

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

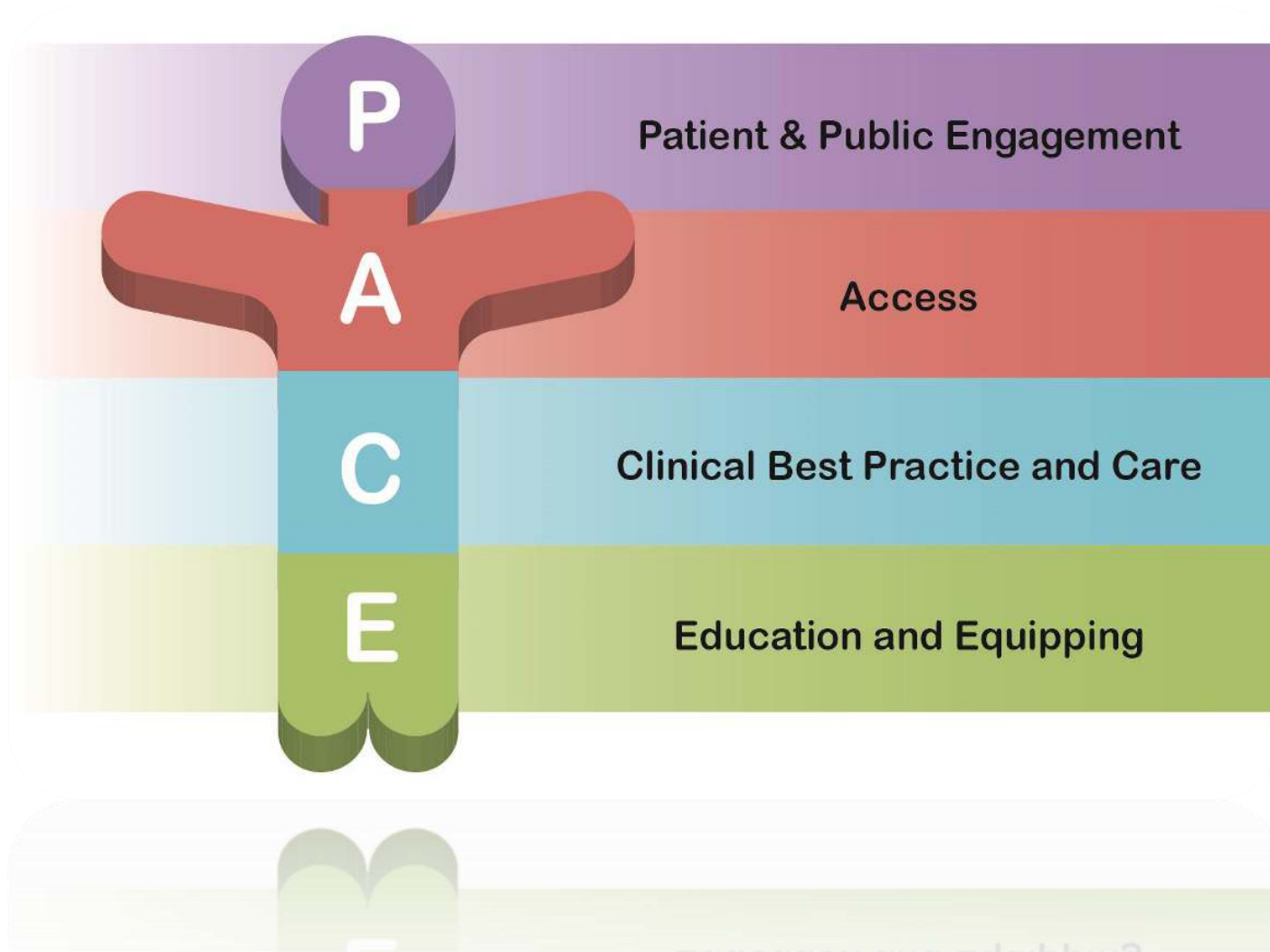
The Primary and Community Care Quality Mark  
for Children and Young People's NHS Services

Dr Nikki Tooley - GP—  
on behalf of Pulborough Medical Group (PMG)

**PENNA Award Finalists - March 2017**



## Understanding PACE Setter



## Making PACE Setter Happen: In Practice

### Pulborough Medical Group



- **Patient Engagement**

- GP undertook in-depth telephone interviews (five hours in total) with over 60 patients/families - allowing a different level of probing



## PATIENT AND STAFF ENGAGEMENT

Pulborough Medical Group, West Sussex

➤ Lead PACE SETTER GP, Dr Nikki Tooley, reviewed cases who had attended Pulborough Medical Group within the previous 2 weeks for common illnesses. About 60 families were contacted and interviewed about their experiences and ideas for improving services. In total, this process of engagement took 5 hours of interviewing, which provided very useful information for the practice's PACE SETTER planning.

