the year other than to say, as ever, sincere thanks. We hope that Afzal and the Albion team leave you with a sense of optimism and energy, and thank every single practice, person, coach, commissioner and Care Group dude for a year of such strong support and trust.

Whether you celebrate Christmas, Hanukkah, Eid, Kwanzaa, Solstice, or Festivus — we hope you have a happy holiday.

We are getting there, closer every day, together. Bring on another year, and another chance for us to get it right!

Virginia and the EQUIP team