

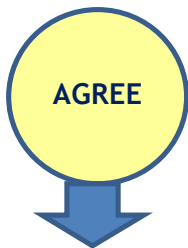
FIRST STAGE WRITE Up – For Assessment by Award Panel

TO BE COMPLETED FOLLOWING YOUR PATIENT ENGAGEMENT EXERCISE

WHAT IS THIS FORM FOR? *The information in this form will reviewed by the PACE SETTER Award Panel to ensure that the KEY ACTIVITIES planned by each applicant organisation will be appropriate, both in scope and scale, for a PACE SETTER Award. The purpose of each local Panel is to act as both a standard bearer and a guide to encourage the successful attainment of sustainable and transformational children and young people (CYP) service improvement by all applicants.*

Your General Practice / Community Provider details

<p>Name and Title of Key Contact Details (of person completing this form)</p>	<p>Dr Clare Stevens, Salaried GP</p> <p>Cranleigh Medical Practice</p> <p>01483 273951/07747634741</p>
--	--



Step 2:

- Undertake Consultation with your local Service Users (KA 1a.)
- Jointly Agree 4 Key Activities (KAs) within the 4 PACE elements including a review of your Safe-guarding protocols and procedures.
- Confirm these with CCG Award panel at outset

Details about the 2 MANDATORY KEY ACTIVITIES:

KEY ACTIVITY 1: SAFEGUARDING

Statement: I can confirm that my organisation is CQC compliant for CYP Safeguarding Procedures and Processes? Signed: **Dr Clare Stevens**

Name of Applicant Organisation:

Cranleigh Medical Practice

FIRST STAGE WRITE Up – For Assessment by Award Panel

Please also provide any additional standards reached eg please supply any examples of Best Practice in Safeguarding that you would like to share:

Di Christie is Lead Clinician for Childrens Safe-guarding

As well as updating our policy annually , Dr Christie meets monthly with our Lead Health Visitor, Jane to discuss all children at risk. This is a key opportunity for both teams to highlight children and families at an early stage, as well as discussing known families. Both health visitors and GP's find it invaluable.

MANDATORY KEY ACTIVITY 2: PATIENT ENGAGEMENT / USER CONSULTATION

***NB: AS DISCUSSED AT THE INTRODUCTION MEETING, THIS IS THE MOST CRITICAL PART OF THE APPLICATION PROCESS AS THIS DETERMINES THE OTHER 3 KEY ACTIVITIES YOU WILL UNDERTAKE
NB there needs to be evidence of linkage between KEY ACTIVITY 2 and the three other KEY ACTIVITIES***

Name of Applicant Organisation:

Cranleigh Medical Practice

FIRST STAGE WRITE Up – For Assessment by Award Panel

PATIENT /USER ENGAGEMENT involving at least 1% of your target population - Please provide sufficient detail (eg profiles of whom you have spoken to) for us to understand and assess how you have undertaken your engagement with the patient/family groups.....

Patient Consultation:

- We advertised in the local Cranleigh monthly magazine our plans to achieve a PACE setter award and what this meant.
- We directed people to our website to fill in our questionnaire and we also handed out the questionnaire at our local children centres, the youth club and brownies/guides. Our school nurse, health visitors and practice team also handed it out. We had 55 replies.
- Teenagers from one of our local schools were invited to come and be 'mystery shoppers' at the Practice
- The questionnaire asked people to say if they were willing to take part in a forum, the first meeting of which was November 16th
- Our forum was attended by parents, our mystery shoppers, school nurses, and a local head teacher, amongst others.

The questionnaire (copy attached) told us that a lot of young mothers were not aware that we had a website, that they could book on-line or that we could offer a telephone consultation if appropriate. In retrospect, the questionnaire could have been much better designed to gather more useful information about the service we offer to children and young people. It was most useful as a means to gather contact details of people willing to join our forum.

WHOLE TEAM CONSULTATION: Please summarise the discussions held with representatives of your WHOLE staff team to support your development of your additional three Key Activities (NB these could help to shape your patient engagement exercise)

We spoke with our practice nurses who have minor illness surgeries. As well as embedding the three high volume pathways (fever, bronchiolitis and d&v) one of our GP's and a practice nurse developed other minor illness templates to use for both children and adults.

We spoke with health visitors and our school nurses who are keen to be involved. Our school nurses fed back useful information about different ways to target young adults and this influenced our decision to develop our website. We asked our young staff members to help in the actual design and wording used.

We are a training practice and have a good flow of FY2 doctors, GP trainees and paramedics. We

Name of Applicant Organisation:

Cranleigh Medical Practice

FIRST STAGE WRITE Up – For Assessment by Award Panel

developed some pathways around common paediatric conditions to be used and refined by all.

Please feel free to use as much space as you like – please include quotes from your patients; survey results; copies of questionnaires to patients etc.

Name of Applicant Organisation:

Cranleigh Medical Practice

FIRST STAGE WRITE Up – For Assessment by Award Panel

Please outline for the Panel your plans for your 3 additional Key Activities

KEY ACTIVITY (KA) 3 TITLE: Making Cranleigh Medical Practice more accessible and more child-friendly as recommended at our CYP forum

[And Re: Table 2 on Page 31 in PACE SETTER Step By Step Guide = KA 2b and KA 4d.]

