



Calibrating & Assessing PACE SETTER Applications

- To Facilitate Discussions by Local Award Panels -



Based on the achievements of the existing PACE Setter Award winning practices, this table summarises the characteristics by which the Key Activities of Award applicants can be assessed. These are grouped into three bands: Outstanding, 'making progress' and 'early days'. Successful Practices will be expected to have reached at least 'Making Progress' achievement levels for the majority of the 5 Key Activities required for a PACE SETTER Application.

P - Patient & Staff Engagement	A - Accessing Services
<p><i>Outstanding:</i></p> <ul style="list-style-type: none"> ➤ Whole Community / Family eg Forum¹ to including eg. parents; carers; CYP: practice staff; schools; other health partners etc ➤ Multiple and varied methodology for engagement^{2; 3; 4; 5} ➤ Ongoing / Sustainable engagement initiative ➤ Inclusive^{6;7} – eg work with eg specific care groups ➤ Innovative^{8;9;10} 	<p><i>Outstanding:</i></p> <ul style="list-style-type: none"> ➤ Evidence of link to Engagement exercises eg Social Media use^{11;12; 13; 14} ➤ Innovative^{15; 16; 17; 18; 19; 20; 21; 22; 23; 24} ➤ Proactive projects eg passports^{25;26} ➤ Co-production ➤ Sustainable ➤ CYP Transition Focus
<p><i>Making Progress:</i></p> <ul style="list-style-type: none"> ➤ Adoption of pre-existing PACE SETTER initiatives from previous Award winners ➤ Use of social media to enhance engagement²⁷ 	<p><i>Making Progress:</i></p> <ul style="list-style-type: none"> ➤ Enhancing environment / children and young people friendly as well as Access initiatives around practice processes²⁸
<p><i>Early Days:</i></p> <ul style="list-style-type: none"> ➤ Single engagement initiative eg. patient survey of > 1% of CYP population²⁹ 	<p><i>Early Days:</i></p> <ul style="list-style-type: none"> ➤ Single initiative to improve Access
E -Educating & Equipping	C - Clinical Best Practice
<p><i>Outstanding:</i></p> <ul style="list-style-type: none"> ➤ Evidence of link to Engagement exercises ➤ Innovative ➤ Sustainable – planned programme ➤ Whole team - Change in behaviour and culture³⁰ ➤ Regular review and refresh of programme ➤ CYP & Parent and Carers Learning Opportunities / Education^{31; 32; 33; 34; 35} 	<p><i>Outstanding:</i></p> <ul style="list-style-type: none"> ➤ Evidence of link to Engagement exercises ➤ Engagement with other clinical health partners^{36;37} ➤ Evidence of innovation – Clinical system templates installed & evidence of utilisation; Development of additional clinical pathways appropriate for the practice population ➤ Evidence of changed behaviour ➤ Whole Team involvement³⁸ ➤ Evidence of health impact / activity assessment^{39; 40; 41} ➤ Revised processes based on re-evaluation
<p><i>Making Progress:</i></p> <ul style="list-style-type: none"> ➤ CYP Champion in the practice is identified and supported to ensure CYP agenda is progressed 	<p><i>Making Progress:</i></p> <ul style="list-style-type: none"> ➤ CYP practice evaluated and completed Audit cycle carried out.⁴² ➤ Evidence of use of eg. patient advice sheets⁴³
<p><i>Early Days:</i></p> <ul style="list-style-type: none"> ➤ Attending Protected Learning Time Events (Paediatrics/ CYP) for Practice Staff 	<p><i>Early Days:</i></p> <ul style="list-style-type: none"> ➤ CQC-compliant & review of practice high volume clinical pathways in use

Endnotes

The development of an ongoing local Children and Young People (CYP) Forum by the Practice to pursue engagement

² "Be Heard in Henfield" (<https://coastalwestsussexccg.nhs.uk/pace-setter-henfield-medical-centre-henfield>)

³ Mystery Shoppers – eg. Mums and teenage (school pupils)

