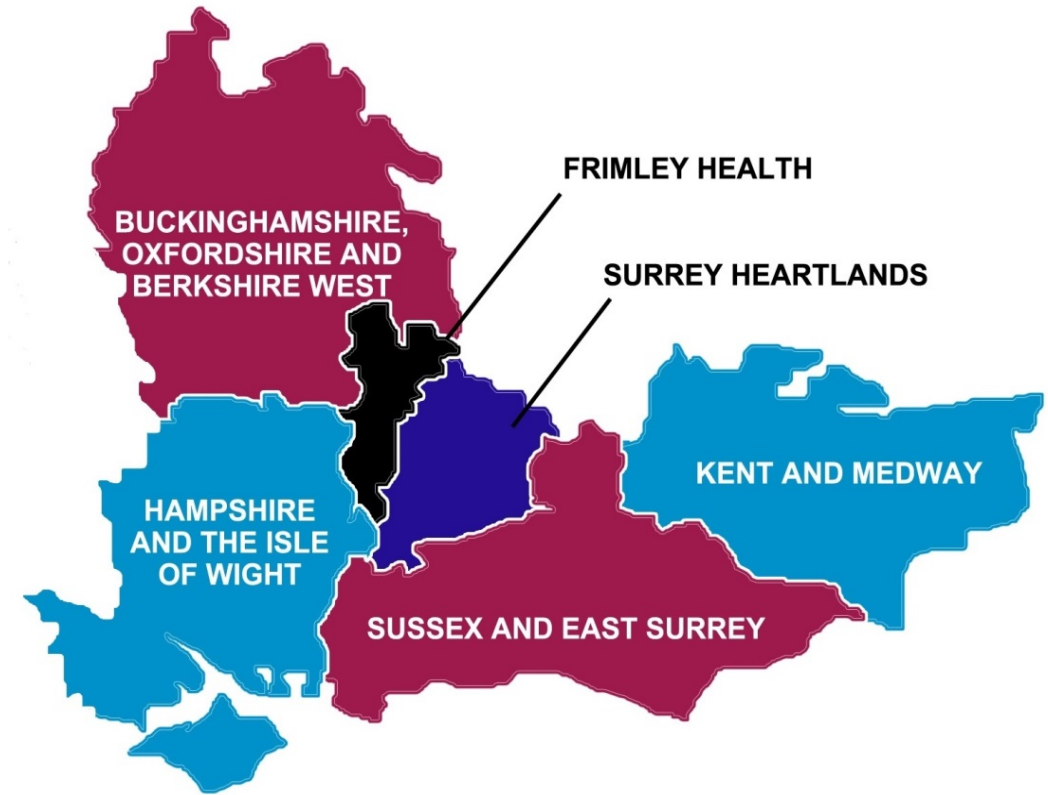


Surrey Heartlands Carer Friendly Practice State of Caring Conference 12th July 2018



Strategic Overview

Surrey Carers Memorandum of Understanding

- ▶ Supporting an integrated approach to the identifying, assessment and meeting of Carers' health and wellbeing needs
- ▶ Principle 1
"We will support the identification, recognition and registration of carers and young carers in all organisations including primary care".



The Surrey Heartlands Caring Population

- ▶ 82,250 carers the value of which is estimated at £1.645 Billion
- ▶ Carers aged over 65+ will grow by an estimated 17.3% (by 2025)
- ▶ Carers aged 85+ will grow by an estimated 30.2%