Brief details of the KA:	Aim of the KA:	What will you do?	How will you know you have succeeded in achieving this KA?
<p>Our forum said; Cranleigh Medical Practice is not a particularly child friendly environment to be in. There are no distractions for children and there is no information for young people. Young people living in a village setting like Cranleigh would like to be able to get some information and guidance before coming to the surgery</p>	<p>To make our building more child-friendly and inviting. To provide resources and distractions for young people and children.</p> <p>To develop information for young people which they can easily access before deciding whether the surgery is the right place for them to come and whether they need to come or just to speak to someone first.</p>	<p>Develop a corner of the waiting room which is more appealing to children. Using different coloured walls and seating.</p> <p>Look into providing packs of colouring materials for occasions when there are long waits and parents have not brought any toys or books with them</p> <p>Develop an area of leaflets that are aimed at children and young people including healthy eating and weight leaflets, teenage enuresis etc.</p> <p>Develop an area of our website dedicated to young people</p>	<p>Feedback from our forum and our mystery shoppers next year.</p> <p>Feedback from our PPG group</p>

Name of Applicant Organisation:

Cranleigh Medical Practice

FIRST STAGE WRITE Up – For Assessment by Award Panel

--	--	--	--

Panel Feedback:

KEY ACTIVITY (KA) 4 TITLE: Use and Promotion of High Volume Pathways. Help in development of a single patient leaflet

[And Re: Table 2 on Page 31 in PACE SETTER Step By Step Guide = KA 3b.]

Brief details of the KA:	Aim of the KA:	What will you do?	How will you know you have succeeded in achieving this KA?
<p>Using High Volume Pathways (fever; bronchiolitis; D&V; asthma;) developed by SCN – We have promoted their use to our primary care team including triage practice nurses and HV’s and emphasised the use of Patient information leaflets.</p> <p>We have also helped in the development and promotion of a single patient information leaflet</p>	<p>To ensure patients, parents and carers are seen in the correct healthcare setting. Giving parents and carers the confidence to know where and when to seek further help and advice.</p>	<p>We have done alot of work using the acute pathways and they are embedded in emis. We have talked to our health visitors about them and they have copies. All our doctors and triage nurses know about them and are beginning to use them.</p>	<p>Audit of daily hospital attendances for CYP from Cranleigh Medical Practice . Data collection from Septmeber/October February/March.</p>

Name of Applicant Organisation:

Cranleigh Medical Practice

FIRST STAGE WRITE Up – For Assessment by Award Panel

KEY ACTIVITY (KA) 5 TITLE: THE DEVELOPMENT AND USE OF PATHWAYS FOR COMMON NON-ACUTE CONDITIONS

Brief details of the KA:	Aim of the KA:	What will you do?	How will you know you have succeeded in achieving this KA?
<p>A Study Day was organised by the CCG looking at common paediatric conditions including gastric reflux, recurrent abdominal pain, nocturnal enuresis and constipation. From this, we developed guidelines to use within our practice. These guidelines were endorsed by Mark Evans (Clinical Director of Paediatrics at Royal Surrey County Hospital).</p>	<p>To ensure that all GP's and trainees are working up patients in a similar way before referring to secondary care if necessary. Our parents have said they would rather their children were treated locally if possible and these pathways will give GP's the confidence to work up common conditions without the need to refer in.</p>	<p>Promote use of pathways and provide each consultation room with a copy of guidelines. We will also encourage discussion with each other and with our visiting consultant (currently Mark Evans) before referral if appropriate</p> <p>How will you know you have succeeded in achieving this KA?</p> <p>Soft intelligence from secondary care colleagues and from those using guidelines</p>	<p>Soft intelligence from secondary care colleagues and from those using guidelines</p>

Panel Feedback:

Name of Applicant Organisation:

Cranleigh Medical Practice

FIRST STAGE WRITE Up – For Assessment by Award Panel

SHARING BEST PRACTICE – PACE SETTER TOP TIPS

Every stage of a PACE SETTER application is likely to uncover points of clinical and organisational learning and good practice that are worth sharing. If you already have some PACE SETTER TOP TIPS you would like to share, please make a note of them here and we will pass them onto others.

Our Mystery Shoppers gave us valuable feedback. Approaching schools and asking children to help us in this way was really useful

EVALUATION OF THE PACE SETTER PROCESS

We know there is much for us to learn to ensure PACE SETTER can develop into a really effective programme for practice development, especially if we are able to proceed on from this PIONEER phase. Therefore, please provide us with your comments regarding your experience to date. You may like to mention this form, the Step By Step Guide and Resource Pack, accessing documents on the website access etc.

Please detail the names and job titles of your PACE SETTER Award Core Practice Team Members (please continue on another page if necessary):

Name Dr Clare Stevens Title GP/CP lead

Name Dr Di Christie

Name Jacqueline Stockill Practice Manager

Name _____

Statement: *On behalf of my organisation, I can confirm that our practice team have developed the plans for our KEY ACTIVITIES as per the PACE SETTER guidance.*

Name: Dr Clare Stevens

Signed: _____ Date: _____

Name of Applicant Organisation:

Cranleigh Medical Practice

Message from PACE SETTER Award Panel:

Thank you for this information. We will contact you shortly (aim within 2 weeks) with the Panel's comments to ensure that your team is aiming in the right direction to be eligible for a PACE SETTER Award.

Comments from the Award Panel following your completion of this Form (for official use only- not to be completed by PACE SETTER Applicants):

Name of Applicant Organisation:

Cranleigh Medical Practice