⁴ Children with additional needs – Met with Local Parents Forum (who now meet monthly) – Then ran a search on all children under the age of 18 with physical and mental difficulties. Wrote out to this group to invite them to attend an evening meeting where the PACE SETTER team including lead GP attended to facilitate. (30 parents attended that first engagement meeting at St Lawrence Surgery) (<https://coastalwestsussexccg.nhs.uk/pace-setter-st-lawrence-surgery-worthing>)

⁵ Telephone Interviews - 5 hour session of telephone interviews by a GP comprising over 1.5% of population – providing indepth insight / feedback (<https://coastalwestsussexccg.nhs.uk/pace-setter-pulborough-medical-group-pulborough>)

⁶ Children with additional needs (<https://coastalwestsussexccg.nhs.uk/pace-setter-st-lawrence-surgery-worthing>)

⁷ "Be Heard in Henfield" (<https://coastalwestsussexccg.nhs.uk/pace-setter-henfield-medical-centre-henfield>)

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⁹ Children with additional needs (<https://coastalwestsussexccg.nhs.uk/pace-setter-st-lawrence-surgery-worthing>)

¹⁰ "Be Heard in Henfield" (<https://coastalwestsussexccg.nhs.uk/pace-setter-henfield-medical-centre-henfield>)

¹¹ Increased 'likes' on Facebook – the practice designed and created a huge wall sign (as per photo) to encourage the use of Facebook (<https://coastalwestsussexccg.nhs.uk/pace-setter-greensand-health-centre-maidstone>)

¹² The practice employed a young person to come in once a week and ring our young people and update/confirm their mobile phone data - Their mobile data base has increased and they now have 1109 patients registered for online services an increase from 10% at the start of the project to 17.09% as at time of application submission. (<https://coastalwestsussexccg.nhs.uk/pace-setter-greensand-health-centre-maidstone>)

¹³ Develop a Young Persons section on the practice website (<https://coastalwestsussexccg.nhs.uk/pace-setter-moatfield-surgery-east-grinstead>)

¹⁴ Online video for young people (<https://coastalwestsussexccg.nhs.uk/pace-setter-pulborough-medical-group-pulborough>)

¹⁵ Happy / Healthy Birthday Card for 15 yo (<https://coastalwestsussexccg.nhs.uk/pace-setter-henfield-medical-centre-henfield>)

¹⁶ The practice newsletter has been adapted to include a CYP sections which we will be posting online and to our Facebook page - they have also asked for CYP to contribute and influence content.

¹⁷ Medical Passport for Children with Complex Needs (<https://coastalwestsussexccg.nhs.uk/pace-setter-st-lawrence-surgery-worthing>)

¹⁸ Information pack for newly CYP diagnosed patients from hospital with additional needs (offered a longer welcome appointment) (<https://coastalwestsussexccg.nhs.uk/pace-setter-st-lawrence-surgery-worthing>)

¹⁹ Open Access Ticket System for Minor illnesses (<https://coastalwestsussexccg.nhs.uk/pace-setter-maywood-surgery-bognor-regis>)

²⁰ Online video for young people (<https://coastalwestsussexccg.nhs.uk/pace-setter-pulborough-medical-group-pulborough>)

²¹ Flexible Drop in appointments for YP available with Dr and Nurse once a week initially at 3.45-4.30pm(after school bus gets to the village/town centre); Telephone appointments available(<https://coastalwestsussexccg.nhs.uk/pace-setter-henfield-medical-centre-henfield>)

²² This practice have added photos of the GP's to the website and Facebook page so that the CYP can be familiarised with the GP's before coming to see them. <http://stlawrencesurgery-worthing.nhs.uk/doctors-registrars/>

²³ Publishing on Facebook – This practice are publishing and sharing health information via Facebook on a daily/weekly basis. Eg their posts regarding the recent Meningitis cases in the news reached an audience of 834 people. They have recently shared posts from Health Help now and Sugar Smart. (<https://coastalwestsussexccg.nhs.uk/pace-setter-greensand-health-centre-maidstone>)

²⁴ Use of "PACE SETTER Lenses" – has resulted in the development of templates of care for Teenagers with Complex Problems (<https://coastalwestsussexccg.nhs.uk/pace-setter-pulborough-medical-group-pulborough>)

