

**‘TOGETHER FOR CARERS’**

**SHARING THE JOURNEY TO  
IMPROVEMENT**

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“YOU CARE ..... WE CARE”

- Carers?
- Cared-for?
  
- Improve patient care

**you care ..... WE CARE**

**Runnymede Medical Practice**



**CARERS EVENT**

**Networking ... support ... advice ... sharing ...**

**Wednesday 1st March 2017**

**1 pm to 3:30 pm**

Runnymede Medical Practice invites all patients who are carers from Englefield Green and Old Windsor to this free event. Refreshments will be available. Come along and meet other carers, chat to advisors and share your experiences.

**The Village Centre**

**Victoria Street, Englefield Green, TW20 0QX**

# DATA

- Existing data (as at August 2016)
  - *CQC report highlighted 76 carers at RMP (0.63% of patient population)*
  - *Knowledge of carers?*
  - *Cared-for conditions?*
  - *Ages?*
  - *Not a static group.*
- Targeted data
- Understanding the population profile
- QOF targets

# PERSONNEL

- All practice personnel – TEAM involvement is key to success
- Project Lead / Better Care Fund
- Carers Champion
- Lead Clinician
- Non-practice personnel (PPG)
- Training / conferences



# PROMOTION & COMMUNICATION

- Patient registration / reinforcing benefits of carer identification
- Carers noticeboard
- PPG involvement
- Carers coffee mornings
- Local Carers event
- Carers email & text service
- Prescription messaging
- Endorsing National Carers Week / Young Carers Day
- Seamless



# NETWORKING & COMMUNICATION

- Newspaper promotions
- Radio interviews
- Charity & support groups
- Shop & pharmacy flyers
- Local schools
- Religious groups
- Parish council
- Village residents association
- Youth clubs



# IDENTIFICATION – *WHAT IS AVAILABLE?*

- RBWM / Runnymede Council
- Berkshire & Surrey
- Carers support organisations
  - SIGNAL 4 CARERS
  - Actions for Carers Surrey
  - Surrey Young Carers
  - Dementia Care Advisors
  - Alzheimer's Society
  - Stroke Association



# FACILITATION & BENEFITS

- 'Predicting the route'
  - Flexible appointments
  - Dedicated appointments
  - Influenza vaccination
  - Annual carers health checks
  - Carers strain index
  - Referral to carers voluntary support organisation
  - Social services carers assessment
  - Carers at work
  - Reducing anxiety



# R-OUTCOMES FEEDBACK SURVEY

- May to July 2017
- 35% response rate
- 'Red faces'
- Transferrable
- Informs
- Creating a carers pathway
- Friends & Family Test
- Email & text feedback
- 'Predicting the route' = the life and journey of a carer



# WHERE ARE WE NOW (JAN 2018)....?

- Current data
  - *352 carers (2.9% of patient population)*
- Longevity
  - *High awareness level at all times*
  - *Social Prescribing*
  - *Dementia, Frailty, AF, Stroke projects overlap*
  - *PPG*

# TOP TIPS

- Listen to carers
- Team
- Lead GP
- Carers Champion
- Advice - targeted, personalised
- Ongoing carer identification
- PPG involvement
- Promote carer engagement
- Promote local carer services & community resources
- Monitor data