

The PACE Setter Award Programme on a Page

The **PACE SETTER Award** is an award-winning and unique quality improvement programme for primary healthcare services to CYP (Children and Young People), their families and carers. It was developed by Dr Tim Fooks, who is a GP and was the Coastal West Sussex CCG CYP Commissioning Clinical Lead, and Christine McDermott, who is the Programme Project Lead and an expert in Quality Improvement, as a response to the challenges identified in the CMO's 2013 Report on Child Health.

THE PACE ACRONYM refers to the four Elements that provide a clear and standardised structure around which participating organisations are required to review and re-design their services to CYP in order to qualify for a PACE Setter Award. The four Elements are: **P**atient, **P**arent & **C**arer Engagement; **A**ccessing Services; **C**linical Best Practice and Care; and **E**ducating and **E**quipping of both staff and also of families to increase confidence and resilience.

ACHIEVING THE PACE SETTER AWARD: applicants must plan and complete 5 'PACE' activities two of which are mandatory: an engagement exercise with the provider's CYP population and a review and refresh of the organisation's safeguarding protocols. The other three activities are derived from the service review carried out with patients and their families and carers. All 5 activities are agreed and implemented with the constructive support of an Award Panel comprised of local leaders in CYP services. The Award Panel confirms when the activities have been achieved and is responsible for sharing the best innovations across the health community.

PROGRAMME LAUNCH: The programme was launched in Kent, Surrey and Sussex in 2015. The Pioneer phase was completed with 12 practices to date receiving an Award. Two Celebration events have been held at which examples of innovation and best practice were shared. Practices are proud to be known as PACE Setter Award holders and many have received "outstanding" CQC assessments for the services they provide to their younger population and families.

VALIDATION: An independent evaluation of the project was completed in 2016 by Dr Mary Darking, Senior Lecturer in Social Policy and Innovation at the School of Applied Social Science, University of Brighton. Her assessment was very favourable. PACE Setter has been endorsed by the Royal College of General Practitioners and received formal statements of support from the Royal College of Paediatrics and Child Health, Healthwatch (Sussex) and West Sussex Parents' Forum. In March 2017, the PACE Setter Award programme was itself awarded a **national PENNA Award 2016**.

CLINICAL LEADERSHIP SUPPORT: The Award scheme has attracted support from NHS leaders in CYP Services and Quality. These included Dr Jacqueline Cornish OBE National Clinical Director and Dr Claire Lemer Associate National Clinical Director, Dr Hilary Cass OBE HEE senior national clinical lead and past-President of the RCPCH, and Prof Nigel Sparrow OBE, CQC Senior National GP Advisor.

PACE SETTER POTENTIAL: The PACE Setter programme is now available for use across the NHS. An attractive and informative **website** has been developed in which much inspiration can be found and through which applications can be made. Local Health communities should find only modest resources are required for the successful implementation of the programme. Finally, to encourage its uptake, it is recommended that the PACE Setter Award is recognised and promoted as the nationally-approved NHS quality improvement programme for primary healthcare services provided to children, young people, their families and carers.

www.pacesetteraward.nhs.uk

Dr Tim Fooks FRCGP
February 2020

Developed within General Practice
Encouraged by CCGs
Approved by HealthWatch



Endorsed by RCGP
Supported by RCPCH
Sponsored by NHS HEE

