Achieving the impossible.
Quality Improvement at scale in Tower Hamlets

15th May 2018
### Why is change in General Practice such a challenge?

<table>
<thead>
<tr>
<th>Count us! Or try…</th>
<th>Cottage industry flavour</th>
<th>Our non-market market</th>
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</thead>
<tbody>
<tr>
<td>- Multiple organizations (about 1500 in London alone!)</td>
<td>- A unique industry “run” by clinically trained partners</td>
<td>- Limited ability to respond to market forces factors</td>
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<td>- Multiple geographical sites</td>
<td>- Originally family led businesses – in every sense</td>
<td>- Strongly top-down led</td>
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<td>- Corporate fragmentation</td>
<td>- Traditionally a survival sector, where the guarantor is the government</td>
<td>- Little or no link between demand and resource – costing models worked backwards between what is available, and the total population</td>
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For general practice in Tower Hamlets to be the best place to work and receive care in the country

Empower all practice staff to make operational improvements on an ongoing basis which have a tangible impact on the satisfaction of staff and patients

- 8 x 4.5 IHI Standard Assessment Score per practice
- Increased staff satisfaction
- Increased patient satisfaction

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Programme delivery

**Values**
- Practice ownership
- Data driven
- Capability building of the whole team
- All voices are equal
- Continuous curiosity
- Develop the team to deliver the task

**Support provided**
- Basics & In depth training
- BI Data software (edenbridge Apex)
- Project workspace (Life)
- QI Coaching sessions
- Team development
- Targeted support
- Collective learning systems

**Practice commitment**
- MOU
- GROUND RULES
Progress to-date

8 Coaches deployed, 10 more recruited

Edenbridge installed in 26 practices

200 QI Life licences allocated

26 data walls sessions delivered

96 projects up and running on QI Life

250 people trained on QI (basics of QI, project lead, QI Coaches)

First two learning systems kicked off
What’s next?

• Competing with market disruptors
• Centralised registration
• Patient access to full records
“The most impact has been within the admin team. Everyone wants to be involved and do various process mapping/audits to streamline services and in house pathways.”

“I feel involved in the change and development and really perked up to see improvement in the work undertaken.”

“Really enjoyed interactions and discussions with other members form other practices.”

“It brought more scientific rigour and discipline in the group.”

“Meetings rules are really helpful and the coaches presence keeps us on track.”

“Very practical training and lots of activities.”

“Great opportunity to create fertile ground for change.”

“Equalises knowledge and voices in the room: i felt empowered.”

“Gets people talking differently.”

“Gets Drs, Nurses and HCA talking to each other about real obstacles faced to bring about good change.”

“Really difficult to find the time.”

“Enjoyed learning about the data and how to analyse it.”

“Really enjoyed interactions and discussions with other members form other practices.”

“Equalises knowledge and voices in the room: i felt empowered.”