



## keeping sick kids safe

Dr Nikki Tooley 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

12<sup>th</sup> November 2015

Dear Dr Nikki Tooley and the Pulborough Medical Group 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 RAG Educational Receptionist Training Exercise (using the RAG status (similar to the high volume condition pathways in use)). The way this was further corroborated by the thorough patient engagement exercise, which underpins this Award, is highly to be commended. This idea and the lessons learned in designing and implementing it will likely be of considerable interest to many other practices so this is great and innovative too.

With regard to some of the Key Activities (not listed in order of priority) tackled:

**Key Activity 1 & 2: Engagement Exercise** – The resource input of the GP undertaking indepth telephone interviews with patients /families will have allowed a different kind of probing of the issues and is commendable. It seems that the engagement exercise even allowed you to test out the success of the recent triage system change in terms of access which may have helped to triangulate your view. It also helped to confirm that the further **educational initiatives planned with receptionists** to consolidate and reinforce the safety of this new system shows your team's flexibility and desire to improve the quality of your services, in line with the feedback from the engagement, which is exactly what the PACE SETTER Award encourages and is laudable.

**Key Activity 3: Accessing Services - Improve the online information aimed specifically at our young people as raised by the engagement activity – prepared a video to inform patients with view to a sister website containing information specific to young people** - The Panel was highly impressed with the online video produced and particularly with your comment that it was enlightening to see the building from a young person point of view. It would be good to understand more about the talents and time needed to produce such a film piece to share with other practices as it would seem the script alone needs much work to fit so much information of relevance into a short slot.

**Key Activity 4: Safeguarding** – The Panel were pleased to note confirmation that this is in place.

**Key Activity 5: Clinical Best Practice – Fever Template** – Uploading the electronic template into the practice system is good news and the Panel will be happy to hear your progress on how this helps clinicians to assess and manage these patients.

In summary we felt that PMG 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 for this patient group 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 PMG can use the title of PACE SETTER Award Holder from the date of receipt of this letter.

Yours sincerely

***The PACE SETTER Award Panel***