

Dr Clare Stevens
Cranleigh Medical Practice,
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Cranleigh,
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PACE SETTER Award Panel

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

11th May 2016

Dear Dr Clare Stevens and the Cranleigh Medical Practice 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 your Engagement exercise which sought views from across the spectrum of staff seeing children as well as local stakeholders such as Headteachers, Mums and teenage (school pupil) mystery shoppers! (all as outlined in your Achievement Chart). The development of a local Children and Young People (CYP) Forum is ground-breaking and should continue to yield much fruit from such a collaboration.

With regard to some aspects of all the multi-pronged Key Activities that your team tackled:

Key Activity: Making Cranleigh Medical Practice more accessible and more child-friendly as recommended at our CYP forum – Tackling this issue not just by making physical changes to the environment but by setting up a CYP targeted section of your website shows that your team are keen to address this issue using ideas from the Forum itself. However the fact that you also took the opportunity to involve your younger team members which has also let them know that their contribution is really valued seems a fantastic initiative and way of maintaining morale and boosting creativity of your practice team all at the same time.

Key Activity : Use and Promotion of High Volume Pathways. Help in development of a single patient leaflet / as well as use of pathways for Common Conditions - The panel is pleased to see that you have embedded the EMIS templates into your system to promote recording of findings and also that the consistent advice leaflets are being given out by nurses, health visitors and GPs. This will help to provide consistent messages to parents and families which can only build their confidence/self care. The feedback you report from patients appreciating the information shows how a relatively low cost initiative can help to spark off a quality conversation with parents and help them to feel backed up by the “team” around them involved in supporting them to look after their children.

In summary we felt that Cranleigh Medical Practice has demonstrated a clear commitment to improving the quality of services available to Children and Young People and their families / carers in the local area and we are delighted to be able to confirm their success in achieving the **PACE SETTER Award**. It is our intention to formally present the PACE SETTER Award plaque and certificate at the 19th May 2016 Celebration / Networking/ Sharing Best Practice Event but we are very happy that Cranleigh Medical Practice can use the title of PACE SETTER Award Holder from the date of receipt of this letter.

Yours sincerely

The PACE SETTER Award Panel