

FIRST STAGE WRITE Up – For Assessment by Award Panel

TO BE COMPLETED FOLLOWING YOUR PATIENT ENGAGEMENT EXERCISE

WHAT IS THIS FORM FOR? *The information in this form will reviewed by the PACE SETTER Award UK Panel to ensure that the KEY ACTIVITIES planned by each applicant organisation will be appropriate, both in scope and scale, for a PACE SETTER Award UK. The purpose of each local Panel is to act as both a standard bearer and a guide to encourage the successful attainment of sustainable and transformational children and young people (CYP) service improvement by all applicants.*

Your General Practice / Community Provider details

Name and Title of Key Contact Details (of person completing this form)	<p>Dr Nikki Tooley</p> <p>Pulborough Medical Group, Spiro Close, Pulborough, RH201FG</p> <p>Phone 01798 872815 Fax 01798 872123</p>
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Step 2:

- Undertake Consultation with your local Service Users (KA 1a.)
- Jointly Agree 4 Key Activities (KAs) within the 4 PACE elements including a review of your Safe-guarding protocols and procedures.
- Confirm these with CCG Award panel at outset

Details about the 2 MANDATORY KEY ACTIVITIES:

KEY ACTIVITY 1: SAFEGUARDING

Statement: I can confirm that my organisation is CQC compliant for CYP Safeguarding Procedures and Processes? Signed: **NTOOLEY** -----

Please also provide any additional standards reached eg please supply any examples of Best Practice in Safeguarding that you would like to share:



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MANDATORY KEY ACTIVITY 2: PATIENT ENGAGEMENT / USER CONSULTATION

NB: AS DISCUSSED AT THE INTRODUCTION MEETING, THIS IS THE MOST CRITICAL PART OF THE APPLICATION PROCESS AS THIS DETERMINES THE OTHER 3 KEY ACTIVITIES YOU WILL UNDERTAKE
NB there needs to be evidence of linkage between KEY ACTIVITY 2 and the three other KEY ACTIVITIES

PATIENT /USER ENGAGEMENT involving at least 1% of your target population - Please provide sufficient detail (eg profiles of whom you have spoken to) for us to understand and assess how you have undertaken your engagement with the patient/family groups.....

Over a series of 5 hour long telephone based session I contacted over 1% of carer/young people who had recent contact with the surgery either by call or in person this amounted to 30 documented interviews. In addition to this I included opportunistic appointments with the appropriate patients during my own consultations and an informal discussion with college students about surgery access and issues. The format was a questionnaire either aimed at parents/carers or for young people to answer themselves. This was to ensure some consistency and to help initiate the conversation and provide talking points. The patients were selected from the triage and appointment list from June to September 2015 as in the preceding 2 months there had been a change in our appointment system.

Parent/Carer Survey basic format below

Pulborough Medical Group - Carers of Young Children Survey

At Pulborough Medical Group we are looking at ways to improve healthcare specifically looking at accessing healthcare and health related education for children, young people and their carers we would like to ask you some question to try and identify things that could be developed. The information will be confidential and you do not have to answer any questions you do not wish to. The first part will involve a series of facts regarding your involvement with the surgery and then a series of questions to help us identify areas of development. We will then determine 3 areas to prioritise and make changes. Some questions may not be applicable due to the age of your child.

How many children or young people do you have responsibility for?

1 2 3 4 5+

What age are your child/children?

Under 2 2-5 years 5-11 years 11-18 year

If your child/children have a medical condition such as asthma or eczema do you feel informed about it?

Yes or No

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If No would you like additional information about it?

How would you prefer to receive some additional information?

E.g in the consultation/at that time, in specific education at the surgery or family centre or school, via online resources.

Regarding situations when you have a concern about your child/children's health or are looking for medical advice.

- How many times have you attended an appointment in PMG in the last year?
- How many times have you asked for telephone advice from PMG?
- How easy was it to access an appointment on the day?

Very Easy Easy Ok Slightly difficult Very difficult Not Applicable

Why?

- How satisfied were you with the appointment overall?

Very satisfied moderately satisfied Neither Moderately unsatisfied Very Dissatisfied

- How easy was it to access a telephone appointment for advice?

Very Easy Easy Ok Slightly difficult Very difficult Not Applicable

Why?

- How many times have you attended A+E in the last year?
- How many times have you used the 111 or Out Of Hours Service in the last year?

How many times have you spoke to a Health Visitor for advice in the last year?

How many times have you spoken to a pharmacist for advice in the last year?

Do you the internet to look for medical advice?

How often in the last year have you used the internet for this purpose in the last year?

Which website do you use regularly?

NHS Pulborough Medical Group Patient.co.uk Mumsnet

Webmd Netdoctor Other please say

With regards to accessing medical advice or an appointment do you have any thoughts about how things could be changed to improve your experience?