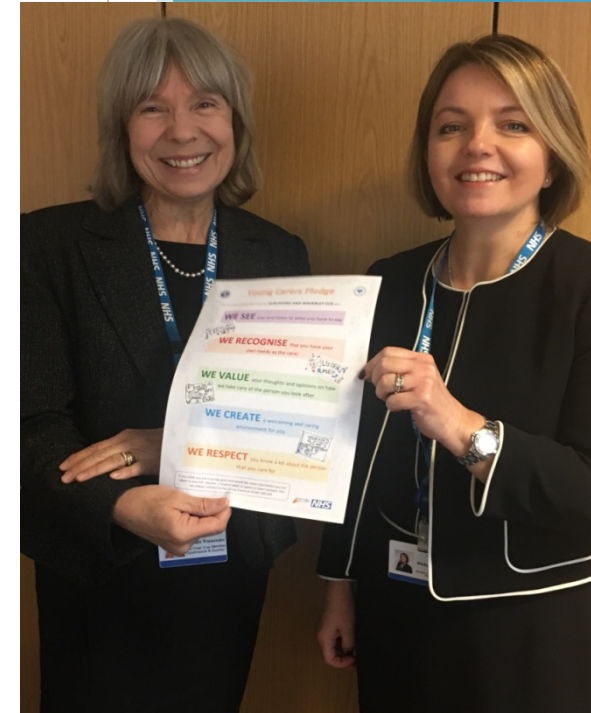
But we also know that carers are not a homogenous group and we have:

- ▶ 46,999 Working Carers
- ▶ 14,435 BAME Carers
- ▶ 11,319 Young carers
- ▶ 10,587 Armed Forces Carers
- ▶ 6,333 Carers caring in EOL circumstances

Vision and Aims:

“Because a diagnosis rarely is just for one person”

- Consistency
- Improve Identification
- Carers Rights / Whole Family Approach
- Parity of Esteem
- Whole Systems Approach
- Carer Friendly Practice & Communities
- Support for Young Carers and Young Adult Carers
- Support Staff Carers



