

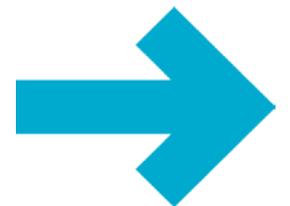
Helping general practice become more carer-friendly: a framework of quality markers

State of Caring
12 July 2018



What does NHS England do?

- leads the National Health Service (NHS) in England
- sets the priorities and direction of the NHS
- encourages and informs the national debate to improve health and care
- works through co-production with delivery partners
- develops national resources for local implementation
- promotes good practice and supports innovation



Our strategic drivers



NEXT STEPS ON THE
NHS FIVE YEAR FORWARD VIEW

“We will develop quality markers for Carer Friendly GP practices...in order to reduce carer breakdown and improve carer health-related quality of life” (p.45)

March 2017



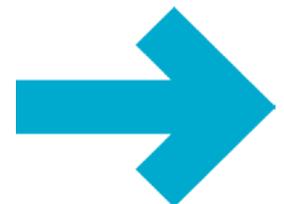
Department
of Health &
Social Care

Carers Action Plan
2018 - 2020

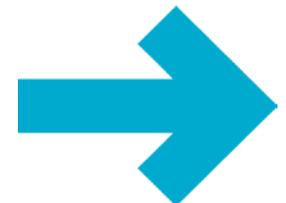
Supporting carers today

June 2018

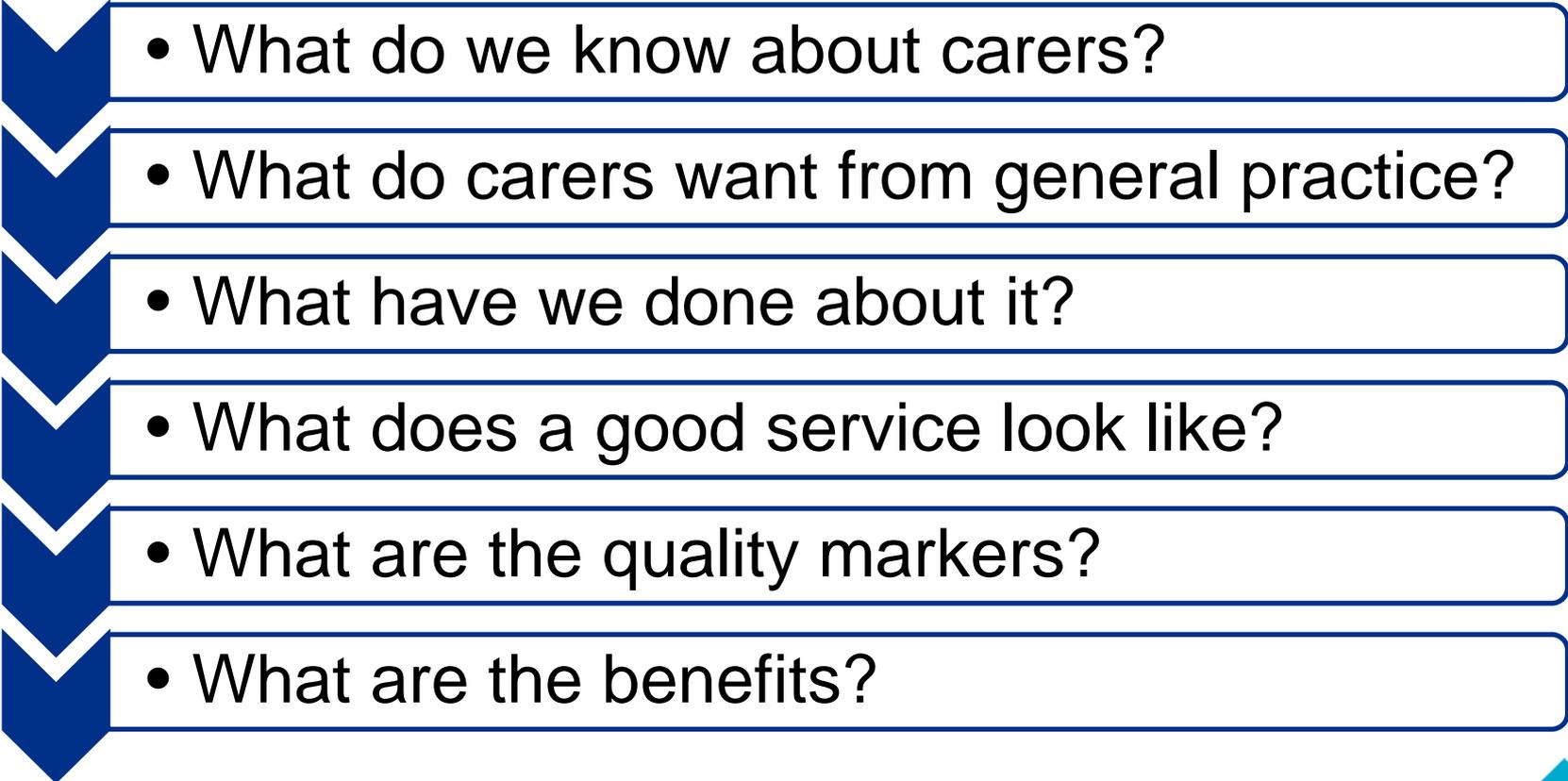
“NHS England...will work with the Care Quality Commission on the development of quality standards for carer-friendly GP practices, and is developing a framework of questions (quality markers) that can be used by doctors' surgeries to demonstrate how effective they are in recognising and supporting carers” (p.10)

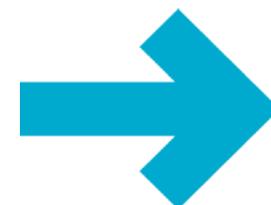


Our delivery partners



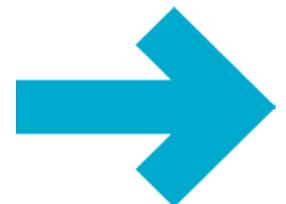
Developing the quality markers

- 
- What do we know about carers?
 - What do carers want from general practice?
 - What have we done about it?
 - What does a good service look like?
 - What are the quality markers?
 - What are the benefits?