²⁵ Medical Passport for Children with Complex Needs (<https://coastalwestsussexccg.nhs.uk/pace-setter-st-lawrence-surgery-worthing>)

²⁶ Open Access Ticket System for Minor illnesses (<https://coastalwestsussexccg.nhs.uk/pace-setter-maywood-surgery-bognor-regis>)

²⁷ Linked the patient survey to Practice Facebook page (<https://coastalwestsussexccg.nhs.uk/pace-setter-greensand-health-centre-maidstone>)

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- ²⁸ More toys, quiet waiting room and more child friendly environment; eg in Waiting Room, have a YP notice board, consider ways to make it more YP friendly – like a tailored website – needs thinking through.
- ²⁹ Conducted a questionnaire aimed at parents mostly of eg the 1 to 5 year olds. The questionnaires were handed out during our immunisation clinics to increase response rate.
- ³⁰ Receptionist RAG Training - Educational session supporting non clinical staff in making decision on the urgency of clinical symptoms and the appropriate action (<https://coastalwestsussexccg.nhs.uk/pace-setter-pulborough-medical-group-pulborough>)
- ³¹ Practices have put photographs of staff up on the website so children can see what their doctor or nurse looks like before they come and so help to reduce anxiety.
- ³² The West Sussex Parents Forum have now set up a Facebook page just for St Lawrence Surgery patients with children with needs so they have a closed forum group to discuss things and they can feed back.
- ³³ Childhood Obesity – Action to monitor measurement of weight and height (rates were lower than parents recall), raise awareness and confidence across the practice team. (<https://coastalwestsussexccg.nhs.uk/pace-setter-maywood-surgery-bognor-regis>)
- ³⁴ Invitation to Paediatrician and A&E Consultant - Met with Paediatrician and A&E Consultant - Reviewed the last year of referrals with outcomes. Disseminated learning points to all clinicians. Reported training day implications to CWS CCG. (<https://coastalwestsussexccg.nhs.uk/pace-setter-willow-green-surgery-east-preston>)
- ³⁵ Teaching Minor illness/ Asthma to Primary School children in an area with a multi-ethnic non-english speaking population.
- ³⁶ Safeguarding – This practice 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. These are cross referenced once per month with the register held at Social services. Every fourth Monday they all meet as a practice with the Health Visitor and their administrator updates all staff re children of concern, new families to the surgery etc. All case conferences are provided with a report from the GP. Their Child Protection GP is Level 4 trained. They have 74 children on their safeguarding register that they regularly review and update. (See link: <https://coastalwestsussexccg.nhs.uk/pace-setter-st-lawrence-surgery-worthing>)
- ³⁷ Safeguarding - As well as updating the practice policy annually, the Safeguarding lead GP meets monthly with the Lead Health Visitor to discuss all children at risk. This is a key opportunity for both teams to highlight children and families at an early stage, as well as discussing known families. Both health visitors and GP's find it invaluable.
- ³⁸ Parental Advice sheets - These are now available via local GP system (SystemOne) to ensure all GP's can access them whenever required. All GP's and Nursing staff are aware.
- ³⁹ Pulborough Medical Group installed the electronic templates for the high volume conditions of fever, diarrhoea and vomiting and bronchiolitis onto their Clinical System (System One) and during the pilot phase (10 weeks) to date the template has been used 135 times. This will be improving the quality of assessment for each child as well as improving the comprehensiveness and recording of findings.
- ⁴⁰ Sick Child Template (<https://coastalwestsussexccg.nhs.uk/pace-setter-willow-green-surgery-east-preston>)
- ⁴¹ Head Injury Education and Pathway session. This practice ran a session around this topic; they initially reviewed their Practice Audit data from our A and E audit Oct-Jan.Emis updated to link codes 'minor head injury' and similar to leaflet. IE when code entered prompt to print leaflet pops up and leaflet can be printed (<https://coastalwestsussexccg.nhs.uk/pace-setter-moatfield-surgery-east-grinstead>)
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- ⁴³ Use and Promotion of High Volume Pathways. Help in development of a single patient safety netting leaflet. (<https://coastalwestsussexccg.nhs.uk/pace-setter-cranleigh-medical-practice-guildford>)