Supporting Carer Friendly Practice in Surrey Heartlands

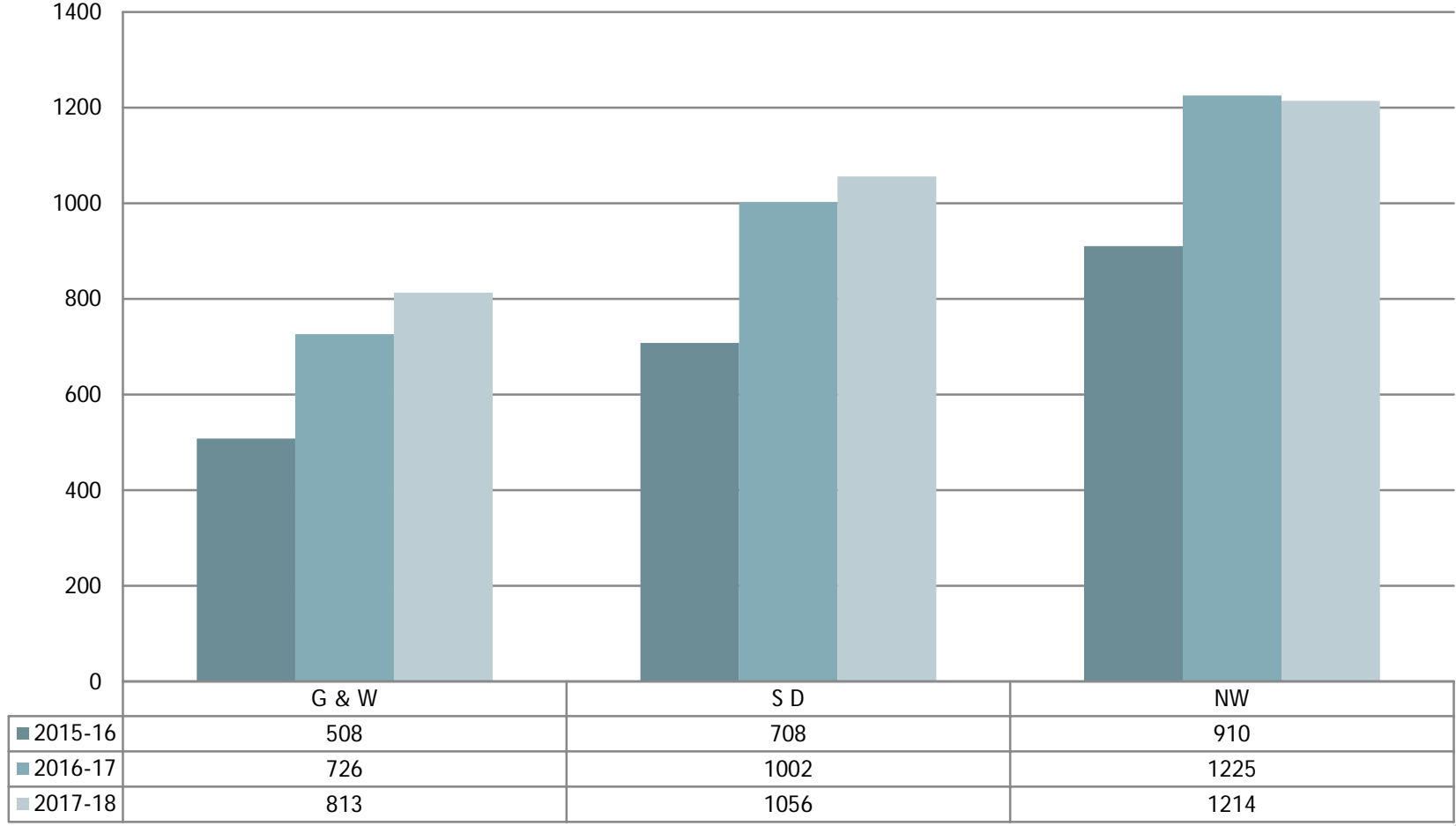
Debbie Hustings

Our Call to "Action"

- ▶ GP Carers Quality Markers Event in March
- ▶ Carer Awareness Training
- ▶ GP Carers Pathway
- ▶ GP Carers Prescription
- ▶ GP Carer Breaks
- ▶ GP Carer Registration Form
- ▶ GP Carers Wellbeing Check List
- ▶ GP Carers Newsletter
- ▶ Young Carers Pledge
- ▶ GP Young Carers Script
- ▶ GP Carer Registration Annual Survey - Currently 2% target
- ▶ Carer Health Checks
- ▶ Carer Flu Vaccination Campaign
- ▶ 71 GP Carers Champions Network

The image displays three overlapping documents. The top document is a flowchart titled "Is this patient a carer or young carer?" from Action for Carers Surrey. It asks: "Does this patient look after someone who could not manage without their help?" If yes, it asks "Is this patient's physical and mental health suffering as a result of their caring role?" and "Can you help this patient to maintain their health and well-being whilst they have a caring role?". If there are safeguarding concerns, it advises contacting social services on 0300 200 1005. If not, it mentions a range of free services. The middle document is a "GP Carers Prescription" form, stating that carers look after family, partners or friends in need of help because they are ill, frail or have a disability. It includes a "Carer Information" section and a declaration of consent. The bottom document is a "Carer Information" form, which includes a section for "Important Please Read This Statement to The Carer" and a declaration of consent.

GP Carers Prescription Year on Year

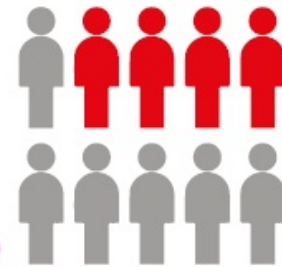


7:10 Carers said they found it difficult to get a good nights sleep

A quarter
25%
said they hadn't had a day off from caring for more than five years

