

GP Carers Lead Role

Background:

Hillingdon Primary Care Confederation is made up of 43 member practices within Hillingdon. The Confederation aims to improve care for patients through further collaboration across general practice and will support practices to work together to deliver high quality services, release clinical time and develop the primary care workforce.

The Confederation acknowledges that unpaid family carers' contribution to the wellbeing of others is invaluable; calculated at a conservative replacement care cost of £17.20 per hour, carers save the health and care economy in Hillingdon a staggering £524 million each year. It is therefore essential that carers are helped to keep caring.

There are many negative impacts of caring, not least the fact that carers can often neglect their own health as the needs of the person they care for take priority. They are also consistently frustrated that no-one recognises the skills they have developed as they care, and the comprehensive and intimate knowledge of the needs of their loved on.

Carers should be recognised as expert partners in care as their knowledge and experience can quickly help to identify issues and enhance patient care.

Role summary:

In order to raise awareness of carers amongst the practice staff, the Confederation is encouraging all GP practices in Hillingdon to have a Carers Lead. Each practice should be committed to supporting carers and, having a Carers Lead, will enable implementation of standardised ways of working which will help to identify carers and provide them with the level of support required to meet their needs and the needs of the person they care for.

Key tasks:

- Proactively identify and support carers, many of whom don't see themselves as carers
- Ensure that a Carer Register is maintained and updated regularly utilising agreed Read/SNOMED Codes appropriately
- Ensure the practice provides active signposting to the Hillingdon Carers Partnership, a one-stop shop that will conduct a Carers Assessment, provide ongoing support and ensure relevant onward referrals (to Social Services or other sources of support) as required
- Working alongside your Health Champion, ensure that standardised packs of information for carers is available within the waiting room.

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- Feed into the Confederation and its partners (Hillingdon Carers Partnership and Hillingdon CCG) any gaps in provision or requirements to help practices to support carers further
- Work with colleagues in the practice to provide enhanced access and flexibility of appointments for carers
- Consider how else the practice might facilitate improved carer-health – monthly Carer Health checks for example
- Be willing to attend any training/information sessions that relate to the support of Carers within General Practice.

Working in partnership with:



Hillingdon Carers Partnership

Working together for unpaid carers

