



St Lawrence Surgery

PACE SETTER Award Activities
What we have achieved so far...

Presentation 19th November 2015 – PACE Setter Celebration Event

Engaging

The surgery first established the need to engage with services such as the West Sussex Parent Carer Forum and the National Autistic Society, and luckily for us we had 2 patients who have children with additional needs who are established in these organisations.

We were then able to develop a friendly relationship and work closely to encourage others to join us, expressing their difficulties and how we could help.



Searches for Children with Additional Needs

The surgery needed to find all children and young people (under 18 years old) who had a diagnosis of an additional need or disability.

The screenshot shows the EMIS Web Health Care System interface for St. Lawrence Surgery. The main window displays a search report for children and young people (under 18 years old) with additional needs or disabilities. The report is titled "St. Lawrence Surgery" and lists various conditions along with their patient counts, percentages, and last run dates.

Name	Patient Count	%	Last Run	Scheduled
ADHD	28	1%	05-Nov-2015	
Asperger	7	1%	05-Nov-2015	
Autism	39	1%	05-Nov-2015	
Behavioural Problems	9	1%	04-Nov-2015	
Anxiety and Depression	0	0%	10-Jun-2015	
Behaviour with NO diagnosis	8	89%	10-Jun-2015	
Cerebral Palsy	4	1%	05-Nov-2015	
Completed My Medical Passport	15	1%	04-Nov-2015	
Development Delay (including speech and lanuage)	3	1%	05-Nov-2015	
Down Syndrome	2	1%	05-Nov-2015	
Epilepsy	10	1%	05-Nov-2015	
Hearing Impairment / Deaf	3	1%	05-Nov-2015	
In a wheelchair	1	1%	05-Nov-2015	
Learning disability	5	1%	05-Nov-2015	
Master Register: Non-Physical Disability	77	1%	05-Nov-2015	
Master Register: With Physical Disability	21	1%	05-Nov-2015	
Nervous System Abnormalities	4	1%	05-Nov-2015	
Spina Bifida / Skeletal Changes	3	1%	05-Nov-2015	
Tourettes	6	1%	05-Nov-2015	
Visual Impairments / Blind	2	1%	05-Nov-2015	

Special Educational Needs 'SEN'

Parent Group

We invited in all the parents or carers of children and young people who have an additional need to meet some of the staff to establish what they find difficult when contacting or attending the surgery.

The first meeting took place on Monday 1st June and it was a brilliant turn out with 30 Mum's attending.

We established these difficulties:

- Downstairs waiting area next to the pharmacy was too noisy and busy – this causing distress to the child
- Visiting the GP was always a “bad” thing in the child's mind
- The waiting room slides weren't child friendly
- More toys or books were needed in the waiting areas
- Being able to pre-book or get an appointment on the day
- Seeing the same GP or Nurse as the child likes to see familiar faces

SEN Parent Group

Using the feedback from the Parent Group we were able to make these small but effective changes:

- ✓ Bravery stickers – these were given to all the doctors, nurses, health care assistants and paramedic practitioners
- ✓ Posters in the waiting area – a Mum made a suggestion to have a “Where’s Wally” poster to keep the child distracted whilst waiting
- ✓ More toys and books were supplied by some of the Mums
- ✓ The waiting room slides were made child friendly – mostly by changing the colour and adding in some pictures/child jokes

Most of the parents were not aware they could have:

- Separate waiting areas or wait outside
- Add a patient alert onto the child’s records to note their additional need
- Register as a carer

SEN Parent Group

The meetings happen bi-monthly on different days at different times to encourage as many parents or carers to attend.

Even if they are unable to attend the meeting we email the minutes and leaflets used.

Since our first meeting in June we have had 3 meetings and have planned another meeting in January.

The leading parents of this forum have created a facebook page to increase the level of communication and support provided in between these meetings.

My Medical Passport

The “My Medical Passport” was an innovative idea developed as an additional aid in identifying the child’s needs, behaviour and triggers that could distress them.

