

PPG TALK 22ND MARCH 2017
SUPPORT FOR CARERS AT MANOR VIEW PRACTICE
Dr Kirsty Moore
GP & Carers' Champion

We were delighted that Dr Moore agreed to come back and update us on how Manor View Practice is looking after its Carers. For those of you who were unable to attend her previous presentation, here are a few facts that you may not have realised:

Carers are vital – to the patient, to the clinicians and to the family.

Who are they? It is estimated that one in ten people are carers and that there are 5.5 million in the UK. Over 1 million Carers work for more than 50 hours a week and they save this country **£119 billion a year !!!** They may be members of the family, friends or neighbours. They include children, adults, very old people - and their help and support is unpaid.

What do they do? It depends. It can be anything: taking responsibility for domestic chores, looking after medications, washing and personal care, checking appointments, looking after finances. They may live with or near the person or manage some of these things from a distance.

Carers have high levels of physical ill-health. For various reasons they may neglect their own needs.

Carers have high levels of psychological distress. 40% of Carers suffer from depression or other psychological problems. 23% are at increased risk of suffering a stroke or back injury.

They do not have time to look after themselves.

WHAT WE HAVE DONE AT MANOR VIEW PRACTICE:

- Our nominated Carers' Champion is a GP (*Dr Moore*).
- Created a Carers' Register.
- Brainstormed together for ways of reaching out.
- Checked over the lists we already have.
- We are constantly on the look-out for patients who may be Carers.
- We have a notice-board in the waiting area, which we keep up to date with information regarding Carers' meetings. There is information from Carers in Herts and Carers UK. We have posters around the surgery.

- We know how difficult it can be to get an appointment with your GP or practice nurse at the best of times. We appreciate it is even more difficult if you only have a very short, fixed amount of time. So we try to offer:
FLEXIBLE APPOINTMENTS

- To help us help you a "patient alert" is set for all patients who are Carers. This gives the receptionist the 'OK' to book the most convenient appointment for you.

- Carers are invited to partake in Health Checks.
- A double appointment can be made with the GP which gives time to talk about anything which is troubling you.
- The Carer will get a physical, psychological and social assessment – maybe bloods will be checked.
- The Carer can be signposted to helpful services such as Carers in Herts or Counselling services.
- Every Carer is written to inviting them for their flu vaccination. On 'flu day' a PPG member (also a Carer) walks round trying to recruit more carers.
- We celebrate Carers' Week. Last year we had a Cake Sale (cakes made and/or donated by Practice Staff) and we raised £200.
- We arranged a drop in session – combined with a member of staff from Carers in Herts who could give practical advice. This was scheduled to run from 2 – 5 pm. We had excellent attendance but unfortunately everyone arrived at the same time – some people waited a long time and unfortunately some went home. We promise to organise it differently next time!

TO SUMMARISE

- **Please** make sure you let the Practice know you are a Carer.
- **If** you know anyone else who is a Carer and registered at this practice ask them to let us know.
- **Use** CARERS IN HERTS – a brilliant resource.
- **Let** us know if you are no longer a Carer.
- **Any** problems – let Dr Kirsty Moore (The Carers' Champion) know.

In conclusion: we aim to offer a 'Carer Friendly Community' and make more people aware of Carers' needs. We know that by supporting Carers we should be able to improve their health and well-being and hopefully lighten their load a little.

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We thanked Dr Moore for her time and for an excellent presentation.
(We also identified and signed up a number of previously unidentified Carers).

JoanM on behalf of
MVPPG