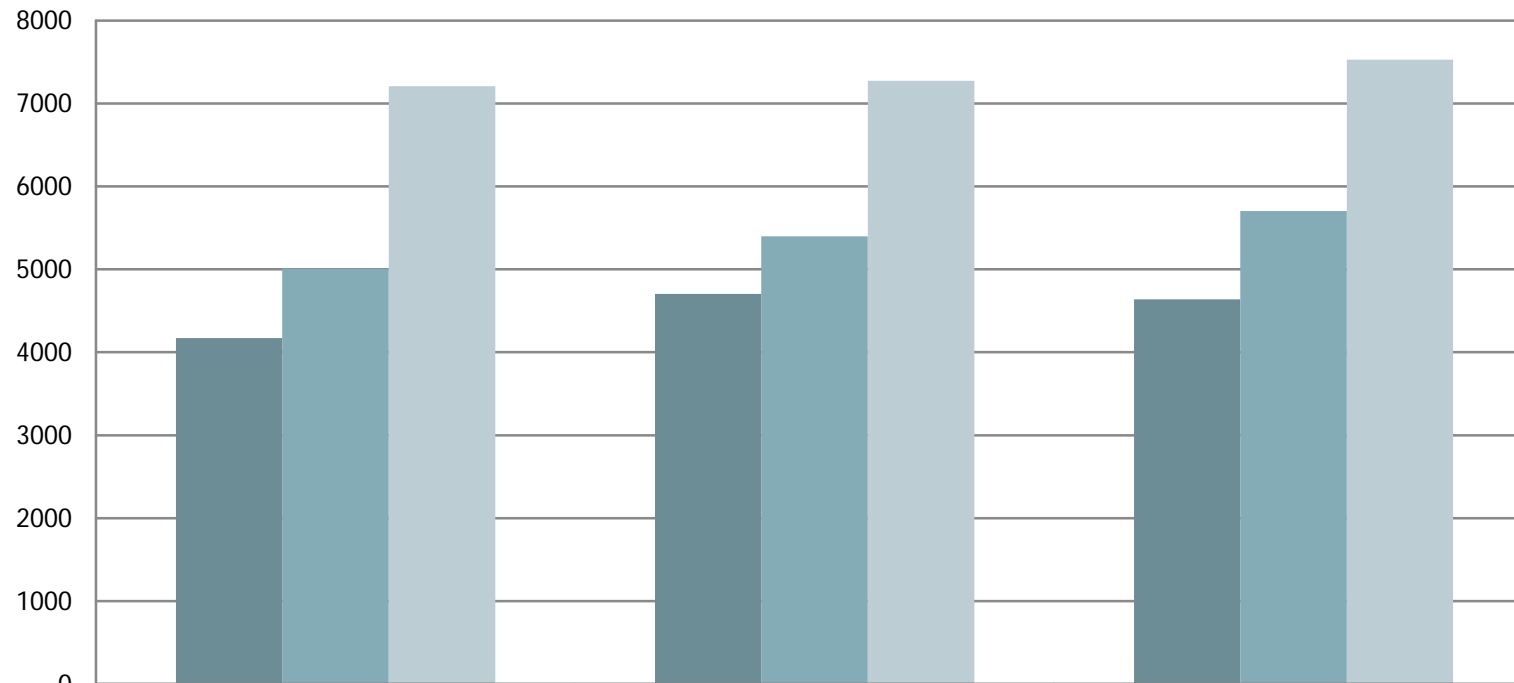


4 out of 10
40%
said they hadn't had a day off from caring for more than a year



GP Carers Registration Year on Year

GP Carers Registration Year on Year

