**XYTAL and EQUIP Improvement programme**

We hope to make Penrhyn Surgery a better place to work and to receive care, reducing variation and enabling change, and making improvements on an ongoing basis that will have a tangible effect on the experience of staff and patients. We plan to achieve this by encouraging teams to work on what matters most to them through a tried and tested Quality Improvement methodology and hope to develop a culture within practice that values bottom-up change and continuous improvement.

**We have previously worked with Xytal to improve our process and this year we are working with EQUIP** **(Enabling Quality Improvement in Practice)** is a primary care support programme that started in Tower Hamlets. The world of general practice has been under significant pressure in the past few years - across the board budgets are being cut, resources constrained, and recruitment has proved a struggle for many of us. On top of this, practices face a rapidly growing population, increasing demand for GP services. This growing population has different health needs from those of the past, forcing practices to re-evaluate the efficacy of traditional business models and clinical processes.

In response to these challenges, some years ago the EQUIP team decided to look at best available evidence, and support practice staff with a choice of tools to create meaningful and lasting change. With several years of learnings under their belt, they are now able to offer EQUIP to practices in Waltham Forest and we have signed up to EQUIP to bring improvement in our processes for good patient care.