

**East Norfolk Medical Practice
Declaration April 2023**

At **East Norfolk Medical Practice**, we are committed to identifying and supporting carers, according to the requirements of the Care Quality Commission and against the NHS England quality markers for general practice.

| Quality marker | How achieved |
|---|---|
| <div data-bbox="226 906 761 1007">identification and registration</div> | <p>The practice has a register of patients known to have caring responsibilities, which includes:</p> <ul style="list-style-type: none"> • How many patients are registered as a carer and young carer • In July 2022 we undertook a clinical coding review which was an audit of patients who was coded as a carer to identify if they were still a carer and whether they were coded correctly. From this audit a new snomed code was applied in accordance with the NHS white paper published on 01/11/2022: Ua0VL – ‘Patient themselves providing care’ (audit attached) • The practice also codes patients under the age of 18, who inform us of being a carer, and regularly promote awareness to inform the practice. • The Practice proactively identifies young and young adult carers. <p>The Practice reviews disease registers, long term condition registers and at-risk registers to help identify carers. From our QOF (Quality Outcome Framework) we can identify patients that are inform the practice of being a carer and can remove carer coding if it is no longer required on the record.</p> |

| Quality marker | How achieved |
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| <div data-bbox="239 400 754 501" data-label="Text"> <p>Holistic Support</p> </div> | <p>The Practice supports carers to maintain their physical health and emotional wellbeing. For example:</p> <ul style="list-style-type: none"> • all carers are encouraged to have a 'flu vaccination • all carers are offered a regular health check • all carers can be screened for anxiety and depression <p>The Practice will refer carers to PCN social prescribers working with the Practice, where support is required, to develop tailored plans to connect the carer with local preventative services and local community-based support.</p> <p>The Practice provides information to carers of all ages about how to access services for their own health through the practice, if we identify a patient as a carer, we send a letter, which is saved to their record and a 'Carers Matter Norfolk Handbook' We express to our patients to contact us if they need help understanding information.</p> <p>The Practice refers carers to local self-management support to help maintain good physical health and help manage any long term/chronic conditions the carer may have.</p> |
| <div data-bbox="271 895 710 995" data-label="Text"> <p>in-practice support</p> </div> | <p>Dr Inga Love is the Practice strategic lead for carers.</p> <p>The Practice has a designated 'Carers Champion' At each one of its four sites, mandatory carer training is completed and reviewed annually. Our champions contact patients who request further help or support and signpost to the appropriate services and support. As a practice we have an action document that is updated regularly for all carer champions to refer to and make suggestions.</p> <p>The Practice knows how to refer carers to the local carer support organisation.</p> |
| <div data-bbox="250 1241 743 1342" data-label="Text"> <p>appointments and access</p> </div> | <p>The Practice offers carers flexible appointments for carers themselves and the person they care for. The practice offers enhanced access appointments, which are available in the evenings and weekends at the surgery or by telephone, this allows the flexibility to see a healthcare professional outside of normal surgery working hours.</p> <p>Practice staff takes the carers' needs into account when booking appointments.</p> |

| Quality marker | How achieved |
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| | <p>The carers can book a double appointment so they may be seen when they accompany the cared for person to an appointment.</p> <p>Cares can request a face to face or telephone appointment.</p> <p>Carers can order repeat prescriptions online or via a service called prescription ordering direct (POD). The Practice can arrange a home delivery of medication with the carer's nominated pharmacy.</p> |
| <div data-bbox="232 678 763 820"> <p>information, involvement and communication</p> </div> | <p>The Practice provides up-to-date information to carers, including those not currently identified and this information is clearly displayed in the Practice. We are updating all our surgeries with a 'Carers & Young Carers' display board.</p> <p>The Practice has a Carers Information Pack, we receive these annually from 'Carers Matter Norfolk'</p> <p>The Practice uses and promotes a form to enable the person with care needs to give consent to sharing information with their carer.</p> <p>The Practice provides clear information on how carers can join the 'Patient Participation Group'.</p> <p>Information for carers is provided in the Surgeries, on the practice website, and on patient information screens located in the waiting rooms.</p> <p>There are carer's identification forms at all receptions which carers can complete and hand in to reception.</p> <p>The new patient registration form asks if the new patient is a carer themselves or cared for – this is automatically coded on to the patient record and a Carers Matter Information book is sent to the patient.</p> |

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| | <p>Providing useful links on our practice website</p> <p>Search Results carers East Norfolk Medical Practice (enmp.co.uk)</p> <p>Carers Identity Passport - Carers Matter Norfolk : Carers Matter Norfolk</p> <p>Carers Identity Passport – Carers Voice</p> |
| <div data-bbox="288 989 725 1114">Awareness & Culture</div> | <p>All members of the Practice team understand the definition of the term's 'carer' and 'young carer'.</p> <p>Carer awareness is included in all staff inductions</p> <p>Carers Champions receive carer awareness training – This is reviewed annually, we encourage staff to express interest in further training, and identify new training resources that we can use in the future to improve. In March 2023, Social Prescribers attended all four surgeries to speak to our teams, offering explanations of how they support, broadening our knowledge and understanding of the potential to navigate carers to them.</p> <p>The Practice is currently working to establish an information event relating to a pilot scheme being run by East Coast Community Healthcare (ECCH), The pilot is to introduce a new nursing role to support carers within the Great Yarmouth and Northern Villages area. The Carer Support Nurse is a community nurse with expert experience and skills to provide comprehensive carer support needs assessment.</p> <p>We have contacted our registered unpaid carers to invite them to a carer's event where they will have the opportunity to meet the carer support nurse to understand more about the role and the support available to them.</p> <p>Where the person with care needs consents, the carer is involved in discussions around future care planning and shared decision making.</p> |

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| | <p>The Practice will listen to its carers and take their views into account</p> <p>The Practice will involve its Patient Participation Group in its work around quality markers for carers</p> <p>The Practice has carer friendly employment policies, and actively listens to employees that care for someone.</p> <p>We strive to proactively work towards being a support to carers and recognising the importance of identifying their needs.</p> |