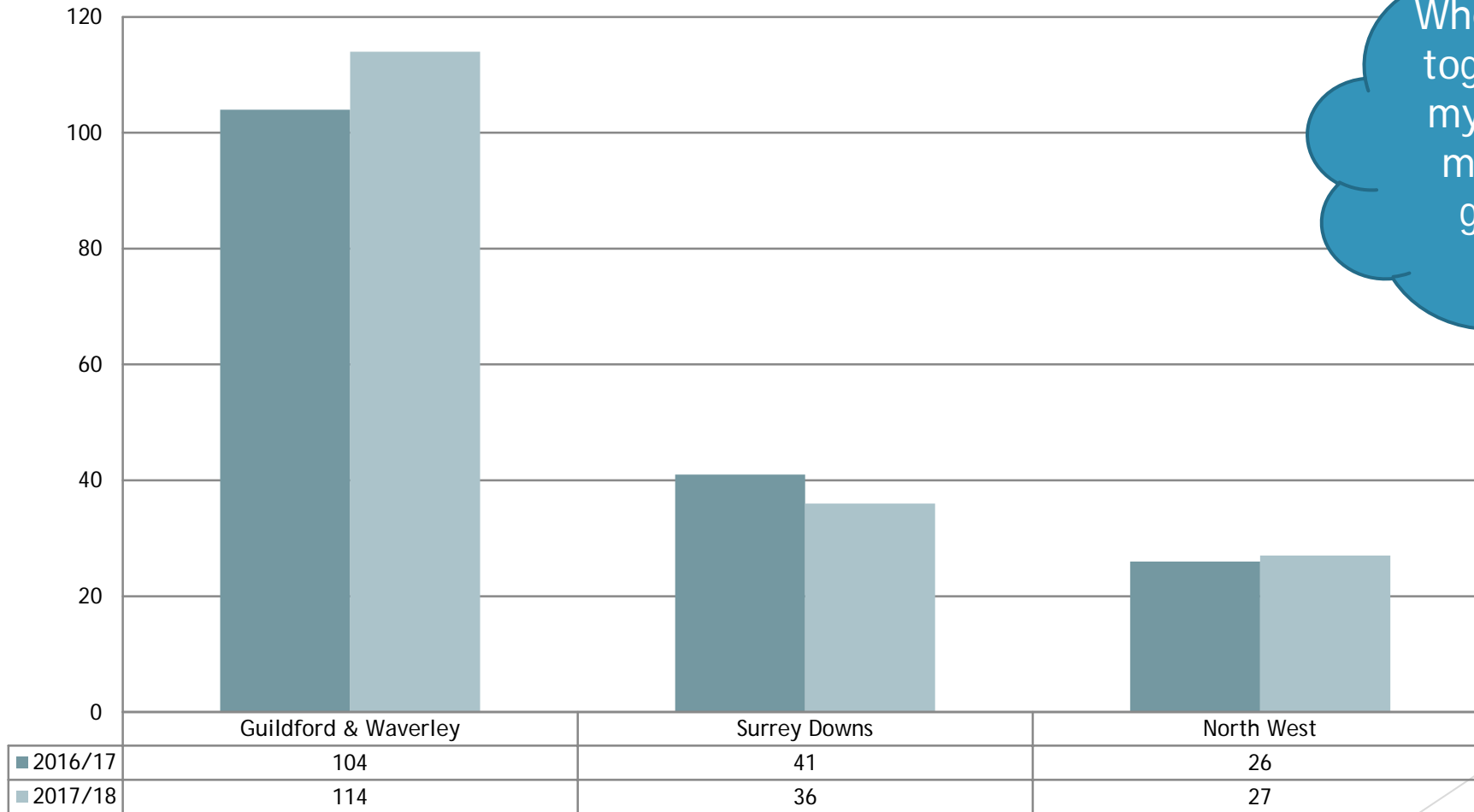


	2015/16	2016/17	2017/18
■ Guildford & Waverley	4170	4703	4638
■ Surrey Downs	5009	5400	5704
■ North West	7210	7274	7528

