

Team Huddle *Template*

QUALITY IMPROVEMENT

A short agenda template for a regular refugee health team huddle. Run weekly or fortnightly. Keep it brief, focused on action, and inclusive of the whole team.

A short, regular team huddle keeps refugee health QI live in the practice. Use this template to run a 10–15 minute meeting weekly or fortnightly. Keep it focused on what is working, what is not, and what to do next.

How to run a useful huddle

Keep it short <i>10–15 minutes</i>	A standing meeting at the same time each week works better than a long monthly sit-down. Standing reminds everyone the goal is action, not discussion.
Include the whole team <i>reception, nurses, GPs, PM</i>	Reception staff often spot things first. Nurses see where workflows break. GPs catch clinical gaps. Practice managers see the data. All four perspectives matter.
Focus on action <i>decisions, owners, dates</i>	Each huddle should end with at least one named action. Capture who will do what, by when. Review at the next huddle.
Use data <i>but lightly</i>	Bring one or two numbers from the monthly snapshot. Avoid getting bogged down in spreadsheets at the huddle itself.

TIP

Hold the huddle at a time that does not push reception out of the front desk. Morning before opening or just after first appointment changeover usually works.

Worked example

EXAMPLE — TOWNSVILLE COMMUNITY HEALTH

When: Every Wednesday at 8:45 am, 12 minutes, standing in the back office.

Who: Reception lead, both practice nurses, one GP (rotating), practice manager.

Last week's actions: Reception had agreed to flag any new patients from refugee backgrounds for follow-up call. 3 patients flagged this week, all booked into longer appointments with interpreter — practice nurse confirms.

This week's discussion: Sango interpreter wait times are 5–7 days. Decision: practice manager to email NQPHN about regional interpreter access. GP to flag patients who can wait vs need immediate care.

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FILL IN WITH YOUR TEAM

DATE

ATTENDED

1. QUICK CHECK-IN (2 MIN)

Anything urgent or unexpected this week? Any patient stories worth sharing?

2. NUMBERS FROM THE SNAPSHOT (3 MIN)

One or two measures from the monthly snapshot. What direction are they moving?

3. WHAT'S WORKING / WHAT'S STUCK (4 MIN)

One thing going well. One thing that needs attention.

4. DECISIONS AND ACTIONS (3 MIN)

ACTION	OWNER	BY WHEN

5. CARRIED OVER FROM LAST HUDDLE

Any items from last week's huddle that need a status update?

CASCADE LEARNING

One useful huddle pattern: rotate who shares "one thing I learned this week" about refugee health care. Builds capability across the team without formal training time.

NEXT STEP

Pin the completed huddle template somewhere visible (back office whiteboard, shared folder) so the team can refer back. Bring the actions list to the next huddle as the first item.

