

Name of Practice: **St Lawrence Surgery, Worthing**

Please complete all in **pink ink** so your entries are clearly visible.



Children and Young Peoples Service PACE SETTER Award UK

Achievement Chart for Primary and Community Care

PACE Element 1: PATIENT and CARER EXPERIENCE

| Key Activity | What are we going to do? | What have we done? | –Celebrating Success – PACE SETTER Achievements, Lessons learned, Plans for the Future |
|---|---|---|---|
| <p>KA 1a. Patient Engagement - <u>Children with additional needs</u></p> <p>(fyi, originally St Lawrence started with planning for a separate Teenagers focus group too but after some initial work decided to focus their energies, for this Pioneer phase on Children with Additional needs)</p> | <p>We have engaged with the West Sussex Family Network and talked at length to Lindsey Butterfield, who is also our patient. We have run a search on all children under the age of 18 with physical and mental difficulties (see attached). Wrote out to this group to invite them to attend an evening meeting on 10.6.15 where Dr Catherine Joslin, Josiane Wadey, Debbie Elcome and Lindsey Butterfield with facilitate. The aim of this was to see what we can do to further support children with additional needs. One example from Lindsey was that ‘my son gets very distressed when he</p> | <p>Regular parent support days now in place, alternating on a different day at a different day to try and accommodate as many parents.</p> <p>Meeting held on 10.6.15 – notes attached below including 30 participants (including staff):</p> <p>Register has 114 children with additional needs as patients. These are patients aged less than 18 years old with any of the following diagnosis: ADHD, Autism, Behavioural Problems, Cerebral Palsy,</p> | <p>Lesson learned: There are some really simple solutions to create a friendlier and less stressed environment/experience.</p> <p>These parents have a daily struggle and we need to provide as much support as possible.</p> <p>These children do not behave “badly” because of bad parenting – they just cannot help themselves.</p> <p>Future plans: Keep encouraging the parents to engage with us at the support groups and explain what they find difficult at the surgery.</p> <p>The next meeting is on 19.01.2016.</p> |

| | | | |
|--|--|---|--|
| | <p>comes to the surgery and cannot wait around long because he becomes so anxious that he faints, he also needs to lie down for injections and blood tests, but I don't want to have to say that each time he comes' We hope to have a bespoke system for this group of children where they will take priority and alerts will be put on the childrens records.</p> <p><u>Children with additional needs</u> Establish a register of children with physical and mental difficulties Identify and engage by writing to the parents or carers. Run a search on EMIS Web and then write to the parents inviting them to a meeting in June. When we have a register of children and have a list of parents willing to attend. Also: Evening meeting with parents of children with additional learning needs (June) Establish their opinions on our service and what we can do to further support them Agree an action plan How will you know you have succeeded?: When action plan has been fulfilled and reviewed with the parents at a later</p> | <p>Developmental Delay, Down Syndrome, Epilepsy, Hearing Impairment, In a wheelchair, Learning Disabilities, Nervous System Abnormalities, Spina Bifida or Spinal Changes, Tourette's and Visual Impairment.</p> <p>Some of the children will be on more than one register. A general discussion between clinical, non-clinical and parents about previous struggles and how we as a surgery can learn from these experiences.</p> <p>Agreed between Lindsey, Zoe, Rachel, Jo and Debbie the next Parent Support Group will be on Thursday 17th September, 10-12am in the education room.</p> <p>Actions made between 01.06.2015to 10.06.2015</p> <ul style="list-style-type: none"> • Waiting room slides have been updated with child friendly slides and information • A new STL carers registration form • My Medical Passport has now been approved and | |
|--|--|---|--|

| | | | |
|--|---|---|--|
| | <p>date. ADVERTS for Engagement (email from Jo Wadey on 18.2.15 at 17:39 hrs): http://www.stlawrencesurgery-worthing.nhs.uk/news,36402.htm (See Appendix 1 below)</p> | <p>will be uploaded onto Emis soon They met with the parents again in Sept 15 - and have agreed that they can have the premises to run regular support groups and hold role play groups for children so they have seen a stethoscope or an auriscope before they come to the GP. This will be supported by our GP and HCA initially and then the parents will run it independently.</p> | |
|--|---|---|--|

PACE Element 2: ACCESSING SERVICES

| | | | |
|--|--|--|--|
| <p>KA 2a. Information pack for newly CYP diagnosed patients with additional needs</p> | <p>WHY? Parents feel isolated. When their child is given a diagnosis they are discharged from hospital care without any further information on how to cope or what is available.</p> | <p>✓ Solution: when we receive notification of a new diagnosis we are to invite the child and parent in for an informal 20 minute appointment with the GP, included on the invite will be information about the Parent Forum we have at the surgery. Also send a New Diagnosis Pack- inside will include a leaflet about After Diagnosis, Local Offer, Parent Forum, Carers Support, STL Carers registration</p> | <p><i>Lesson learnt:</i> <i>We have learnt that after diagnosis the parents are then left with no support therefore we feel it is our duty in primary care to provide the information they desperately need</i></p> |
|--|--|--|--|

