



Dr Patience Okorie, Hazel D'Alvarez (Practice Manager) 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

26th October 2015

Dear Dr Patience Okorie, Hazel D'Alvarez and the Leacroft Medical Practice team,

Re: Go Ahead! Confirmation of Successful First Write Up Stage and Notification to Please Proceed with carrying out Suggested Key Activities for your PACE SETTER Award Application - some comments from the Panel below

The **PACE SETTER** Panel have reviewed the documentation including your the "First Write Up Form". The Panel are very pleased to note your commitment evidenced in all the planning work you have done to date. The Key Activities and methods you suggest will, as described, suffice to ensure a good application for the **PACE SETTER Award**. So we would like to thank you for having proceeded to this stage and to give the Go Ahead to you to encourage you to complete the Key Activities you have described to qualify for the **PACE SETTER Award**.

With regard to the Key Activities listed by Leacroft Medical Practice:

Key Activity 1: Safeguarding – The practice is able to confirm that they are CQC compliant for CYP Safeguarding Procedures and Processes - they have a designated Safeguarding GP responsible for CYP in the practice and this lead regularly attends Safeguarding meetings / case conferences involving any of their patients which is good practice. This practice's awareness around Safeguarding is to be commended.

Key Activity 2: Patient Engagement – The Panel feels that overall the insight that the practice has into it's population and the team's ongoing discussions about how to help their patients (from many different nationalities) to access care appropriately and to promote Self Care within these communities is fantastic and worth highlighting.

- The Panel recommends that this practice could look at other areas with similar demography/ethnic mix to see if they have adopted any approaches that could be transferred to the Crawley context to build upon and to learn lessons from elsewhere.

It is good to note that the **PACE SETTER Award** engagement covered not only patients but also Staff and that the multidisciplinary team members are being deployed (including administrative, GP and nursing team members) to help to achieve the Key Activities which is excellent. The high response rate of Patient survey questionnaires is very good and it was notable that it included questions about distributing Advice leaflets

Re: Key Activity 3: EVALUATION OF SERVICES PROVIDED TO PATIENTS WITH CHRONIC ILLNESS DIAGNOSED WITH ASTHMA – This is a simple yet extremely important HIGH IMPACT ambition of this practice, of wanting patients with this condition to understand their disease and ensure they have the optimal control over their Asthma in their lives

and have the confidence to know when they should seek help – and yet this is so often overlooked. So the Panel are delighted that Leacroft Medical Practice will tackle this group of patients:

- The Panel look forward to particularly hearing any quotes/comments back from patients / parents on how this collaboration with the Practice team has helped them to gain better understanding and control of their Asthma.
- The suggestion of undertaking an Audit of CYP with Asthma including cross checking this against A&E Attendances is a SMART measure and will allow Leacroft's impact to be measured so that is great.
- The aim to use the Patient Asthma Action Plans (PAAPs) within this is Best Practice and to be highly commended.

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 – Leacroft in adopting this educational Key Activity for Primary School Children has many advantages. These young pupils need to learn this information and begin to practise it (handwashing etc) as well as them often being the translators for parents who are non-English speakers in this area – so they can additionally help to educate families by this input.

- The Panel are very pleased to see this Key Activity aiming to educate the next generation and would be delighted if some of the information from the Advice sheets on the high volume conditions will be used to reinforce the messages that parents and pupils receive, as applicable. (High volume pathway leaflets have been translated into 5 different languages by the CCGs– Urdu, Gujarati, Tamil, Polish and Portuguese and these may be useful for work with these groups. (Available at: <http://bit.ly/1FesUSu>))
- The Panel would look forward to hearing quotes from children / teachers and are sure this will spark even interesting discussions within the local community. Measuring the impact will be difficult but obtaining quotes from the pupils or any follow up on knowledge they have retained or built upon could be one suggestion? The Panel are very pleased to see this Key Activity being planned at Leacroft.

Re: Key Activity 5: AUDIT THE NUMBER OF CYP WITH COMPLEX MEDICAL PROBLEMS / REVIEW THEIR CARE – MAKE PASSPORTS FOR THEM TO ENSURE SEEN PROMPTLY – This is an important area for Patients with Complex Medical Problems and their families who likely attend more often at the Surgery – so the Panel is very pleased to see this suggested.

- For your information, there is another practice called St Lawrence Surgery in Worthing (Practice Manager is Jo Wadey (jowadey@nhs.net Tel: Tel 01903 222902)) who have done much around this topic and if you would like to contact them to learn from their experience / documentation etc that would speed up the work at Leacroft and allow more time to be spent on the local Audit and engaging with these families.

We wish you all the best – Please do not hesitate to contact us should you need any further information or support.

Yours sincerely

The PACE SETTER Award Panel