### LEARNING FROM FAMILIES



## Making PACE Setter Happen: In Practice

### Pulborough Medical Group

- **Accessing services PACE Setter happen**
  - The practice's start point was to prepare an introductory video to inform younger patients about the practice with a view to a sister website containing information specific to young people.

*"It was enlightening to see the building from a young person point of view."*

*PMG  
commented*



## ACCESSING SERVICES

ONLINE INTRODUCTION TO  
PRACTICE VIDEO FOR CYP

► Pulborough Medical Group have made a video walk-through to show young people where to go and what to expect when attending the surgery. It features arriving for a GP appointment and covers confidentiality too.

<https://www.wevideo.com/view/500657638>



## **Making PACE Setter Happen: In Practice Pulborough Medical Group**

- **Workshop for Receptionists to improve Triage skills**
  - **Educational sessions undertaken with receptionists to consolidate practice**



## EDUCATING AND EQUIPPING

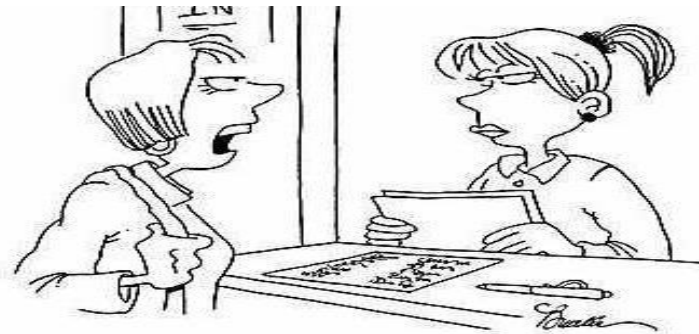
Pulborough Medical Group, West Sussex

► Pulborough Medical Group (PMG) ran an Educational session supporting non-clinical staff to make decisions on the urgency of clinical symptoms and the appropriate action. Non-Clinical Staff (primarily receptionists) were asked to rate, using a traffic light system, common symptoms that patients presented or called in with. These were then discussed to see how the description of the problem altered the assessment of urgency by the receptionist.

NON-CLINICAL STAFF  
TRAINING - RECEPTIONISTS'  
TRIAGE

**Dr Nikki Tooley explaining the receptionists' red/amber/green workshop to increase safety and confidence at the front line:**

<http://bit.ly/2lfWsZe>



**"Yes, I fasted for the blood test, if you count the four hours in the waiting room."**





## Making PACE Setter Happen: In Practice Pulborough Medical Group, West Sussex

PACE Setter Award



## Making PACE Setter happen

### The Practicalities: Sign-up

- £750 per practice (£500 upfront and £250 on completion of Award)
- Team: Project Manager and Clinical Lead + PACE Setter Panel
- Sign up sheet; First Write Up Form; Achievement Chart; Celebration Event (Presentation)



## Encouraging PACE Setter

*“It was really great to hear of your PACE Setter Award at the RCPCH – easy to understand why we were enthusiastic – it is brilliant in its simplicity and yet such impact.”*

*Dr Jacqueline Cornish OBE FRCP(Lond) Hon FRCPC DSc(Hon)  
National Clinical Director Children,  
Young People and Transition to Adulthood,  
Medical Directorate, NHS England*





# The PACE Setter Award

**NHS**

## Encouraging PACE Setter

*“The PACE Setter Award provides an excellent opportunity to share and celebrate some of the innovative work that is going on in primary care to focus and improve services for the benefit of children and young people (CYP).”*

***Dr Hilary Cass, Immediate Past-President,  
Royal College of Paediatrics & Child Health***

*“It is the best project I have seen in the last year – I am blown away ... It is the re-professionalisation of quality”*

***Dr Tim Ballard, Royal College of General Practitioners (Ex-Vice Chair of External Affairs) at PACE SETTER Second Celebration Award Event, May 2016***

*“I just want to say thank you for such a simple format which is so liberating”*

***Dr Alison Esslemont, Maywood Surgery, Award Winners May 2016***

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For more details on PMG's application

<http://bit.ly/2lfWsZe>

For more information on the PACE Setter

Award scheme, contact: [Tim.Fooks@nhs.net](mailto:Tim.Fooks@nhs.net)

March 2017

