



keeping sick kids safe

Dr Deborah Allen and team
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PACE SETTER Award Panel

Coastal West Sussex CCG
1, The Causeway
Goring By Sea
Worthing, West Sussex BN12 6BT

23rd September 2015

Dear Dr Deborah Allen and the Moatfield Surgery team,

Re: Confirmation of Successful Application for the PACE SETTER Award – Notification

The PACE SETTER Panel is glad to have had the opportunity and delighted to be able to announce that your Application for the PACE SETTER Award has been successful. Your application was particularly strong in the patient engagement exercise which included both patients and staff in a whole team approach as well as enhancing the services you provide which will improve the future patient experiences of families now and in the future.

With regard to each of the Key Activities tackled:

Key Activity 3: Access for 13-18s - The panel felt your work with young people through the Teenage focus group was particularly strong and would be interested to hear how this progresses in the future.

Key Activity 4: Education and Engagement with Non Clinical Staff, Specifically “Front Door Staff” Over the Management of CYP and the Concerned Carer- The panel felt that this non-clinical staff exercise was equally powerful and we are sure will provide a model for other practices wanting to do similar work with their Whole Teams.

Key Activity 5: Head Injury pathways – This Key Activity which focussed on Head Injury pathways covered an important area. These can result in avoidable attendances at Accident & Emergency Departments. We note that your audit is being repeated in January 2016 and will be most interested to see the outcome of this audit and to share any future initiatives you may be willing to take in this area to share with other practices.

In summary we felt that Moatfield Practice has demonstrated a clear commitment to improving the quality of services available to Children and Young People and their families / carers and we are delighted to be able to confirm their success in achieving the **PACE SETTER Award**. Thank you for all you have done in testing out this idea and the commitment you have given to making the Award a prize worth having.

It is our intention to formally present the PACE SETTER Award plaque and certificate at the 19th November 2015 Celebration / Networking/ Sharing Best Practice Event but we are very happy that Moatfield can use the title of PACE SETTER Award Holder from the date of receipt of this letter.

Yours sincerely

The PACE SETTER Award Panel