| | | | |
|--|--|---|--|
| | | <p>form and information about local support groups relevant to the diagnosis.</p> | |
| <p>KA 2a. Medical passport issued to all parents/carers with additional needs and pops up before GPs and Nurses see the children so they are informed</p> | <p>See version of Medical passport attached below (and Carers Registration form)</p> | <p>As of 12.11.15 we have 25 completed medical passports. This information is added to the child's medical records and prepares the clinician how to communicate with the child and parent, making the experience of the consultation much more positive and effective all round.</p> | <p>Email to Jo Wadey on 9.10.15 Positive feedback</p> <p>Email 1</p> <p>Just received this from a member of the tab school support group I run ..</p> <p>Used my "I'm a parent carer" to book an appointment at GPs day before instead of on the day. Yay! Even better, just been and the doctor was brilliant. Took me a few weeks but finally done it. Had to go anyway as physio said I need to get stronger pain meds. Dr Stokes was really understanding and made me feel normal and not a fruit loop'</p> <p>So Thank you for making a difference to a mum who is under loads of pressure in life..</p> <p>Email 2.</p> <p>Morning ladies,</p> <p>We have been contacted by Brian O'hagan who is the project manager for the local parent carer charity 'Reaching Families'. He is impressed with what we are doing at St Lawrence and would like to help support us by coming along to our next meeting. Brian was also the one who arranged for the herald to visit the ADHD group recently and he has just suggested that he gets Olivia Lerche the health editor from the herald to come and do a story with us as he feels what we are doing is very unique. I think it sounds like a good idea to get the word out there....how do you feel about it Jo and Debbie? Iv said I'll contact you first and let him know.</p> <p>Thanks Rachel</p> <p><i>Lesson learnt:</i></p> <p><i>This has made a huge difference to the Health Care</i></p> |

| | | | |
|--|--|---|--|
| | | | <p>Professionals as well as the patients, as the Health Care Professionals are prepared for how to approach the consultation and gives them insight into the difficulties that the parents have when taking their children to the GP Practice.</p> <p>Future plans: Keep going and aim to have a medical passport for each child.</p> |
| <p>KA 2b. More toys, quiet waiting room and more child friendly environment etc</p> | <p>More toys, quiet waiting room and more child friendly environment etc</p> | <p>Waiting room slides have been updated with child friendly slides and information</p> | <p>Lesson Learnt:</p> <p>Something so simple as toys, posters and books relaxes the child and helps them to wait without anxiety building up.</p> <p>Future plans:</p> <p>Change the jokes on the waiting room screens monthly</p> <p>Keep the toys and books in a suitable condition – if they are not then they will be replaced</p> <p>WIFI to enable children to play games on Ipad etc as requested by parents.</p> |

PACE Element 3: CLINICAL PATHWAY IMPLEMENTATION

| | | | |
|-----------------------------------|--|--|--|
| <p>KA 3a. Safeguarding</p> | <p>Dedicated administrator that liaises closely with the Health Visiting Team. She is trained on the CAF system and she regularly updates the alerts on the patients notes to ensure that the following are accurate/timely, such as LAC, Child protection plan, family of concern etc. These are all cross referenced once per month with the register held at Social services. Every fourth Monday we all meet as a practice with the Health Visitor</p> | <p>All our plans have been put in place and robust safeguarding procedures are embedded in our daily work.</p> | <p>Lesson Learnt:</p> <p>Communication with the other safeguarding links are essential as we identified gaps in knowledge between organisations, ie Child Protection plans etc.</p> <p>Continue to work with all agencies to ensure safeguarding procedures are outstanding.</p> |
|-----------------------------------|--|--|--|

| | | | |
|--|---|--|--|
| | and our administrator updates all staff re children that we are concerned about, new families to the surgery etc. All case conferences are provided with a report from the GP. Our Child Protection GP, Dr Catherine Joslin is Level 4 trained. We have 74 children on our safeguarding register that we regularly review and update. | | |
|--|---|--|--|

PACE Element 4: EDUCATION – WHOLE-TEAM AND CLINICIANS

| | | | |
|--------|--|---|---|
| KA 4d. | We have also put photographs up on the website so children can see what their doctor or nurse looks like before they come. | All photographs are on the website and on the walls in the surgery. | <p><i>Lesson Learnt:</i></p> <p><i>Again something so simple can make such a big difference – we would never have known this would make such a difference to them.</i></p> <p><i>Future plans:</i></p> <p><i>Keep the photographs up to date</i></p> |
| KA 4d. | The West Sussex Parents Forum have now set up a Facebook page just for St Lawrence Surgery patients with children with needs so they have a closed forum group to discuss things and they can feed back. | All new information is added onto the facebook page eg. Next meeting date, flu clinics, local organisations that are relevant | <p><i>Lesson Learnt:</i></p> <p><i>The parents really want to support each other</i></p> <p><i>Future plans:</i></p> <p><i>Keep going with our regular meetings and emails!</i></p> <p><i>Practice Care coordinator has learnt so much about the services that are out there, ie bus passes for children and companions, special organisations for children for sporting activities, specific carol concerts for children that struggle with loud noises.</i></p> |

Any other comments/information to share? SHARING BEST PRACTICE – PACE SETTER TOP TIPS....

Attachments from St Lawrence Surgery

1. PACE SETTER Slides for Staff Feb 15
2. Slides for Meeting between Staff and Parents on 10.6.15
3. Meeting between Parents and Staff – Anonymised
4. “My Medical Passport” St Lawrence Surgery
5. St Lawrence Carers Registration form
6. Children’s Register (Print Screen) for Children with Additional Needs



PACE SETTER Slides
St Lawrence Staff Feb 15



Presentation to
St Lawrence Staff Feb 15



10.06.15 Staff +
Parent Meeting Anon



My Medical
Passport.docx



St L Carers
Registration Form.docx



Childrens Register
(Print Screen) for Children with Additional Needs.docx