The document is saved in the child’s records and a patient alert with the date of the passport will appear when the child’s name is entered on the system enabling the health professional to be aware to look at the passport prior to an appointment.

The medical passport provides details of how the child usually behaves, how they react to new places, what they don’t like and how to calm, etc.

The “My Medical Passport” has already proven to be a very useful document not only for the health professional but also for the parents and the child. Many parents have said it is reassuring.

New Diagnosis

During our discussions with the parents or carers we were able to identify a weakness that needed to be corrected.

Many of the parents stated they felt isolated, upset, angry etc before, during and after diagnosis – they knew there was something unique about their child but found it to be a battle. Once they had the diagnosis they did feel slightly relieved but then they were discharged from the hospital until a review which could be in 6 months or a year.

Therefore we have created a New Diagnosis pack which includes a letter from the surgery inviting in the parents and child for a 20 minute informal chat, information about local services and support groups, information about our SEN Parent Carers Support Group and information about carers.

Many parents believe they are not carers – they are caring for their child like any other parent.

Staff Photos

The surgery has recently invested in having staff photographs on the website and around the surgery.

The photograph has the staff members name and position in the surgery.

Child Safeguarding

An effective safeguarding method had been established prior to the application of the PACE Setter Award but has been developed further since.

The child safeguarding team consist of a dedicated GP and Admin lead to keep the records up to date, but it is still everyone's responsibility to report child safeguarding.

The admin lead has established a positive working relationship with social workers, child access point and a very close relationship with the local health visitor team.

The surgery has a child safeguarding register, a register for child we consider to be at risk, an adoption register and a new under 5's register which is sent to the health visitors monthly.

These registers are monitored monthly with all agencies and all children records are updated immediately when information is received.

Child Safeguarding Register

The child safeguarding register consists of children who are on a child protection plan, considered to be a child in need, looked after child / child in foster care and family of concern.

The screenshot displays the EMIS Web Health Care System interface for St. Lawrence Surgery. The top navigation bar includes tabs for Population Reporting, Enquiry Manager, FP34D, and Batch Data Manager. Below this is a toolbar with various icons for actions like Add, Properties, Cut, Copy, Paste, Export, Import, Run, Edit, View Results, Export Results, Print, Mail Merge, Batch Add, Check Patient, Patient List, Patient + Address, Age / Sex, Auto, Full Hierarchy, Folder Hierarchy, and Find. The main content area shows a summary of reports: Report Management - 1, SCR - 24, Test Requests - 11, Referrals - 21 (1), Registration - 134 (5), and Tasks - 11. The primary focus is on the 'Child Safeguarding Register' report, which is displayed in a table format. The table has columns for Name, Patient Count, %, Last Run, and Scheduled. The 'Child Safeguarding Register' report shows 86 patients, 1%, and was last run on 03-Nov-2015. Other reports include A&E Attendance (325 patients, 2%), Child Safeguarding (76 patients), Children at Risk (3 patients), New Patients Under 5's (104 patients, 1%), and Read coded as adopted (2 patients).

Name	Patient Count	%	Last Run	Scheduled
A&E Attendance	325	2%	01-Oct-2015	
Child Safeguarding Register	86	1%	03-Nov-2015	🕒
Child Safeguarding	76		08-Oct-2015	
Children at Risk	3	1%	01-Oct-2015	
Children at Risk	3		01-Oct-2015	
New Patients Under 5's	104	1%	16-Nov-2015	🕒
New Patients Under 5's	69		01-Oct-2015	
New Registrations	24	1%	15-Aug-2014	
Read coded as adopted	2	1%	14-Aug-2014	

Child Safeguarding

The surgery holds a monthly meeting based on safeguarding. During this meeting all concerns are raised, discussed and a plan is established.

The meeting is attended by doctors, nurses, admin, some reception staff and a health visitor.

GPs are always involved in multi-disciplinary meetings outside the practice, even if it just means writing a report or speaking to the Social Worker or Conference lead.

If all staff members are aware of the risks and concerns of a child there is a less likely chance anything will be missed.