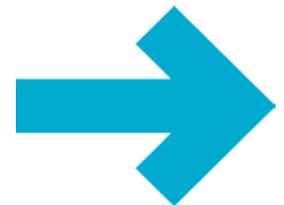
What do we know about carers?

- Carers consistently report generally worse experiences of accessing and using general practice than their non-caring peers in the GP Patient Survey
- Carers may become vulnerable because of their caring role:
 - ❖ in terms of increased risk of illness and injury
 - ❖ in terms of social isolation
 - ❖ in terms of reduced finances, at the present time and in the future
 - ❖ in terms of personal freedom, because of the people who depend on the support they provide



What do carers want from general practice?

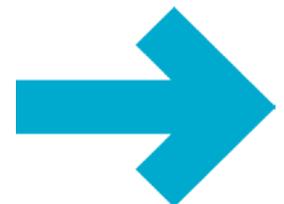
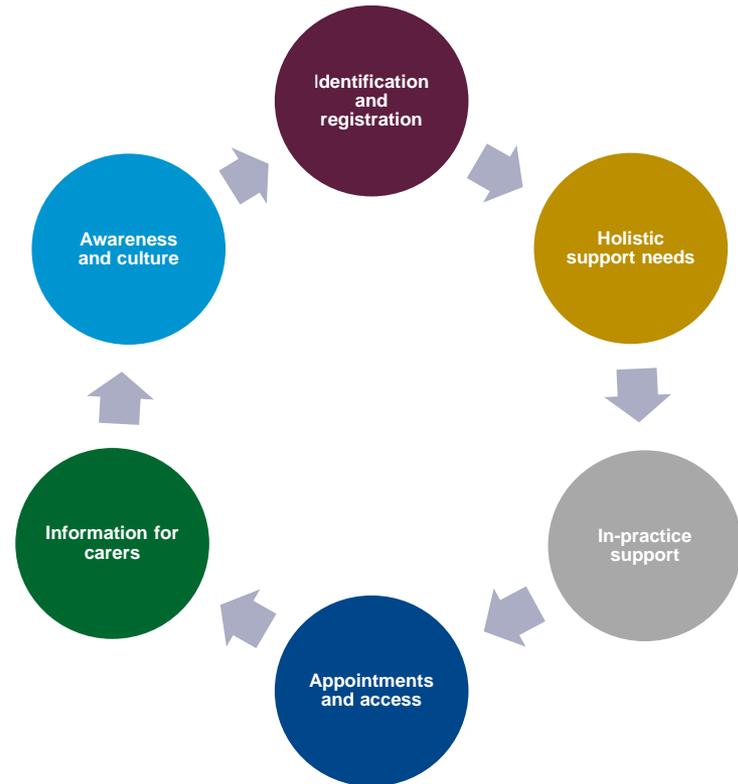
- to be identified and registered as a carer
- to have their holistic needs understood and addressed
- for the practice to be seen to understand the needs and promote the support of carers
- for the practice to make services more accessible to carers
- for the practice to communicate clearly and keep carers informed
- for the practice to demonstrate they are genuinely carer-aware



What have we done about it?

Working in partnership with Carers Trust, Carers UK, The Children's Society, and the Care Quality Commission (CQC), we have developed quality markers for GP practices, based on what Carers have said matters most to them.

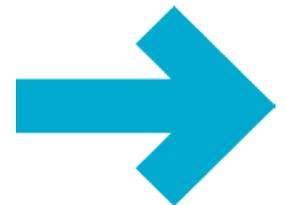
The CQC has endorsed the quality markers as a model of good practice.



What does a good service look like?

The CQC asks 5 questions of all care services:

- are services effective?
- are services caring?
- are services responsive
- are services well-led?
- are services safe?



What are the quality markers?

- six questions that can be used by doctor's surgeries to demonstrate how effective they are in recognising and supporting carers
- the questions ask the general practice to show how they go about supporting carers for each of the six themes identified
- each question is supported by a number of practical ideas that general practices can put into place to help them develop the support they give to carers
- the general practice completes an annual declaration as evidence of how it is supporting carers
- this evidence can be used for CQC inspections



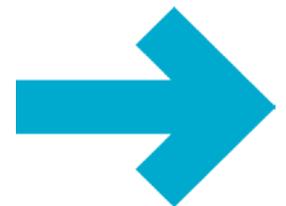
What are the benefits?

benefits for carers...

- more confident in caring role
- feel they are providing safer care
- feel enabled to have a life outside of their caring role
- enjoy improved wellbeing
- reduction in injury
- improved health
- reduction in carer breakdown

benefits for practices...

- easier to support good physical health
- easier to identify depression or other problems
- faster treatment - improved health outcomes
- better care planning
- reduced demand on services
- may result in reduced prescribing budget



Further information

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