

Practise Hope – How It Works

Here you can find all of the information you need to achieve the Practise Hope PACE Setter Award for Self-Harm and Suicide Prevention for Children and Young People

What is Practise Hope?

Practise Hope is an innovative pilot project targeted at Primary Care Practices. Its core focus is to embed new ways of working and strengthen the skills needed to help children and young people (CYP) struggling with suicidal thoughts and self-harm. Through training and support, it promotes culture change so that all practice staff – from receptionists to GPs – feel competent and confident when engaging with CYP experiencing these difficulties.

Funded by Health Education England, in 2019-2020 Practise Hope will support 30 GP practices; 10 each in Kent, Surrey, and Brighton & Hove respectively.

PACE Setter refers to the acronym PACE, consisting of four elements that provide a clear and standardised structure around which participating primary care practices are encouraged to review and refresh their services. The four elements are shown in the below diagram:



Upon completion of the Practise Hope programme of work, practices will be eligible for a PACE Setter Award for Self-harm and Suicide Prevention in Children and Young People.

Practise Hope is implemented in collaboration between Health Education England, Mind and Olly's Future.



What's the benefit to practices from participating?

Participating practices will be part of new ways of working and engaging with children and young people. The initiative is aligned with local and national policy drivers on suicide prevention and self-harm, and it provides practices with an opportunity to be involved in co-production with your younger population and staff. It also provides an opportunity to focus on and take proactive actions to support staff wellbeing. Potentially it may open up possibilities for your practice to bid for further funds to extend work completed in the project.

What's the benefit of taking part for patients/young people and their families?

Being involved in co-production: the opportunity to have their voices listened to and 'having a seat at the table' in discussions of local primary care services for 10-25 year olds. The potential for greater community cohesion and working together at a 'neighbourhood level' to keep children and young people safe.

What do practice teams have to do?

All teams must complete five key activities. This includes firstly two core activities:

1. A self-assessment audit of their safeguarding procedures (all ages)
2. An engagement exercise comprising of two parts:
 - a) with at least 1% of their (target) population (CYP in the age range 10-25)
 - b) with at least half of their staff team, around the wellbeing of staff.

From these exercises, three additional activities based on the four PACE Setter elements (one of which must be around staff well-being) must be chosen and implemented to complete the application process. A timeline is included at the end of this document.

Successful PACE Setter organisations will be expected to share their lessons learned with others celebrate their success. The award logo can be used widely on noticeboards, websites, and letterheads and included as evidence for CQC inspections to highlight and promote the high quality care provided.

Is there reimbursement of practice costs?

All participating practices will receive £1,000 as an incentive to take part, which can be used by the practice in whatever way you decide once you've completed your action plan as described below. So for instance you might use the money to pay for training for all or some staff, and/or to build a resource pack, or add youth-based notice boards to surgery walls.

What steps do practices need to take?

1. SIGN UP

You can complete and submit an application via this secure link:

<https://form.jotformeu.com/91562735615360>.

Or if you'd like more information first, contact Andrea Holland (Project Co-ordinator for Practise Hope in Kent) at andreaholland@northkentmind.co.uk or 07545 712693.

2. GETTING STARTED

If you apply and your practice meets the selection criteria, we'll come and meet with you to tell you about Practise Hope and how it works. We'll provide you with suggestions, answer your questions and support you in your initial ideas for getting started. (See also the timeline at end of this document.)

3. SAFEGUARDING AUDIT AND ENGAGEMENT WITH PATIENTS & STAFF

Your practice will then complete the first two of five key activities as described above:

Activity 1: Self-assessment safeguarding audit (estimated time to complete: 1 hour)

Activity 2: Engagement exercise (time dependent on means of engagement – surveys, focus groups etc. We can provide sample surveys and focus group facilitation.)

4. PRODUCE ACTION PLAN AND RECEIVE £1,000

Using insights from your engagement exercises, you'll produce an action plan which outlines the final three key activities you have decided to focus on. The action plan will be reviewed and signed off by the core project team. Your practice will then receive a £1,000 grant towards the costs of activities you'll undertake.

5. IMPLEMENT ACTION PLAN

You then undertake the activities you have agreed to do, usually within six months. The Practice Hope Coordinator for your area will be available for support throughout this time, and will check in with you on progress, achievements and issues arising. As well as sharing your own feedback, you'll also receive updates on what other practices are doing – practical tips and lessons learned.

6. ACHIEVE

You will complete an update on progress against your action plan and submit to the core project team along with any supporting evidence.

7. AWARD AND CELEBRATION

PACE Setter Award decision is made by the core project team and you are invited to a celebratory event to share best practice and lessons learnt.

8. LOOKING AHEAD

After achieving the Practise Hope Self-harm and Suicide Prevention PACE Setter Award, your practice can then focus on how to continue and extend the improvements to suicide prevention and wellbeing support for patients and for staff.

Previous PACE Setter experience



"Patients with mental health problems have repeatedly told us that the things that can make the biggest difference to their care can be around customer service, practice ethos and a cohesive team approach.

As a GP, I also know it's also key to pay attention to the emotional well-being of staff so they can effectively look after our patients with mental health problems.

These core elements are brought together in the PACE Setter framework which is easy to use, paperwork-light and based on the practice's own needs.

You will have plenty of support along the way and have the opportunity to share and celebrate your success."

Dr Sue Torry, GP Clinical Lead for Mental Health, CWS CCG

What support will practices receive?

- Dedicated Practise Hope Coordinator for your region, available for visits, phone and email support
- Inspiration Guide – suggestions for actions your practice could take, based on real life examples of identified needs and what's worked well in other practices
- Templates and guides – for surveys, action plans, focus group facilitation etc
- Facilitation of workshops / focus groups
- Dissemination of lessons learned and sharing of experiences by other participating practices, via quarterly bulletins
- 30 participating primary care practices can attend community of practice workshops to learn from each other

Practise Hope Project - Timeline for Practices

Task	2019						2020								
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Sign up	█	█													
Introductory meetings and briefing		█	█												
Self-assessment safeguarding audit		█	█												
Engagement with patients and staff			█	█											
Produce action plan				█	█										
Action plan sign off					█										
£1000 grants released					█	█									
Implement action plan						█	█	█	█	█	█				
Complete achievement record and submit											█	█			
Review and sign off of achievement records													█	█	
Awards given and celebration event held														█	█