




ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (25/05/2020)



## **Video: how to create Total Triage slot types on EMIS that align to the new national guidance**

This video – perhaps a welcome change from the bedtime reading that these newsletter usually are – is pretty self-explanatory... One point to highlight, only: at one stage, Arshad and Kamal hover over a list of slot types (00:58) – these are *the* national slot types which we are trying to standardize all appointment books to. I really appreciate how challenging this might feel. The slightly criminal EMIS example in the video is my very own practice's and it's us that have over fifty slot types... hiding my face in my hands here.... But our work now is to try and align them to fit within the nine types highlighted in the video (your coach has this list in your triage manual). A learning and change curve for us all. J Have a lovely weekend – our first official Spring bank holiday of the year – and over to the experts! Virginia

## **EQUIP: making Tower Hamlets the best place to work, and the best place to receive care.**

*The world of General Practice is currently under significant pressure. Across the board budgets are being cut, and resources constrained. 'On top of this, practices face a rapidly growing population, thus in turn increasing demand for GP services. The growing population has different health needs from those of the past, forcing practices to re-evaluate the efficacy of their business models and clinical processes. As a result of these challenges, practice staff are under unprecedented levels of stress, leading to recruitment and retention challenges.*

*Our response to these conditions is to roll up our sleeves, and address these issues head on. The EQUIP (Enabling Quality Improvement in Practice) programme is designed to do just that, by providing practice staff with the tools to create meaningful and lasting change. This is done by allowing practices to work on what matters most to them through a tried and tested Quality Improvement methodology. By doing this, we hope to improve the lives of staff and develop a culture within practices that values bottom-up change and continuous improvement. We also hope that we will make General Practice resilient and effectively able to manage current challenges and variation, and lead change so it can deliver even better care to patients in the future'.*