

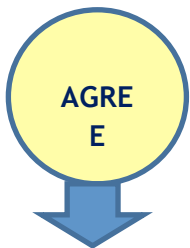
FIRST STAGE WRITE Up – For Assessment by Award Panel

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 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. 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

<p>Name and Title of Key Contact Details (of person completing this form)</p>	<p>Josiane Wadey, Practice Business Manager</p> <p>jowadey@nhs.net</p> <p>Tel. 01903 222902</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: _____

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

We have a dedicated administrator that liaises closely with the Health Visiting Team. She is trained on the CAF system and she regularly updates the alerts on the patients notes to ensure that the following are accurate/timely, such as LAC, Child protection plan, family of concern etc. These are all cross referenced once per month with the register held at Social services. Every fourth Monday we all meet as a practice with the Health Visitor and our administrator updates all staff re children that we are

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concerned about, new families to the surgery etc. All case conferences are provided with a report from the GP. Our Child Protection GP, Dr Catherine Joslin is Level 4 trained. We have 74 children on our safeguarding register that we regularly review and update.

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.....

We have decided to concentrate on two areas within our younger population.

Group 1 – Teenagers.

We have engaged with our PPG Chair who is liaising with Durrington High School and Worthing College to engage with as many teenagers as possible. We have been in touch with CAMS who have given us details on support for teenagers outside of CAMS. Our GPs have started to ask teenagers to become part of a focus group. We will continue this until we have at least 15 teenagers in our group. We will email out to 2500 patients to see if we can reach the teenagers and ask for their help either in the focus group or virtually. When we have undertaken the focus group we will then agree an action plan with them and update the PACE panel on our progress.

Focus group with teenagers:

Aim is to Establish their opinions on our service and what we can do to further support them –

What we will do: GPs will ask teenagers opportunistically, we will also email out, display on website and PPG Chair is engaging with schools and colleges

How will you know you have succeeded in achieving this KA? When we have a cohort of teenagers to consult with. Approximately 15 for a focus group and an email database too.

In the end the practice team agreed to focus all our efforts on Children with Additional Needs so did not take the teenage work forward at this point – all our Key Activities concern this group (please see below).

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Jo – pl update this below but don't remove any of the juicy details – as they are great

Group 2 – Children with additional needs

We have engaged with the West Sussex Family Network and talked at length to Lindsey Butterfield, who is also our patient. We have run a search on all children under the age of 18 with physical and mental difficulties (see attached) and we will write out to this group to ask if they would like to attend an evening meeting in June where Dr Catherine Joslin, Josiane Wadey, Debbie Elcome and Lindsey Butterfield will facilitate. The aim of this is to see what we can do to further support children with additional needs. One example from Lindsey was that 'my son gets very distressed when he comes to the surgery and cannot wait around long because he becomes so anxious that he faints, he also needs to lie down for injections and blood tests, but I don't want to have to say that each time he comes' We hope to have a bespoke system for this group of children where they will take priority and alerts will be put on the childrens records. We will await further ideas from the group as to how we can further support them and will again update the PACE panel when we have had this meeting.



Children with additional needs

Establish a register of children with physical and mental difficulties

Identify and engage by writing to the parents .

Run a search on EMIS Web and then write to the parents inviting them to a meeting in June.

When we have a register of children and have a list of parents willing to attend.

Also:

Evening meeting with parents of children with additional learning needs (June)

Establish their opinions on our service and what we can do to further support them

Agree an action plan

How will you know you have succeeded?: When action plan has been fulfilled and reviewed with the parents at a later date.

ADVERTS for Engagement (email from Jo Wadey on 18.2.15 at 17:39 hrs):

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<http://www.stlawrencesurgery-worthing.nhs.uk/news,36402.htm> (See Appendix 1 below)

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)

We are discussing the PACE award at our PROTECT learning session on the 12th February to engage all GPs to start to engage with teenagers at the consultation. Debbie our Administrator is writing to each teenager as we appoint to thank them and tell them we will be in touch very soon. Josiane Wadey is meeting with the PPG Chair on the 18th February to understand progress with the schools and colleges. We will then update the group at our weekly practice meetings as progress continues.

Jo this section may need updating?

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: Teenagers and Children with additional needs
- Information pack for newly diagnosed patients with additional needs

Brief details of the KA:	Aim of the KA:	What will you do?	How will you know you have succeeded in achieving this KA?
XXX	XXX	XXX	XXX

Panel Feedback:

KEY ACTIVITY (KA) 4 TITLE: Teenagers and Children 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

Brief details of the KA:	Aim of the KA:	What will you do?	How will you know you have succeeded in achieving this KA?
XXX	XXX	XXX	XXX

Panel Feedback:

KEY ACTIVITY (KA) 5 TITLE: Teenagers and Children with additional

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needs –

5a. More toys, quiet waiting room and more child friendly environment etc

5b. Regular parent support evenings etc

Brief details of the KA:	Aim of the KA:	What will you do?	How will you know you have succeeded in achieving this KA?
XXX	XXX	XXX	XXX

Panel Feedback:

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.

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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.

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

Name	Title
Name	Title
Name	Title
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:

Signed: **Date:**

Message from PACE SETTER Award Panel:

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Thank you for this information. We will contact you shortly (aim within 2 weeks) with the Panel's comments to ensure that your team is aiming in the right direction to be eligible for a PACE SETTER Award UK.

Comments from the Award Panel following your completion of this Form (for official use only- not to be completed by PACE SETTER Applicants):

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Appendix 1:



St Lawrence Surgery Patient Education Events 2015

Date	Subject	Speaker
March	What do the Samaritans do? (New free service at St Lawrence Surgery)	Alistair Canning
Tuesday 19 th May	PPG AGM	Jon Akehurst, New Paramedic Practitioner
Monday 1 st June	Parents with children with additional needs	Dr Catherine Joslin
July	Weight management/	Health and

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	Preventing Diabetes	Wellbeing Hub
September	How to manage your asthma	Dr James Read
October	Depression/Stress and Anxiety	Paula Glenister
November	Focusing on our younger population	
Wed 2 nd December 7.00 – 8.00 p.m.	Signs and symptoms of Dementia and how to cope.	Chris Moon-Willems

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