

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



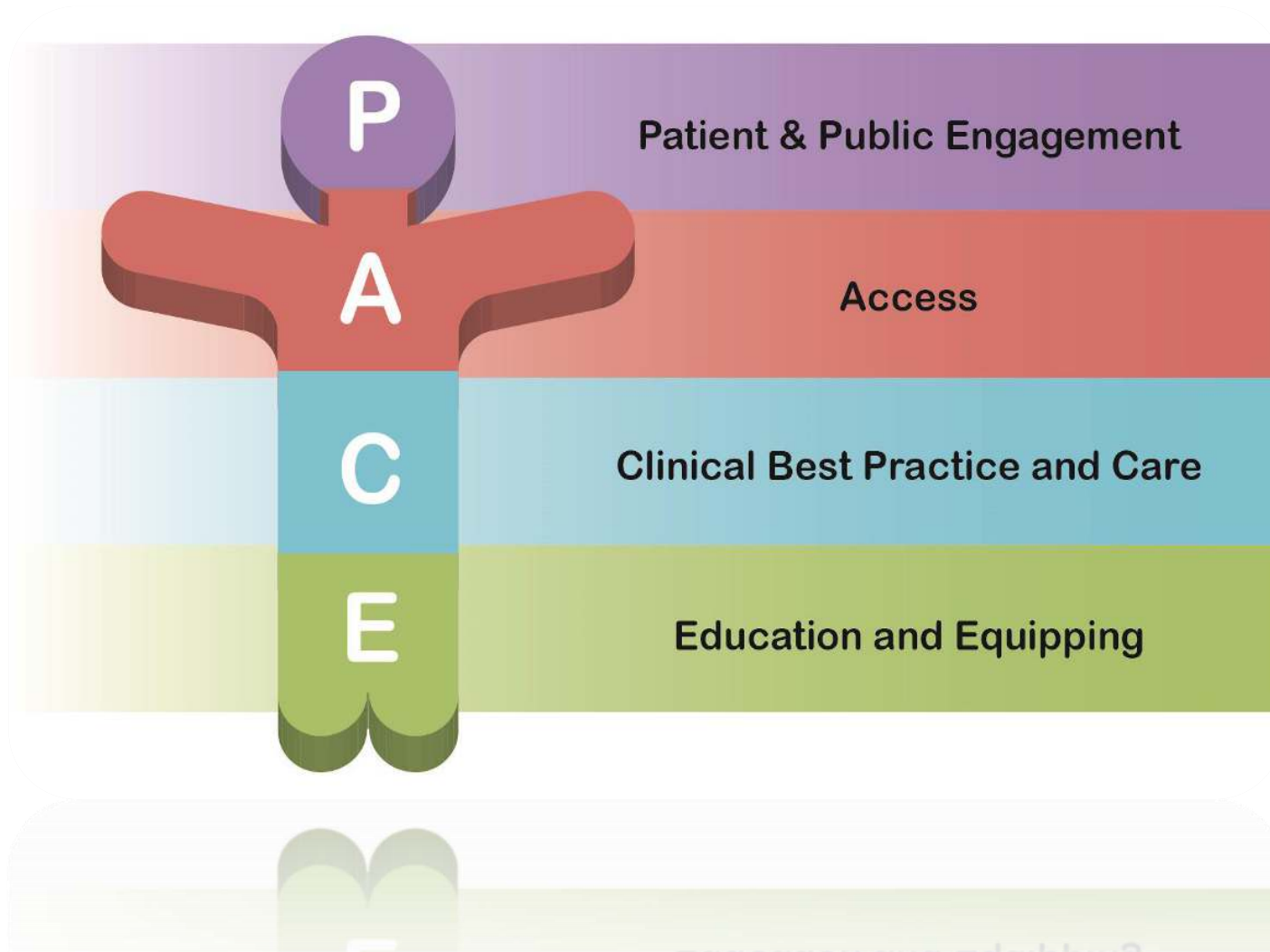
**MAKING OUR
VOICES HEARD**



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

The screenshot shows a software interface with a table of patient data. The table has columns for Name, Patient Count, %, Last Run, and Scheduled. A green arrow points from the 'SEND' text in the green circle to the 'Diagnosis' column of the table.

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			
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

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