



keeping sick kids safe

Jo Wadey (Practice Business Manager) and team
St Lawrence Surgery
79 St Lawrence Avenue
Worthing
West Sussex BN14 7JL

PACE SETTER Award Panel

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

13th November 2015

Dear Jo Wadey, Debbie Elcome and the St Lawrence Surgery team,

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

The PACE SETTER Panel is glad to have had the opportunity and delighted to be able to announce that your Application for the PACE SETTER Award has been successful. Your application was particularly strong in the patient engagement exercise which underpins this Award and in the patient group (“Children with Additional Needs”) that you have focussed on. It included both parents/patients via the West Sussex Family Network and staff in a whole team approach which as well as enhancing the services you provide in simple but extremely effective ways will improve the patient experiences of families now and in the future. We also note that your team have tackled 7 Key Activities (2 extra than the required 5) with lessons learned from each - this is great innovative work.

With regard to some of the Key Activities (not listed in order of priority) tackled:

Key Activity 1: Engagement Exercise - You compiled a Register for all children under the age of 18 with physical and mental difficulties (A register including 114 children with additional needs (is now available)) which you then used to inform your Engagement activity with an invitation to all these families to an event. At the meeting you had fantastic attendance of 30 participants and fielded a multidisciplinary team from St Lawrence Surgery to hear their views. The Panel was particularly impressed by the success of this kind of engagement and your observation too that this kind of interaction “has made a huge difference to the Health Care 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.” We are sure that the work that you have undertaken will be of prime interest to other practices who wish to efficiently and effectively (learning from your example) make a huge difference to the experience of these families and their CYP. You have confirmed that these meetings will continue as “Parent Support Groups” hosted by St Lawrence Surgery as “The parents really want to support each other.” The Panel felt that this sustained engagement and support by the practice is remarkable and worth noting.

Key Activity 2: Accessing Services - Information pack for newly CYP diagnosed patients with additional needs & Medical passport issued to all parents/carers with additional needs and pops up before GPs and Nurses see the children so they are informed - The Panel saw these as a proactive attempt by St Lawrence to avoid parents feeling isolated when their child is given a diagnosis when they are discharged from hospital care. Your solution when you receive notification of a new diagnosis to invite the child and parent in for an informal 20 minute appointment with the GP is laudable (especially as this will require coordination with the Appointments teams) and in a busy GP

surgery could be difficult to arrange but will likely yield fruits in smoother patient experience in the future. In addition ensuring ongoing “recognition” of these families with the Medical Passport, co-produced with Parents (and already showing impact from the feedback quotes you have shared!) shows your team’s commitment to improving things in the long term for this patient group.

Key Activity 3: Safeguarding – The Panel were pleased to note the comments from St Lawrence Surgery that “Communication with the other safeguarding links are essential as we identified gaps in knowledge between organisations, ie Child Protection plans etc.” and also your commitment to **“Continue to work with all agencies to ensure safeguarding procedures are outstanding.”** Keep up the good work!

Key Activity 4 & 5: Education – Photographs up on the website so children can see what their doctor or nurse looks like before they come; & The West Sussex Parents Forum have now set up a Facebook page just for St Lawrence Surgery patients with children with additional needs so they have a closed forum group to discuss things – as you have noted all photographs are on the website and on the walls in the surgery – the Panel felt that you have implemented something that is simple, low cost and extremely effective and from the Panel’s perspective highly exemplary as the idea came from your engagement with Parents/families and will meet their needs. The fact that your team (via the Practice Care Co-Ordinator) has learnt so much about the services (from the collaboration on Facebook/social media) 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) will only enhance the comprehensive, holistic and family- centred service that your practice will be able to provide which is great.

In summary we felt that St Lawrence Surgery 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**. Thank you for all you have done in testing out this idea for this patient group and the commitment you have given to making the Award a prize worth having.

It is our intention to formally present the PACE SETTER Award plaque and certificate at the 19th November 2015 Celebration / Networking/ Sharing Best Practice Event but we are very happy that St Lawrence Surgery can use the title of PACE SETTER Award Holder from the date of receipt of this letter.

Yours sincerely

The PACE SETTER Award Panel