

## Carers' Champion – Progress Report 2023-2024

### Summary

This report is to provide an update to the 2022-2023 'Carer's Champion – Progress Report' and outline the progress made by the Carer's Champion in supporting our registered Carer's.

### Recommendations and Aims

The Carers' Champion Progress Report from 2022-2023 made a list of recommendations for work to be carried out during 2023-2024. The recommendations are outlined below:

- Continue to perform a 6 monthly audit of the carers register to ensure good housekeeping of information held.
- Look to organise a carer's recognition event.
- Continue to share carer's information with all staff and use carers as a permanent agenda topic within practice meetings.
- Carer's promotion during seasonal influenza clinic
- Aim to increase Influenza Immunisation uptake to 80%, and strive for 100% of children carers being targeted, maintaining 100% invitation rate.
- Continue to work with Carers Bucks and iron out Carers Register discrepancies.
- Review any canvassing undertaken by the Patient Group

### Findings

1. Continue to perform a 6 monthly audit of the carers register to ensure good housekeeping of information held.

Sarah has maintained the Carers Register she performs regular reviews of the registered carers to ensure the practice holds up to date carers statuses for the practice population. Sarah has worked with the Practice Manager and performed annual housekeeping checks during January 2023 to ensure the register reflects the numbers of carers for the new financial year, 2023-2024. As of January 2023, the practice holds a register of 143 carers who are coded and highlighted with patient alerts that they are in a caring role. 2 patients out of the 143 are in fact child carers.

2. Look to organise a carer's recognition event.

Sarah has continued to promote carers recognition by maintaining our in-house Carers Information board and sharing / promoting carers information at practice meetings with colleagues to empower staff in this area.

The practice newsletter and website to continue to promote information specific to carers and those who are cared for in order to create a digital support resource.

3. Continue to share carer's information with all staff and use carers as a permanent agenda topic within practice meetings.

Carers remain a fixed agenda item on all practice meetings held in the surgery. This gives a specific time to allow information to be discussed in a group and best practice to be shared. In addition, the practice continues to promote Cares within the quarterly newsletters which is put on display in the waiting room, emailed to the practice population with email contact and uploaded to the practice website for reading by website users.

4. We have increased Influenza Immunisation uptake to 83% which is an improvement on the previous year which was 77%.

Data searches performed within the clinical system highlight those 119 (83%) patients out of 143 up took the influenza vaccine during the seasonal flu campaign during the 2023 season. The data also shows that 21 (15%) patients declined the vaccination 3 (3%) were recorded as non-responders. It was noted that out of the 2 child carers 100% has been invited, with 1 non responder and the other 1 being vaccinated.

5. Continue to work with Carers Bucks to iron out any discrepancies with our own Carers Register

Sarah continues to support onward referral to Carers Bucks services and works with the team where any registration discrepancies arise to iron these out. In addition, she continues to monitor new registrations and those patients who identify with a caring status. This allows Sarah to introduce her role within the surgery and give the opportunity to refer patients into Carers Bucks if / where appropriate.

6. PPG canvassing of Registered Carers

To date the PPG have not conducted any specific canvassing to carers specifically in the recent patient survey.

The practice however will look to utilise the PPG's efforts during influenza season 2023-2024 to help identify carers and increase known carers' involvement with the reference group. This will help develop a healthy representation of carers on the reference group to allow for any future canvassing.

## Conclusion

The practice was awarded the year the 'Investors in Carers' accreditation from Carers Bucks in 2017-18 for the commitment and continued motivation in this subject area. The

endeavours made throughout 2023-2024 illustrate carer's remains a practice priority to continue to support this group to the best of our abilities.

During 2023-2024 the practice has maintained the carers register size which currently stands at 143 patients. This equates to 3.8 % of the practice population which continues to meet the expectation nationally sought.

We continue to use clinical record for housekeeping and update details when notified. Regular review of carer information identified duplication of patient info on separate spreadsheets and recognised this as an area where efficiencies could be improved.

### **Recommendations**

- Continue to perform a 6 monthly audit of the carers register to ensure good housekeeping of information held.
- Look to organise a carer's recognition event where possible and continue to promote useful promotional information digitally.
- Continue to share carer's information with all staff and use carers as a permanent agenda topic within practice meetings to do so, look into arranging a training afternoon/leaflet that will support and improve staff understanding of carers needs and challenges, fostering a more supportive and informed approach.
- Carer's promotion during seasonal influenza clinic.
- Aim to increase Influenza Immunisation uptake to 85% during 2024-2025, and strive for 100% of children carers being targeted, maintaining 100% invitation rate.
- Continue to iron out any Carers Register discrepancies.
- Celebrate successes and share best practices with wider team.
- Encourage registered carers to share experiences to help practice identify gaps in support through Friends and Family Feedback Questionnaires.
- Look to promote health and wellbeing services to carers and families to better support wellbeing and proactive access to services available. Plan meeting based around carers support with health and wellbeing team in order to develop approach to introducing service to our carers.
- Before the 31<sup>st</sup> March make all carers aware of the Talking café opening in Prestwood on every third Wednesday of the month starting 21<sup>st</sup> February.

5<sup>th</sup> February 2024 S Buttfield / L Russell