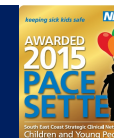


Blank version of the Achievement Chart

Name of Practice: **Pulborough Medical Group**

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
Patient Engagement Activity	<i>Telephone interviews</i>	5 hour session of telephone interviews comprising over 1.5% of population	Great feedback was received upon access as a result of triage system change. Therefore we focused upon reinforcing the safety of this new system by planning receptionist training and development strategies.

PACE Element 2: ACCESSING SERVICES

Online video for young people	<i>Prepare a video to inform patients with view to a sister website containing information specific to young people.</i>	We have made a video walk-through to show young people where to go and what to expect when attending the surgery.	<i>It was enlightening to see the building from a young person point of view and we look forward to developing further pages of interest such as a FAQ on confidentiality.</i>
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PACE Element 3: CLINICAL PATHWAY IMPLEMENTATION

Fever Template	<i>Introduce a template for documenting the assessment of febrile child</i>	Template has been put live onto the clinical notes system and is under review	<i>Review in 6/12 to assess the impact and use of the tool.</i>
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PACE Element 4: EDUCATION – WHOLE-TEAM AND CLINICIANS

Receptionist Training	Educational session supporting non clinical staff in making decision on the urgency of clinical symptoms and the appropriate action	Two training sessions were undertaken that involved introducing a RAG tool of urgency and group discussions on appropriate actions.	<i>It went really well and has led onto many more ideas regarding future training for non-clinical staff such as raising concerns about vulnerable adults</i>
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Any other comments/information to share? SHARING BEST PRACTICE – PACE SETTER TOP TIPS....

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ACTION PROGRESS RAG (Red Amber Green) Rating Key:

- Red - not yet achieved or little action taken to date
- Amber - some action undertaken but further work needed to complete
- Green - completed, procedures in place and monitored