

# The **P****A****C****E** Setter Award

The Primary and Community Care Quality Mark  
for Children and Young People's NHS Services

St Lawrence Surgery, Worthing in co-production with the West  
Sussex Parent Carer Forum



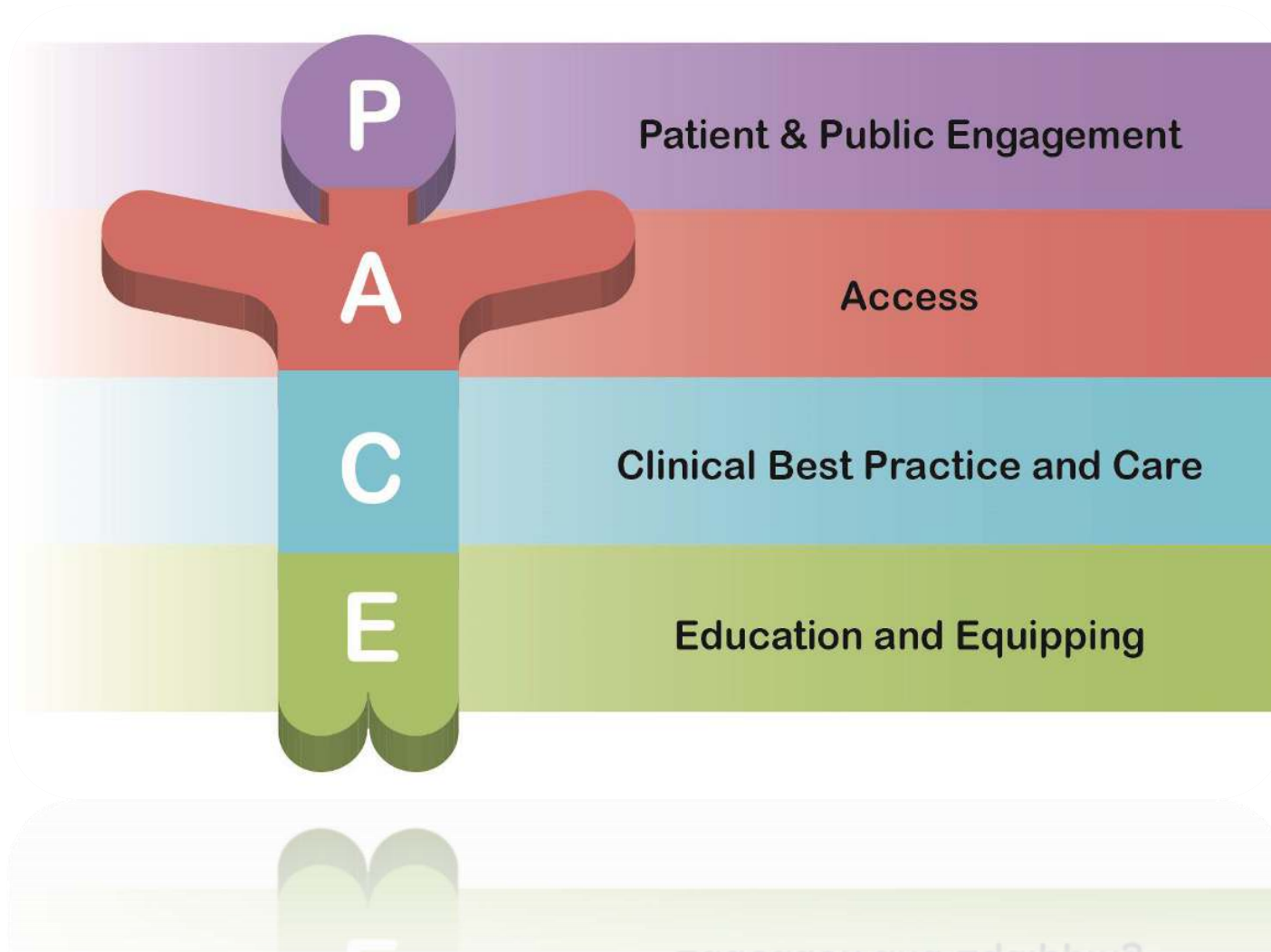
**PENNA Award Finalists - March 2017**



## St Lawrence Surgery awarded for it's care of young patients with additional needs



## Understanding PACE Setter



# The PACE Setter Award

NHS

GP Practice

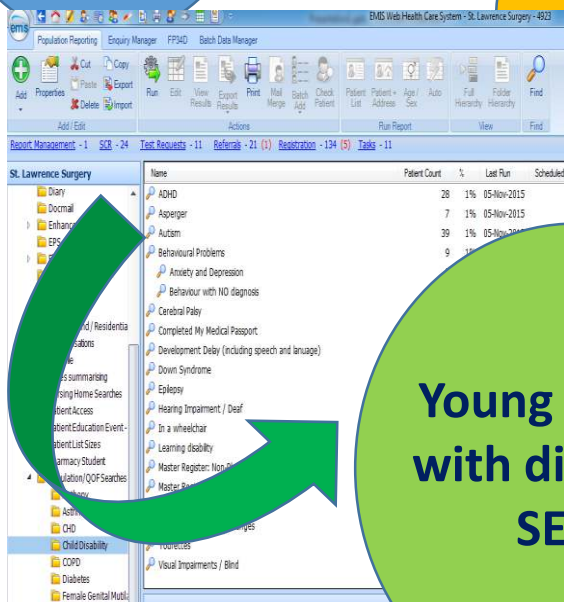
Parent  
Carers &  
Advocates

GP surgery wanted to....

Young patients  
with diagnosed  
SEND

- Reach out and engage
- Develop a friendly relationship and ensure good access
- Encourage others to join in
- Give confidence to express their difficulties
- Identify where they could help

114/14,000  
register patients



Name	Patent 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			
Anxiety and Depression				
Behaviour with NO diagnosis				
Cerebral Palsy				
Completed My Medical Passport				
Development Delay (including speech and language)				
Down Syndrome				
Epilepsy				
Hearing Impairment / Deaf				
In a wheelchair				
Learning disability				
Master Register: Non				
Master Register				



MAKING OUR  
VOICES HEARD

## Making PACE Setter Happen: In Practice

### St Lawrence Surgery

#### •Patient Engagement

- Practice met with 30 parents of children with additional needs – has become a regular meeting (hosted by the surgery) facilitated by West Sussex Parent Carers Forum



*"It was difficult knowing where to start to make meaningful changes for all their young patients but the PACE Setter Award gave a clear framework."*



