

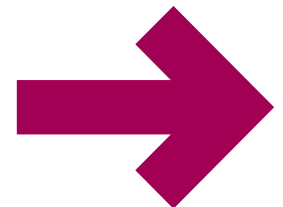


Building carer-friendly care services

**Frimley Health STP and partners
17 January 2017**

What does NHS England do?

- Provide assistance and leadership to the commissioning system
- In-year priority setting
- Work through national, regional and local partners
- Develop resources and solutions through co-production with our partners
- Develop and refine levers and incentives
- Support innovation and sharing of positive practice
- Support development of research areas and programmes



Who do we work with?



The
Children's
Society



Directors of
adass
adult social services



Public Health England



NHS Employers



Health Education England



Royal College of
General Practitioners

ADCS
Leading Children's Services



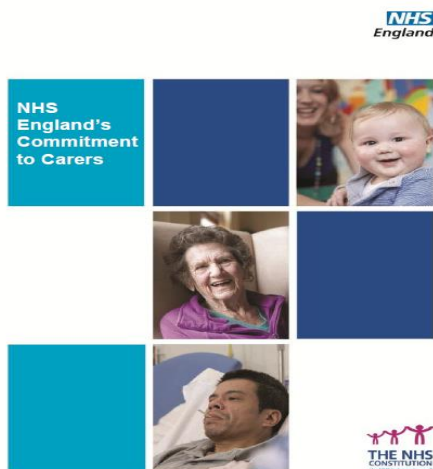
Department
of Health



Local
Government
Association



How we are working to support carers



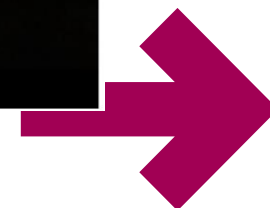
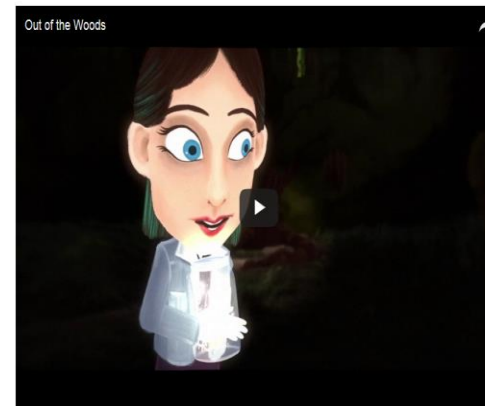
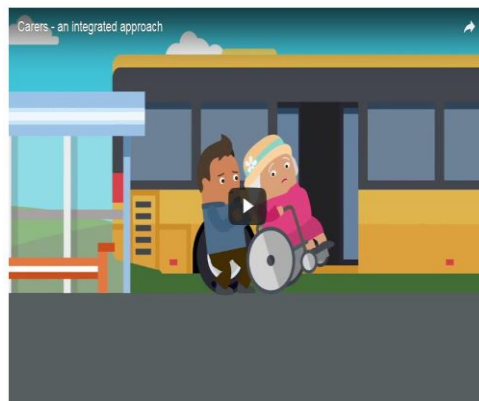
An integrated approach to identifying and assessing Carer health and wellbeing



Quality Markers for Primary Care

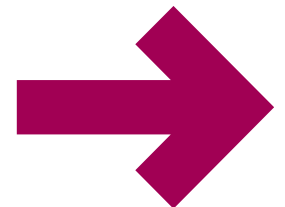
DRAFT

#NHSThinkCarer



Our intention: to develop a carer-friendly health system

- Develop quality markers for carer-friendly GP practices – based on what carers have told us matters to them
- Quality markers will also provide evidence for CQC, RCGP and NHS England quality assurance processes
- Identify good practice and produce toolkit to support carers in other sectors of healthcare
- Work with CQC to explore how a carer-friendly toolkit can support key lines of enquiry in hospital inspections



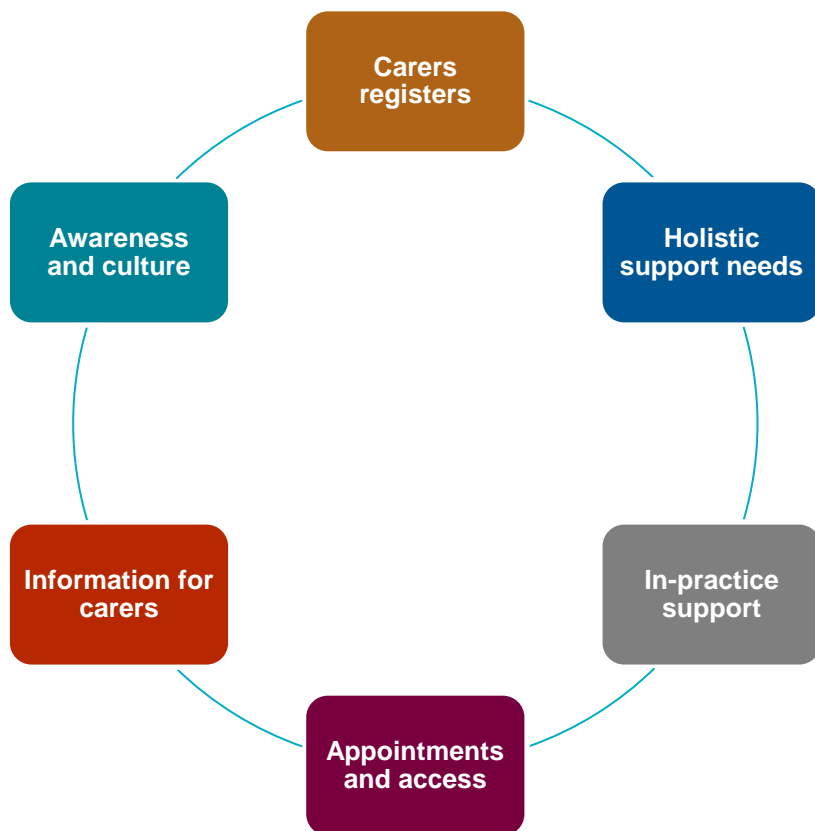
Working together to develop quality markers for primary care