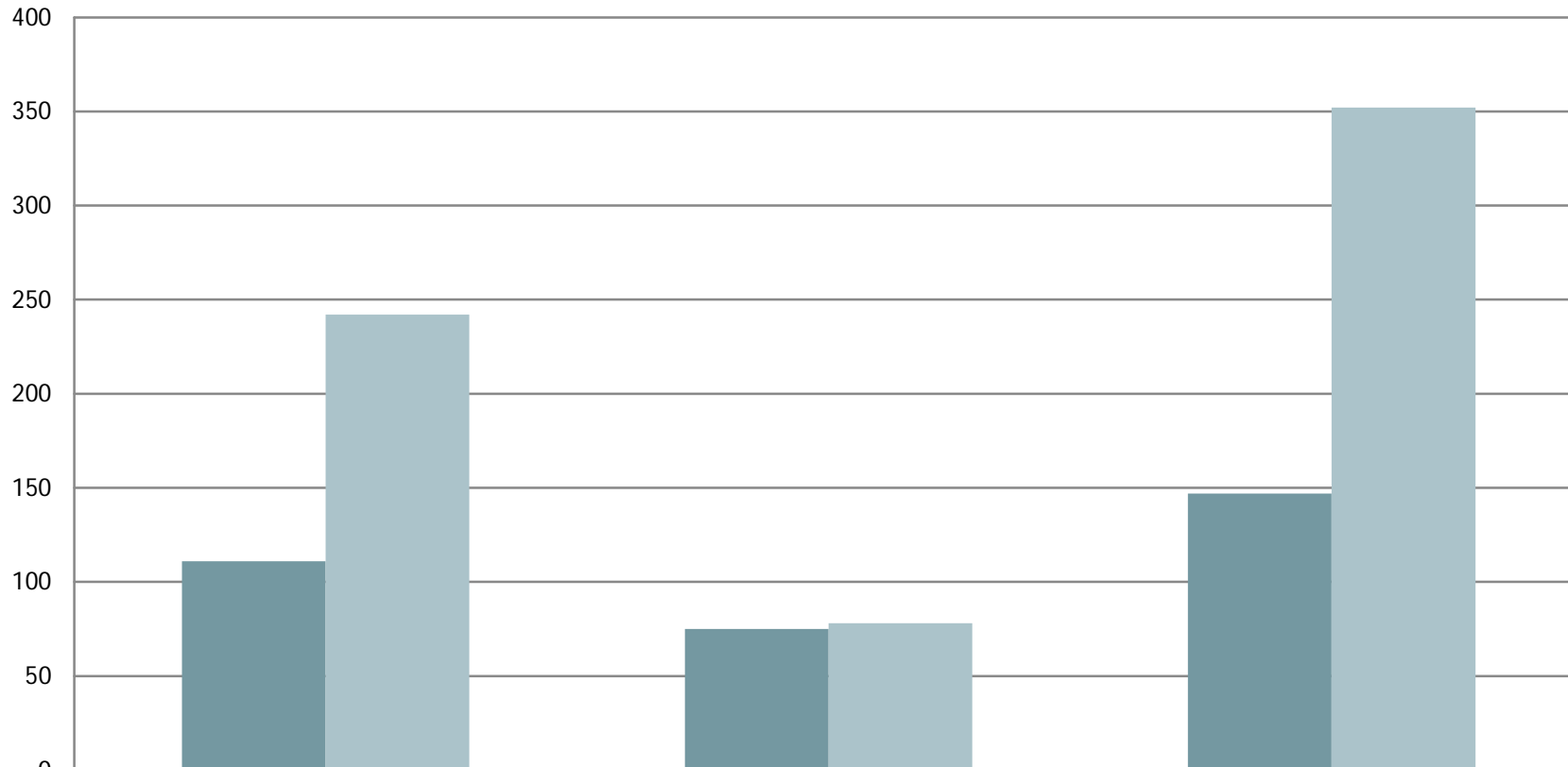
46% of carers said they suffered from depression due to their caring role

GP Carers Registration Young Carers YOY

When agencies work together to support my family it makes me feel like I can get help when I need it



GP BAME Carer Registration YoY



	Guildford & Waverley	Surrey Downs	North West
2016/17	111	75	147
2017/18	242	78	352



Next Steps

- ▶ 25 Social Care “Carer Practice Advisers” working to support better integration and improved carer friendly practice.
- ▶ GDPR & Carers Prescription - making it simpler
- ▶ Build on the launch GP Carer Quality Markers Event - Action Plan
- ▶ New Targets for Practices for improving identification
- ▶ Establish a GP Carers Champion Virtual Network
- ▶ Promoting Johns Campaign in General Practice
- ▶ Employers for Carers (Registration)
- ▶ Carer Awareness Training for MOD Defence Medical Service
- ▶ Surrey Young Carers Forum - Young Carers Pledge
- ▶ EOL Carers Integration Workshop - Advanced Care Planning to support carers
- ▶ BAME Carers Event



A GP's Perspective

Dr Liz Lawn

GP Carer Quality Markers

- ▶ Identification and registration
- ▶ Holistic support needs
- ▶ In-practice support for carers
- ▶ Appointments and access
- ▶ Information for carers
- ▶ Awareness and culture



Challenges to Practice

- ▶ The term “carer”
- ▶ Not mandatory
- ▶ No financial incentive
- ▶ Competing priorities within primary care
- ▶ Carers often put themselves second