Suggestions so far include: a specific after school appointment for children e.g. from 4.30 – 5.30pm

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Response to survey above

On average most carers interviewed were aged between 25 and 45 and had more than 1 child registered with the surgery with a wide age range of 2 months to 11 years. We were pleased that the recent change in appointment system appeared to have addressed any previous issues regarding access to on the day appointments. All the parents interviewed felt very satisfied with the access for either a telephone call or appointment (as they had asked for when contacting the surgery). They felt their concerns were dealt with in a timely manner and reported no difficulties in understanding the doctor's advice or assessment. This could be clearly tracked to the change in triage system as one parent of a 2 year old and 5 year old said "before you would ask for an appointment then have to wait to get a call back, so you never knew if you were coming or going but this time they just offered me a time straight away. It was brilliant." One piloted idea was about specific after school appointments for children, parents had no strong feelings on the need for this at present. "I suppose that would work, I don't know" seemed to be a typical response. Another area raised included a few comments that the vaccination clinics were a little like a "cattle market" not a view shared by all. Due to the nursing pressure in Flu season this will not be looked at within Pacesetter key activities but the Lead practice nurse plans will be conducting a review of this in January 2016. The response to family centre based educational events was good but there was a concern about the time of these dissuading many parents even if children were actively encouraged to attend. Most instead stated they would prefer to look more at online websites, often as many had negative experiences with the timeliness and confidence in OOH services or NHS Direct. A range of websites were used as a result of what came up first in the search engine. This would certainly support a future activity regarding advertising reliable online resources.

Pulborough Medical Group – Young People Survey

At Pulborough Medical Group we are looking at ways to improve healthcare specifically looking at accessing healthcare and health related education for young adults we would like to ask you some question to try and identify things that could be developed. The information will be confidential and you do not have to answer any questions you do not wish to. The first part will involve a series of facts regarding your involvement with the surgery and then a series of questions to help us identify areas of development. We will then determine 3 areas to prioritise and implement changes on the basis of what you feel could be improved.

How old are you?

If you have a medical condition including things such as asthma or eczema do you feel like you understand it?

Yes or No

If No would you like additional information about it?

How would you prefer to receive some additional information?

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E.g. in the doctors' appointment, in specific educational sessions at the surgery or college/school, via online resources.

Which of the following areas are the most likely for you to seek advice about?

Sexual Health/Contraception

Mental health – feeling low, worried

Information or advice on drugs or alcohol

Minor illnesses such as coughs, colds, sore throats

Regarding situations when you have a concern about your health or are looking for medical advice.

- How many times have you attended an appointment in PMG in the last year?
- How many times have you asked for telephone advice from PMG?
- How easy was it to access an appointment on the day?

Very Easy Easy Ok Slightly difficult Very difficult Not Applicable

Why?

- How satisfied were you with the appointment overall?

Very satisfied moderately satisfied Neither Moderately unsatisfied Very Dissatisfied

- How easy was it to access a telephone appointment for advice?

Very Easy Easy Ok Slightly difficult Very difficult Not Applicable

Why?

- How many times have you attended A+E in the last year?
- How many times have you used the 111 or Out Of Hours Service in the last year?

How many times have you spoke to a Health Visitor for advice in the last year?

How many times have you spoken to a pharmacist for advice in the last year?

Do you use the internet to look for medical advice?

How often in the last year have you used the internet for this purpose in the last year?

Which website do you use regularly?

NHS Pulborough Medical Group Patient.co.uk Mumsnet

Webmd Netdoctor Other please say

With regards to accessing medical advice or an appointment do you have any thoughts about how things

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could be changed to improve your experience?

Suggestions so far include: specific after school time appointments e.g. from 4.30 – 5.30, medical advice sheets on the surgery website, online videos of how to access the surgery/walk through of what to expect,

When interviewing young people directly the average age range was 13-17 with a mix of parents present or absent for the conversation. Again access was not seen as an issue although for most (over 90%) their parents had organised the appointment so it was difficult to ask more specific questions. The main themes that arose were confusion over exactly how to make an appointment, how to collect a medication, when a young person was able/allowed to do these things themselves. For example one patient aged 15 in response to the question about who can book the appointment said “But doesn’t it have to be my mum who makes the appointment until I am 18?” Over 90% used the internet to find out about medical concerns prior to seeing a GP and this was the preferred forum and method for any sort of educational or information service. Since the loss of the onsite Sexual Health service many were not sure where they could go instead for this. The main areas they would want advice were mental and sexual health.

WHOLE TEAM CONSULTATION: Please summarise the discussions held with representatives of your WHOLE staff team to support your development of your additional three Key Activities (NB these could help to shape your patient engagement exercise)

I was involved in conversations regarding Pacesetter opportunities via formal meetings such as the weekly Multidisciplinary Team meeting – which included health visitors, district nurses, pharmacist, GP’s, GP trainees and Healthcare assistants, and via informal meetings. This included discussion with nurses regarding the vaccination clinics (as detailed above), health visitors regarding frequent attenders, at risk families and educational opportunities in family centres, and receptionists regarding ability to recognise unwell children.