The process - primary care

- Analyse GPPS to identify variations in carer experiences of general practice
- Review insight and feedback from strategic partners
- Discuss and agree provisional quality markers with CQC and RCGP
- Test quality markers through our regional colleagues
- Identify local support with implementation for CCGs
- Obtain final endorsement from CQC/RCGP

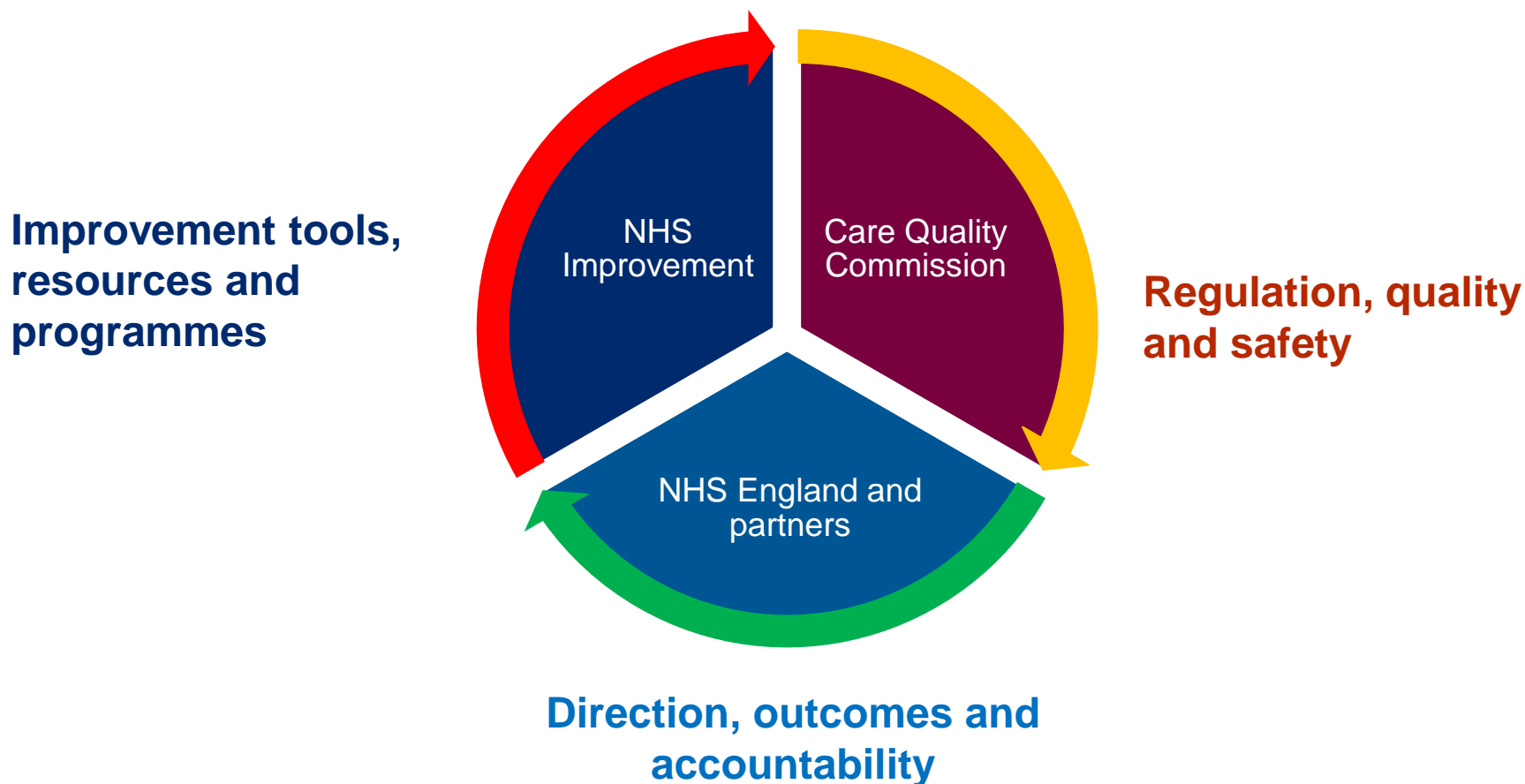
Provisional quality markers



How will it work?

- Six areas of quality of carer experience
- Each practice to choose a minimum of two practical things for each of the six areas
- Considering an online tool – what are your thoughts?
- Practices can either self-assess or peer assess, possibly involving local carer support organisation
- Evidence can be included in submission to CQC

Commissioning carer-friendly care services



The process – beyond primary care

- Scope exemplar providers using tools that support carers
- Work with commissioners and providers to co-design a toolkit that would enable trusts to evidence carer-friendly services
- Further work with CQC and NHS Improvement to explore how a carer-friendly toolkit could support key lines of enquiry in hospital inspections

Further Information

- Patient Experience Team
NHS England
Tel: 0113 825 1286
Email: ENGLAND.PEAdmin@nhs.net

<https://www.england.nhs.uk/ourwork/pe/commitment-to-carers/>

