

Dr Deborah Allen and team
Moatfield Surgery
St Michael's Road,
East Grinstead, West Sussex RH19 3GW

PACE SETTER Award Panel
1, The Causeway
Goring By Sea
Worthing, West Sussex BN12 6BT

20th November 2019

Dear Dr Deborah Allen and the Moatfield Surgery team,

Re: Confirmation of Successful Revalidation of the PACE SETTER Award – Notification

The PACE SETTER Panel is glad to have had the opportunity and delighted to be able to announce that your Application for a Revalidation of your **PACE SETTER Award** 5 years on has been successful. This is the first time such an Award has been made.

Your initial award was commended for being particularly strong in the patient engagement exercise which included both patients and staff in a whole team approach. It has therefore been important to the Panel to see that this has informed the excellent application made this time round and 5 years on in seeking a revalidation of your PACE Setter Award.

Overall, the Panel felt that you demonstrated the legacy of the work begun with PACE Setter 5 years ago (keeping your "PACE Setter Lenses" on) which has shone through and thrilled the Panel.

With regard to the Key Activities tackled as part of your work - they included:

1. Town-wide educational event (especially with receptionists) across all East Grinstead to impact on A&E attendances (in collaboration with the CCG Communications team)
2. The practice GP Mental Health lead worked with the two main local secondary schools to better address Emotional Health and Wellbeing (and will seek to include the local private schools too) – The Surgery submitted the excellent material for their website (which was co-produced with teachers, their whole team and teaching staff).
3. Young Carers campaign to raise awareness amongst their Whole Team and to improve the quality for this part of their population - they even have an "unseen hand" which moves the "Young Carers" lighted sign around to keep this high in the mind of staff. This has been included on their website too with the material produced by young people.

Their current website is at:

<https://www.moatfield.co.uk/teens-section>

In summary the Panel felt that Moatfield Surgery has demonstrated a clear commitment to sustaining and continuing to improve the quality of services available to Children and Young People and their families / carers and we are delighted to be able to confirm their success in having their **PACE SETTER Award** reaccredited.

It is our intention to formally present the **PACE SETTER Award** (date to be arranged). We are very happy that Moatfield Surgery can publicise this good news about their Revalidated **PACE SETTER Award**-winning work from the date of the receipt of this letter.

Yours sincerely

The PACE SETTER Award Panel