



## keeping sick kids safe

Dr Olivia Snape and team  
Henfield Medical Centre (HMC)  
Deer Park  
Henfield,  
West Sussex BN5 9JQ

### PACE SETTER Award Panel

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

16<sup>th</sup> November 2015

Dear Dr Olivia Snape, Sam Strachan, Sarah Thomas and the Henfield Medical Centre 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 1: Engagement with Patients and Staff** - The Panel felt the HMC engagement strategy around Young People is particularly strong including that you have set up a Practice Young Persons Team (the first we have heard of), your staff Encircle events and your survey and wider engagement marked by your Open meeting called “Be Heard in Henfield” where you have shared that your ideas took shape. The ideas and outputs you have been able to articulate are clearly informed by engagement with YP which the Panel believe shows the strength and integrity of your approach.

**Key Activity 2: Communication** – The multiple methods of communication which you have been developing in parallel including the YP Website section, the great idea of the Birthday card which is going to be sent out to all YP on 15th Birthday, with some brief ‘did you know?’ information, to show them that you are YP Friendly) and equally as importantly that your Reception staff are aware and have had education about relating to YP and will give a much greater chance of embedding this initiative and make it more sustainable and these greatly impressed the Panel.

**Key Activity 3: Appointments** – This Key Activity setting up more flexible appointment times that suit YP including Telephone appointments available, which you have set up is not easy to organise. We understand that you will review this services in 3 months time which is exactly the kind of responsive PACE SETTER initiative that will ensure that our services match the needs of YP going forward so well done.

**Key Activity 4: Safeguarding** – The Panel are pleased that HMC are able to confirm that their Action Plan and the time scale for regular re-audit are in place.

**Key Activity 5: Education** – Whole Team Encircle event (October 2015) – the quotes of feedback from staff are particularly helpful in demonstrating the benefit that your CYP initiatives have made in helping the staff to be more

aware and confident in dealing with the YP age group. The Panel would like to commend this approach to other practices.

In summary we felt that HMC 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 19<sup>th</sup> November 2015 Celebration / Networking/ Sharing Best Practice Event but we are very happy that HMC can use the title of PACE SETTER Award Holder from the date of receipt of this letter.

Yours sincerely

***The PACE SETTER Award Panel***