*Grainne Saunders, West Sussex Parent Carer Forum on the work undertaken in collaboration with St Lawrence Surgery*



# The PACE Setter Award

**NHS**

## PATIENT AND STAFF ENGAGEMENT

St Lawrence Surgery, Worthing

LEARNING FROM FAMILIES

### First listening event

With 30 parent carers,  
Carers Support organisation,  
GP surgery staff incl clinicians,  
Patient Participation Group and  
PACE SETTER leading team



## First listening event

30 parent carers

Carers Support organisation

GP surgery staff incl clinicians

Patient Participation Group

PACE SETTER leading team

Parents did not see themselves as carers

Many parents **avoided** coming to surgery if possible

**‘Too stressful and unwelcoming’**

GP Staff “Parents didn’t hold back in telling us how crap our access was for them!”



- Quiet waiting room, Where's Wally posters, Bravery stickers, more toys & books, WiFi in waiting room, option of waiting in car or in the garden
- Surgery started *Parent Carer Support Group with Facebook page*
- *Medical Passports* held at surgery about children
- Registering parents as carers
- Better database flagging system with priority book
- Double appointments if needed
- Proactively invite parents for appointment after diagnosis
- Receive a '*new diagnosis pack*' from surgery
- Longer appointment times



**Changing the idea that going to the doctors is a 'bad thing'**

**Child safeguarding protocols are more robust & effective**



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For more details on St Lawrence Surgery's application  
<https://www.coastalwestsussexccg.nhs.uk/pacesetter>

For more information on the PACE Setter  
Award scheme, contact: [Tim.Fooks@nhs.net](mailto:Tim.Fooks@nhs.net)

March 2017

