

GP Carer Champion Bulletin

October 2016

Welcome to our Carer Champion Bulletin - a chance to share updates, promote and explore good practice and highlight opportunities to identify and refer carers. Oh yes and a chance for us to say "Thank you" for your hard work!

David Cadogan, GP Liaison Officer.



GP/Health focussed Carers Hubs

We have now run two really successful Healthy Hub events at the Watford Carers Support Hub (1st Sept) and at Bishop's Stortford (4th Oct).

Regular Hub attendees were joined by additional carers with over 40 carers attending the Watford event and 17 carers at the event in Bishop's Stortford.



Carers had an opportunity to have a one to one consultation with a Carer Support Advisor, a Hertfordshire County Council Health and Community Support Worker and a Fit to Care Fitness Advisor. Other professionals attending the events included local pharmacy representatives and clinicians who were able to provide one to one health advice to carers.



The next GP/health focussed Carers Hub event is planned for the St Albans Hub (18th October 10.30am – 12.30pm at St Pauls Church, Blandford Road, St Albans, AL1 4JP) with more GP/health focussed events are being planned in other localities for the New Year.

Carer Champion Training

The next round of Carer Champion Training is now booked for the 1st December at Birchwood Leisure Centre, Hatfield from 9.30am - 12pm noon.

We will be looking at a range of ways and peoples' experiences of identifying unrecognised carers and providing them support.

Contact the Carers in Hertfordshire office on 01992 58 69 69 to book yourself onto the training.

PPG / Volunteer—Flu Clinic Training

Last year Carers in Herts volunteers identified a large number of new carers just by asking patients at the GP practices they were visiting if they had a caring role.

Because of the success and following requests by several surgeries we provided training to Patient Participation Group and flu -clinic volunteers and surgery staff so they can be more effective at identifying and supporting unpaid carers.



Lincoln House Surgery Practice Manager Hilary Mills-Williams, said: "The tools and techniques we were shown will help make us more effective in identifying carers. The training also reminded us of the need to look again at patients on our lists with a long-term condition to identify their carers. I can recommend the training to all surgeries running flu clinics."

Mystery shopping!

During Carers Week (June 6th - 12th), Healthwatch volunteers telephoned 43 surgeries across Hertfordshire, and asked to speak to the Carers Champion about support available to the carer of a dementia patient. The purpose of the exercise was to check that key information was being provided to carers and to check the extent to which the carer felt welcomed and supported.

As a result there were some positive findings including:

- The majority of reception staff taking the call knowing who the Carer Champion was and when they were available to speak.
- The carer was often offered a call back.

However, there were lessons to be learnt as staff often failed to mention basic support to carers such as the Carers Notice Board and referral to Carers in Hertfordshire. In addition, the person answering the call too often failed to mention Carer Health Checks, flu jabs, and appointment flexibilities for carers.

In summary, more needs to be done to ensure colleagues are aware of the core offer to carers. Support such as maintaining a Carers Register to make it easier to keep in touch with carers, providing carers with a health check, an annual flu jab and increased flexibility of appointments, and of course all carers can be referred to Carers in Hertfordshire for more specific support.

It isn't just *Your* job to identify and support carers *it's everyone's!*

Carer Champion Peer Support Meetings

Dates coming up (12.30pm – 2pm unless otherwise stated):

- Stevenage - 13th Oct (King George Surgery).
- Lower Lea - 8th Nov (TBC).
- North Herts - 10th Nov (Garden City Surgery, Letchworth).
- Dacorum - 15th Nov (Bennetts End) Surgery, Hemel Hempstead).
- Upper Lea / Stort Valley & Villages - 24th Nov (Quaker Room, Hertford).
- WelHat—1st Dec (Birchwood Leisure Centre, Hatfield) from 1pm - 2.15pm.
- St Albans - 13th Dec (The Elms Medical Centre).
- Bushey - 12th Jan (Attenborough Surgery).
- Watford & 3 Rivers - 17th Jan (Sheepcote Medical Centre, Watford).
- Hertsmere - 19th Jan (The Red House Surgery, Radlett).

These meetings are your main opportunity to meet with fellow Carer Champions and get support from Carers in Hertfordshire. You are not alone!

Your comments and experiences wanted!

In the next edition of the Carer Champion Bulletin, I want to include an article about the issues Carer Champions of multi-site practices face and how these issues are overcome.

If you are a Carer Champion for a multi-site practice then I'd appreciate your comments and experiences about matters carers raise, the challenges of this role and your solutions.

Please send me your comments via email to me at david.cadogan@carersinherts.org.uk

For further information and support call me, David Cadogan, on 01992 58 69 69 or 07917 186841
Alternatively, email me at david.cadogan@carersinherts.org.uk