

Dr Patience Okorie and team
Leacroft Medical Practice
Langley House, Langley Drive
Crawley
West Sussex RH11 7TF

PACE SETTER Award Panel

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

3rd November 2016

Dear Dr Patience Okorie and the Leacroft Medical Practice team,

Re: Confirmation of Successful Application for the PACE SETTER Award – Notification

The PACE SETTER Panel is delighted to be able to announce that your Application for the PACE SETTER Award has been successful. PACE SETTER Award holders are increasingly being recognised as leaders in the provision of primary healthcare services for children and young people that have been tailored to meet the specific needs of their practice population. Your commitment to the provision of high quality services to your culturally diverse population has been strongly demonstrated in your application.

With regard to some of the Key Activities tackled:

Re: Key Activity 3: EVALUATION OF SERVICES PROVIDED TO PATIENTS WITH CHRONIC ILLNESS DIAGNOSED WITH ASTHMA –The Panel were delighted that your Practice has worked to improve the disease control and safety of CYP patients diagnosed with asthma through the proactive introduction of personalised Patient Asthma Action Plans (PAAPs). Dr Okorie had commented that CYP like to have their name written on the document as this makes them feel important and gives them a sense of responsibility in the management of their condition. Therefore the PAAPs have enabled the patient - and their families - to be more effectively involved in the control of their Asthma. This proactive empowerment of patients, in an area where language can form a barrier to the management of long term conditions is innovative and worthy of recognition.

Re: Key Activity 4: HEALTH EDUCATION OUTREACH EVENT TO LOCAL PRIMARY SCHOOLS – DISCUSSING AND PROMOTING CONFIDENCE IN MINOR ILLNESS MANAGEMENT eg COUGH & COLD, D&V – Whereas most educational programmes reported by PACE SETTER applicants have concentrated on the learning needs of clinical staff and parents, your initiative to enable children themselves to become the health educators, both for themselves and their families, is exceptional. This has demonstrated the depth of local knowledge and understanding you possess in your capacity as the key healthcare provider for this population.

Re: Key Activity 5: AUDIT THE NUMBER OF CYP WITH COMPLEX MEDICAL PROBLEMS / REVIEW THEIR CARE – MAKE PASSPORTS FOR THEM TO ENSURE SEEN PROMPTLY – The Panel was glad to see this idea being rolled out at this practice and notes their comments that “this initiative has enabled all health care and administrative staff in the practice to become aware of these young people to ensure appropriate help and care is given to them.

It has also helped clinicians to be mindful of information that may help in taking decisions when caring for these patients. This has made decision making about care of these patients easier.”

In summary we felt that your Practice 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**.

It is our intention to formally present the PACE SETTER Award plaque and certificate at the next Celebration / Networking/ Sharing Best Practice Event (date to be confirmed) but we are very happy that Leacroft Medical Practice can use the title of PACE SETTER Award Holder.

Yours sincerely

The PACE SETTER Award Panel