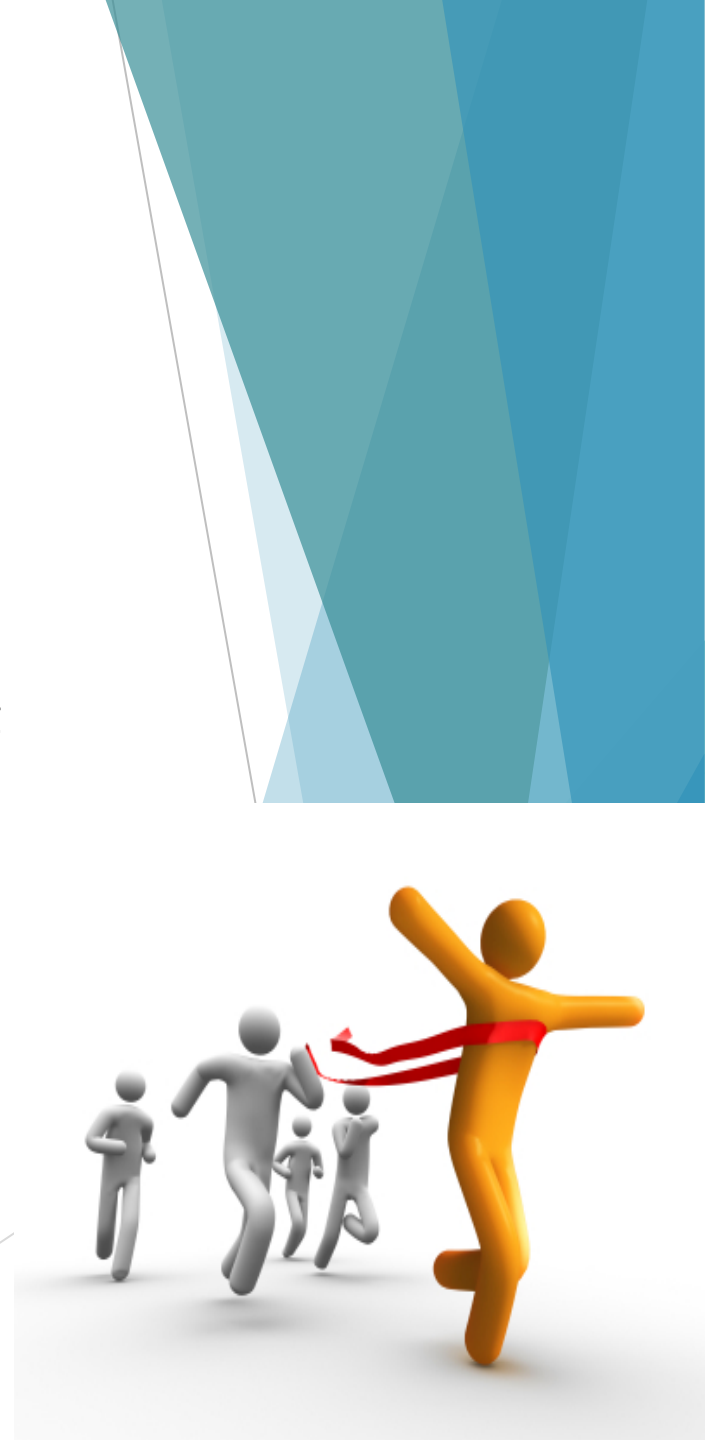


Benefits to Practice Clinician

- ▶ Better understanding of the carer as a patient
 - ▶ their priorities - what is important to them at this time
 - ▶ the impact caring has on their physical health and mental health
 - ▶ The impact caring has on their relationships
 - ▶ the impact caring has on their work
 - ▶ The impact caring has on their finances
- ▶ Working in partnership with the carer to support the cared-for
- ▶ Recognising the potential conflict between the needs and wants of the carer and the cared-for
- ▶ More satisfactory interactions with carer patients
- ▶ Better care for the cared-for
- ▶ Improved problem-solving and management plans - less frustration all round!

Benefits to Practice

- ▶ Evidence base for CQC inspection
- ▶ Improved Identification and registration of carers makes it easier to offer practical support
- ▶ Easier to screen carers regularly for depression and other health problems
- ▶ Earlier identification of carer health problems can lead to faster treatment and improved health outcomes
- ▶ A Surrey Carers Prescription provides support from other agencies
- ▶ Potential reduced demand on services
- ▶ Reduce a practice's prescribing budget, especially for painkillers and anti-depressants
- ▶ Help meet Dementia Challenge 2020



A case study

A view of the benefits for carer,
cared for and GP practice

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Surrey Heartlands