In particular we focused on the following for our pacesetter activities. Firstly, the new triage system allowed greater direct receptionist booking of appointments, telephone calls or a non-urgent message for a GP to contact them. This was obviously well received by parent and carers of young people. When we discussed the implementation of this process at the Patient Liaison group there was some concern about the skills of the receptionist to do this safely. In the previous triage system most appointments or phone calls were arranged via the duty doctor which allowed greater clinical detection but due to the overwhelming nature of demand produced risk of error and delay. The new system allowed greater numbers of on the day appointments for receptionist to book directly. The concern was raised when an unwell child had been booked into an afternoon appointment and the duty doctor who was to see them was not involved in any discussion about them and therefore not made aware of the potential clinical urgency of seeing this child. The child was subsequently sent to hospital and recovered but concerns were raised about detecting/highlighting sick children appropriately and safely so the reviewing doctor is aware to prioritise reviewing them above a more routine case.

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Secondly, doctors and trainees were all aware of the RAG tool but main issues were remembering all the details easily especially the age specific reference ranges (most had a piece of paper in a drawer or stuck on the notice board around as a reminder). Therefore the idea of a clinical protocol that could be populated with patient history and examination, whilst incorporating the RAG assessment tools, Patient leaflet and ability to consolidate this information into a referral tool was welcomed.

Please feel free to use as much space as you like – please include quotes from your patients; survey results; copies of questionnaires to patients etc.

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Please outline for the Panel your plans for your 3 additional Key Activities

KEY ACTIVITY (KA) 3 TITLE: Receptionist/Call handler triage training

Brief details of the KA:	Aim of the KA:	What will you do?	How will you know you have succeeded in achieving this KA?
<p>Training of non-clinical staff in their role in triage systems in order to ensure the new system is safe as well as providing improved access as found in the engagement activity.</p>	<p>Understanding of limitations within triage. Awareness of clinically urgent symptoms and how to raise/act on these appropriately</p>	<p>2 x 1.5 hour long practice based education session with introduction to RAG assessment tool and team based activity on prioritising clinical symptoms and the appropriate action</p>	<p>15/7/15 and 10/09/15</p> <p>Covering the training of over 20 members of staff.</p>

Panel Feedback:

KEY ACTIVITY (KA) 4 TITLE: Online video for young people

Brief details of the KA:	Aim of the KA:	What will you do?	How will you know you have succeeded in achieving this KA?
<p>Improve the online information aimed specifically at our young people as raised by the engagement activity.</p>	<p>Increase awareness of issues that matter the most to them such as confidentiality, mental health, sexual health and what to expect from their appointment.</p>	<p>The first step will be a short video of a young person demonstrating how to access the surgery/ make an appointment/ collect a prescription etc. The next step will be to develop a sister website exclusively for young people for further signposting on relevant information in a way that is</p>	<p>Uploaded video 'how to' guide onto website and eventually a sister website to contain other relevant information.</p>

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		accessible to them.	
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Panel Feedback:

KEY ACTIVITY (KA) 5 TITLE: **Fever Template**

Brief details of the KA:	Aim of the KA:	What will you do?	How will you know you have succeeded in achieving this KA?
A clinical tool to allow more efficient use of the RAG tool and improve patient safety when assessing a child with fever.	To bring together a way of documenting and checking all the salient features of an appropriate history and examination of a child with fever and the appropriate clinical outcome.	Put the clinical template onto our clinical notes system with links to patient information leaflets, self-populating referral letters, and reminder for clinicians of the RAG tool components and actions as a way of clearly documenting an appropriate assessment.	Use and review of the template began the end of October 2015 and will be reviewed in February 2016.

Panel Feedback:

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SHARING BEST PRACTICE – PACE SETTER TOP TIPS

Every stage of a PACE SETTER application is likely to uncover points of clinical and organisational learning and good practice that are worth sharing. If you already have some PACE SETTER TOP TIPS you would like to share, please make a note of them here and we will pass them onto others.

EVALUATION OF THE PACE SETTER PROCESS

We know there is much for us to learn to ensure PACE SETTER can develop into a really effective programme for practice development, especially if we are able to proceed on from this PIONEER phase. Therefore, please provide us with your comments regarding your experience to date. You may like to mention this form, the Step By Step Guide and Resource Pack, accessing documents on the website access etc.

So far it has been a very interesting project to be involved in, highlighting some expected and not expected patient feedback. It was only when videoing a walkthrough of the surgery you could really see how tricky the layout would appear to a young person new to the surgery. It is also providing future areas to develop.

Please detail the names and job titles of your PACE SETTER Award Core Practice Team Members (please continue on another page if necessary):

Name **Dr Nikki Tooley** Title **GP**

Name **Dr Luke Webb** Title **GP ST3**

Name **Anna Harrison** Title **Lead nurse**

Name Title

Statement: *On behalf of my organisation, I can confirm that our practice team have developed the plans for our KEY ACTIVITIES as per the PACE SETTER guidance.*

Name: **Nikki Tooley**

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PACE SETTER Award UK



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