

Declaration template

At **Bridge Medical Centre** we are committed to identifying and supporting carers according to the requirements of the Care Quality Commission and as evidenced against the NHS England quality markers for general practice.

Quality marker	How achieved
<div data-bbox="203 400 555 512" style="background-color: #4b1d4b; color: white; border-radius: 10px; padding: 5px; text-align: center;"> identification and registration </div>	<p>The Practice has a Carer's register which is updated monthly. At time of writing we have 167 Carer's registered with our Practice which includes 2 under 25's. The Register is updated monthly by our Clinical Administration Manager.</p> <p>Carer's are encouraged to identify themselves to us at a number of points and from different sources. When new patients register, they are asked to complete a registration form, included on which is a specific question on carers. This opportunity also highlights young carers. We have a Carer's page on our website and a page on our waiting room screen. We now include a small piece on Carer's in our Practice Newsletter quarterly and also produce a quarterly newsletter specifically for our Carer's. Both of these are included on our website. We have a Carer's Pack which is available to patients who identify as Carer's which contains all sorts of useful information on how to get help and support. Since our last declaration, we also now code the clinical record to indicate that a patient is no-longer a carer. The project team have created a flow chart showing all the possible ways a carer could be identified by the Practice and what happens next. This will be presented to the Practice team at the next Continued Practice Development Meeting.</p>
<div data-bbox="203 943 555 1054" style="background-color: #e67e22; color: white; border-radius: 10px; padding: 5px; text-align: center;"> holistic support </div>	<p>The Practice has a close working relationship with Carer's Support UK and also SHINE for young carers. With consent, all new carer's are referred to Carer's Support UK or SHINE. In addition, we alert our Social Prescribing Link Worker so that she can make contact and support Carer's through her Social Prescribing contacts. Since our last Declaration, we are pleased to have 2 Care Co-ordinators who liaise with all those on the Carer's list to ensure they are well and reaching out for all the support they are entitled to. The addition of the Care Co-ordinators to our team has made a significant difference to our Carer's who now have a contact. In addition, the feedback from our Carer's has been excellent.</p> <p>The Practice has produced a Carer's Information Pack which is subdivided and contains numerous leaflets and brochures from organisations and charities which offer support and/or information for Carer's. This pack is offered to new Carer's (be they new to the Practice or new to becoming a Carer). Since our last Declaration, the Care Co-ordinators complete the Ardens template ensuring we record our conversations with Carer's in order to better serve them in the future.</p>

Quality marker	How achieved
<div data-bbox="201 215 548 311" style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">in-practice support</div>	<p data-bbox="806 199 2072 359">The leads in Practice for Carer's are GP Partner and Practice Business Manager. As a direct result of embarking on this project we now have a team of staff who have all contributed to this and are taking the lead in their own areas. Since our last declaration, our Carer's Champions are the Care Co-ordinators who are based adjacent to the Administration/Reception team and have been part of the project team since they started with us.</p> <p data-bbox="806 399 2072 502">The Practice works closely with Carer's Support UK who, prior to Covid19, held clinics on our premises to see patients if needed. Referrals are made to Carer's Support UK and SHINE via email and includes the key information requested by them.</p>
<div data-bbox="201 542 548 646" style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">appointments and access</div>	<p data-bbox="806 534 2072 670">Carer's needs are taken into account when booking an appointment and if any special arrangements are necessary these are agreed with the duty doctor of the day. All carer's are offered a telephone appointment following a consultation with the cared for. GPs opportunistically ask after the Carer should they be speaking to them or seeing them with the Cared for.</p> <p data-bbox="806 710 2072 877">Carer's are able to see their GP or nurse face to face, if necessary, but most commonly by telephone, video consultation or eConsult. All prescriptions are now electronic with the request going directly to the pharmacy. Prescription requests can be made on-line using System-Online or eConsult. Since our last Declaration, the Care Co-ordinators directly refer to the Practice Paramedic Practitioner if the need arises.</p>
<div data-bbox="201 925 548 1029" style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">information, involvement and communication</div>	<p data-bbox="806 909 2072 1077">Text messages/SMS campaigns target our Carer's for example sending them the latest Carer's Newsletter. However, this is also sent to other patients posing the question "are you a carer?" Our waiting room screen also has a slide asking the same question. All communications sent to our Carer's like the Newsletter are also added to the Carer's page on our website. Promotion of the Carer's Pack is reflected on the website and waiting room screen.</p> <p data-bbox="806 1117 2072 1356">The Practice uses "Ardens" templates and when carrying outpatient health checks for cared for patient, the question about consent is discussed and recorded. When the Practice registers a new patient or conducts its own Patient Satisfaction Survey, patients are invited to join the Patient Participation Group – Friends of Bridge Medical – and completing that section of the form. Since our last Declaration, the project team have devised a Carer's Survey which will initially determine whether the patient is still a Carer and then ask more questions in order to assess whether our Carer's Support Service is meeting the needs of carer's</p>

<div style="border: 2px solid blue; border-radius: 15px; background-color: #FFC000; padding: 5px; display: inline-block;"> <p>awareness and culture</p> </div>	<p>Staff are aware of the terms Carer and Young Carer. Our learning on this particular item has been that young carer's are commonly defined as 18-25 however can also be much younger. Our close relationship with Carer's Support UK and SHINE (young carers) has supported our learning in Practice.</p>
	<p>Our Patient Participation Group – Friends of Bridge Medical – have been involved in this project since albeit in a less formal way since early 2019 when they helped the Practice host our first Carer's Open Afternoon in May 2020. A number of exhibitors attended all offering local support to Carer's and the event was very popular and well attended by our patients. This is something we would like to repeat post Covid19. The project, Supporting Carer's in General Practice, has been on our PPG agenda since August 2020 and the input from the PPG at those meetings has been helpful.</p>
	<p>Since our last Declaration, the eLearning for Health training course entitled "Supporting Carer's in General Practice" has been added to our person centred category on the staff training schedule. The project team each took the course and found it useful and felt that it would benefit those members of the Practice team who wanted to know more.</p>
<p>How did the practice involve carers in this declaration?</p> <p>The Practice involved Carer's in this declaration via our Patient Participation Group and the information fed back from Carer's via our Care Co-ordinators.</p>	

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