

Achievement Chart

Name of Practice: **Henfield Medical Centre**

Please complete all in **pink ink** so your entries are clearly visible.

Children and Young Peoples Service PACE SETTER Award UK



Achievement Chart for Primary and Community Care

PACE Element 1: PATIENT and CARER EXPERIENCE

Key Activity	What are we going to do?	What have we done?	–Celebrating Success – PACE SETTER Achievements, Lessons learned, Plans for the Future
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<p>KA 1a. Patient and Staff Engagement</p>	<p>-Set up Young Persons Team</p> <p>-Engagement Stage 1. In House whole practice meeting 'Encircle' to introduce PACE</p> <p>-Design/write questionnaire and promote with posters and flyers</p> <p>-Engagement Stage 2 - Open Meeting at HMC for Young people.</p> <p>-Speak to community youth leaders, Explorers to encourage participation, local school nurse</p>	<p>-Young Persons team, GP, Dr OS, Practice nurse, SS(contraception and travel, so sees YP), Admin member ST, (a young person) met occasionally</p> <p>-In house, whole practice meeting 'Encircle' to discuss PACE (May 19th 2015) Presentation by the YP team on Pace. The draft questionnaire was discussed and staff put forward ideas for questions. Title of project discussed and decided. "Be Heard in Henfield"</p> <p>-Questionnaire and posters finalised, Posters put up in the village at various locations, youth group, surgery. Questionnaire put on practice website. http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=234988&a=H82060</p> <p>-YP texted and emailed to ask to take part.</p> <p>-All staff to encourage</p>	<ul style="list-style-type: none"> - Whole practice culture change. Staff and clinicians are all on board with the project and actively participating and sharing ideas. - Questionnaire is a success, with good feedback comment. It would have been good if we'd had more completed(see time frame below) Prize voucher good incentive to do it (we gave £10 Amazon Voucher). - Time frame for project needs to coincide with start of school term/year to enable engagement with schools and questionnaires to them.
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participation of YP they saw to do Q'aire.

-Open meeting "Be Heard in Henfield" July 8th 2015

Dr Snape did short a presentation on 'HMC Becoming more Young Person Friendly', including why, some facts and figures and health issues for young people, analysis of the questionnaire results.

Topics and ideas discussed included those arising from questionnaire results and ideas for key activities took shape

-Birthday card to 15/16 year olds.

-Confidentiality and making appointment issues

-C-Card, free condoms (and Chlamydia testing)

-Website

-Appointment times

**KA 1b/1c. Communi-
cation**

-Develop a Young Persons section on our practice website with up to date information and also useful links to relevant resources including voluntary sector services and providers, and physical, sexual and mental health services.

Consider sending a **'Birthday Card' to 15 year olds**, to be discussed at Practice Meeting before implementation.

-Waiting Room, have a YP notice board, consider ways to make it more YP friendly.
Contact local Youth officer to help.

-Other forms of communication, consider them eg facebook, skype, twitter

-Contact local school to arrange short session with YP

-Website section developing, looked at other practices websites for inspiration.

-Birthday card designed and shared with the practice at the encircle education session so the whole practice team could give comments.

YP Notice board put up in waiting room with relevant posters, (It also advertised the YP meeting and we did a display with the questionnaires and leaflets on YP issues)

-Admin team member attended session at university about forms of communication and will use to benefit the practice and communication with YP.

-Made contact with school nurse,

-Website section will continue to be developed and regularly updated by our YP admin team member.

-Birthday cards going to be sent out to all YP on 15th Birthday, with some brief 'did you know?' information, to show how we are YP Friendly, (see sample) It also suggests the YP gives us THEIR mobile number to help with confidentiality.

-Reception staff aware to sign post to notice board, website, C Card and have had education about relating to YP (see below)

-The practice has become a C Card Venue

-Found it quite difficult to engage with the local school. Hopefully we will get them to do the questionnaires so get their feedback and be able to go in for start of a PHSE session to talk about the drop in appointments and generally engage. This would have been much better to have been done at the start.

PACE Element 2: ACCESSING SERVICES

<p>KA 2a. Appointments</p>	<p>-Look into offering more YP friendly times eg reserve some early morning or 4 o'clock ones just after school, (when the bus gets to Henfield)</p> <p>Consider having drop in appointments or telephone appointments at that time with GP or Nurse.</p> <p>Discuss at Practice Meeting and implement for a 3 month trial and review.</p>	<p>Drop in appointments for YP available with Dr and Nurse once a week initially at 3.45-4.30pm(after school bus gets to Henfield)</p> <p>Telephone appointments available.</p>	
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PACE Element 3: CLINICAL PATHWAY IMPLEMENTATION

<p>KA 3a. Safeguarding</p>	<p>Safeguarding Audit</p>	<p>The practice manager and Safeguarding Lead have carried out the RCGP/NSPCC Safeguarding Audit and now have reviewed the practice policy document. Some areas are now being updated and action plan being put in place .</p>	<p>-Action Plan being developed and time scale for regular re-audit set.</p>
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PACE Element 4: EDUCATION – WHOLE-TEAM AND CLINICIANS

<p>KA 4a. Education</p>	<p>-Run a whole team education session at an encircle, feeding back the questionnaire and 'Be Heard in Henfield' Open meeting results and educating staff and clinicians in YP friendly behaviour and consultation skills. - consider an outreach talk with Steyning GP to 14-18year olds at Grammar school.</p>	<p>-Education Session at October encircle. Whole practice event, Presentation and open discussion. (See Powerpoint presentation) This included; results from the questionnaire and summer open meeting and an update on where we were with the YP project, discussions on what we can do to help remove barriers preventing YP consulting/attending a)at reception and b) in the consultation. Eg flexibility, not asking too many questions, being sensitive to their shyness, let them come with a friend or alone, Frazer confidence, confidentiality It also included 'The consultation' and how clinicians can improve the Doc/Patient relationship and engage with young people.</p>	<ul style="list-style-type: none"> - See powerpoint presentation - Staff fed back after the talk.. that they "feel more able to interact with young people" "there has been a culture change in the practice towards young people and their needs" , "really pleased that this project has happened", "motivated by the information about young people disseminated in the talk" "the practice is coming more in line with social media with in the healthcare system" "pleased with the birthday card and how it has worked out" "more confident at knowing where to sign post young people to"
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Any other comments/information to share? SHARING BEST PRACTICE – PACE SETTER TOP TIPS....

Useful resource is the
'GP Champions For
Youth Health Project
ToolKit'

http://www.youngpeopleshealth.org.uk/wp-content/uploads/2015/06/GPToolkit_ONLINE.pdf

- YP team to meet regularly to review the project
- Plan to audit the drop in appointments
- Get feedback/complaints after YP appointments on line or a box available
- Attempt to have a young person on PPG