

**CARE OF CARERS  
AT  
NEWPORT PAGNELL MEDICAL CENTRE**

**Requirement**

The Practice has a protocol for the identification of Carers and a mechanism for the referral of Carers for Social Services Assessment.

**Introduction**

This sets out the mechanisms the Practice has in place for identifying carers and offering monitoring, advice and support as necessary

**Definition of a Carer**

Individuals irrespective of age, who provide or supervise a substantial amount of care on a regular basis of a child, relative, partner or neighbour who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment.

The term “Carer” would not normally apply if the person is:

- a paid Carer
- a volunteer from a voluntary agency
- anyone providing personal assistance for payment either in cash or kind

**Definition of a Young Carer**

Young Carers are particularly vulnerable, a young Carer is anyone from the age of 8-19 years who is living with and looking after somebody who has a long term illness, a physical disability or a mental health problem.

**Definition of a Very Young Carer**

Very young Carers are deemed to be 8 years or younger and as with the Young Carers are considered to be particularly vulnerable.

**Evidence**

Research shows that for every 1000 patients, 120 will be carers. Carers may look after a friend, relative or neighbour, unpaid and without support.

This protocol aims to ensure that all Carers registered with the Practice are identified and referred to Carers MK if the carer consents.

There are two methods of identification – self identification, and Practice identification and the Practice has put in place mechanisms for both of these.

**Self Identification**

**Notice boards**

Newport Pagnell Medical Centre has a dedicated notice board for Carers which has details of support organisations and Adult Care Services. It contains a poster asking Carers to let the Practice know about their caring responsibilities. During seasonal times e.g. Flu clinics, higher profile is given to information for Carers.

In addition to information about adult carers we also have contact details and information for Young Carers displayed on the same boards.

#### Website

We have a Carer's area on the website where adult carers can download the self referral form.

#### Carers Clinic

All Carers are invited into surgery in the month of their birthday to a health check as there is evidence that Carers health suffers as a result of their role. They will be reviewed and any necessary referrals made.

#### Self Referral forms

Referral forms, which are with consent sent to Carers and Adult Care Services, are displayed in both reception areas to allow Carers to complete and hand in to the Practice.

A referral form can be found to download on the website

### **PRACTICE IDENTIFICATION**

#### Health Professional identification

All Health Professionals in the surgery notify the Carers Champion who then contacts the Carer to discuss what help and support they may need, to invite them in for a face to face contact and to refer when required and necessary.

#### Prescriptions

Anyone collecting a prescription on behalf of someone else may be passed a Carers referral form.

#### New Patient Registration

The Practice's new patient registration form asks the two questions 'Do you look after someone?', 'Does someone look after you?'. This information will be used to tag the patient's notes and the health professional for Carers will contact them to assess the level of support needed and to explain about the Carers clinic.

There is an explanation of the support on offer at the Medical Centre in the patient brochure given out to all new patients at the Medical Centre and how to self refer.

Carers need to understand about the practice policy on confidentiality and that the patient will need to provide written consent to information being discussed with a named third party i.e. the Carer. If this is not possible due to lack of capacity the doctor will use his/her discretion about information disclosed.

### **READ CODES FOR CARERS**

The following read codes will be used to tag Carers notes:

Carer	Ub1ju
Has a Carer	
Is a Carer	

Read Codes that could be considered for use in the future include:

## **REFERRING THE CARER**

Once the details from the form have been entered on to the patients' notes, the referral forms will be copied and sent, as appropriate, to:

Carers Milton Keynes  
Margaret Powell House  
Central Milton Keynes  
MK9 3BN  
Tel: 01908 231 703  
Fax: 01908 660 867

Karen Russell Community Matron  
Review September 2017

Numbers registered at NPMC as of 16/08/2016 19,692

Numbers registered at Willen as of 16/08/2016 494 and rising.

Evidence that services for carers are available at NPMC

- page on website
- Carers notice board on ground floor and carers notification forms on both floors
- Question “are you a carer?” asked at registration. See carers protocol for on going process.
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Evidence that we have a carers champion on website.

Staff training **we need to do this**

How can we let reception know that requests for appointments require a more flexible approach – we used to yellow flag carers and this would alert us to be more flexible?

Is there a way via system 1, could we add to website booking? or do we need to train reception to ask?

Or do we need to educate carers to ask? Flexibility is accessed via the carers clinic or by phoning me.

Carers booklet in reception on carers board??