

PACE Setter Award - Impact Statement

[to be read in conjunction with the One Page Summary and Web-site]

Introduction

Since its launch in 2015, the NHS PACE Setter Award for service to Children and Young People (CYP) in Primary Care has been awarded to 12 practices and, currently, there are 4 practices wider across UK CCGs underway or looking to start the Award process. Evidence of quality improvement can be found from formal evaluation, expert opinion, Award winner achievements and their ongoing developments.

Evaluation and Expert Opinion

The award scheme has received a favourable evaluation from an independent expert in Quality Improvement Initiatives. It has also received statements of approval and support from both national leaders in CYP healthcare and national bodies, such as the RCGP, RCPCH and, most recently, the CQC. Furthermore, the Award scheme was itself awarded, in March 2017, two national awards by the Patient Experience Network National Award (PENNA).

Quality Improvement (QI) Themes

QI stimulated by the PACE Setter scheme can be linked to three main themes:

1. **Culture** - the whole practice team becoming aware of the specific needs of their CYP patients and becoming motivated to institute and sustain change eg Henfield Medical Centre
2. **Connections** - the practice becoming the focus for the development of linkages between CYP patients, their families, the practice itself, other health services, education, community services and the third sector to generate environments that can respond more effectively to the needs of the local CYP population. eg St Lawrence Surgery, Worthing; Harbour View Surgery, Shoreham.
3. **Clinical care** - the practice institutes systems to ensure best clinical care pathways are in place, and being utilised, for the safe management of sick children. eg Pulborough Medical Group; Moatfield Surgery, East Grinstead.

Post-Award PACE Setter Activity

Many PACE Setter Award winners maintain their commitment to improving their CYP Services well after they have received their Award, keeping their "PACE Setter Lenses" on! Exemplar PACE Setter practices include:

1. **Culture** - The Henfield Medical Centre (2015) continues to identify a change in culture with a whole-team engagement and enthusiasm with their CYP Service agenda: young people receive the information they need to be able to access the practice's services, longer appointments are made available to them and a specific 'sick child' education programme for staff has been established.
2. **Connections** - St Lawrence Surgery (2015), in partnership with its Patient Participation Group, has developed further its programme for CYP patients with disabilities. In addition to its award winning medical passport, fun days have been organised and a book produced to support their programme.
3. **Clinical Care** - Leacroft Surgery (2017) delivered education on asthma to children at a school where many families do not use English as their first language. After this event, there was a drop in asthma admissions. Moatfield Surgery (2015) are auditing attendances at A&E for minor head injury and has now co-ordinated a whole-town educational programme for receptionists to improve awareness of the West Sussex Advice leaflet and ensure good access to GPs is being made available. Their work has ensured revalidation of their PACE Setter Award Status 5 years on.

www.pacesetteraward.nhs.uk

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