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Carers' Champion – Progress Report 2019

Summary

This report is to provide an update to the 2018 'Carer's Champion – Progress Report' and outline the progress made by the Carer's Champion, Pauline Rowell in supporting our registered Carer's over the last year.

Recommendations and Aims

The Carers' Champion Progress Report from 2018 made a list of recommendations for work to be carried out during 2018-19. 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 maintain Influenza Immunisation uptake to 70% during 2018-19, with 100% children carers being targeted.
- Continue to work with Carers Bucks and iron out Carers Register discrepancies
- Increase carers reference group involvement to 20% of registered carers known at the practice.
- 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.

Pauline has maintained the Carers Register throughout 2018-19 and performs regular review of the registered carers to ensure the practice holds up to date carers statuses for the practice population. Pauline has worked with the Practice Manager and performed an annual housekeeping check of such data during January 2019 to ensure the register reflects the numbers of carers for the new financial year, 2019-2020. As of January 2019 the practice holds a register of 104 carers who are coded and highlighted with patient alerts that they are in a caring role. 3 patients out of the 104 are in fact children carers.

2. Look to organise a carer's recognition event

Pauline continued to promote carers recognition and although during 2018-2019. We held a Dementia event during 2018 which supported patients with Dementia and their carers through a cupcake bake sale. This event was supported by patients and our own patient participant group members. The surgery was pleased to raise both awareness through information leaflets about services available for this group and also information surrounding carers support. The practice successfully raised £66.00 which was donated to the Alzheimer's Society. Pauline continues to work closely with Carers Bucks and maintain a fully informative information board in our main practice reception area. In addition, a promotional poster is located on the main reception desk highlighting the awareness of carers. The information board is regularly updated with contacts and activities which are appropriate for this reference group. All staff are aware of the Carers board and regularly direct patients to this for information if questioned or when Pauline is not available for a one to one discussion through her Carers' Champion role.

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. Carer's promotion during seasonal influenza clinic.

In addition, Pauline our Carers Champion was on hand throughout 2018's flu clinics to answer any carer related questions that arose and direct patients to promotional / service related communications. Pauline made direct contact with registered carers to ensure all aware of flu vaccine eligibility. 100% of the practice carers list were contacted and offered the flu vaccine.

5. Aim to Increase Influenza Immunisation uptake to 70% during 2018-19

Data searches performed within the clinical system highlight that 73 (71%) patients out of 104 up took the influenza vaccine during the seasonal flu campaign during 2018-19. The data also shows that 5 (4.8 %) patients declined the vaccination and 29 (31 %) were recorded as non-responders. It was noted that 1 out of the 3 children carers were non-responders to the campaign, with 2 out of the 3 children carers up taking the flu immunisation (66%).

6. Iron out Carers Bucks and Carers Register discrepancies

Pauline continues to work with Lucy from Carers Bucks to ensure registration discrepancies are ironed out between carers registered at the practice and those known to Carers Bucks. In addition, Pauline continues to monitor new registrations and those patients who identify with a caring status. This allows Pauline to introduce her role within the surgery and give the opportunity to refer patients into Carers Bucks if appropriate.

7. Increase carers reference group involvement to 20% of registered carers known at the practice (and) 8. Review any canvassing undertaken by the Patient Group

To date the PPG have not conducted any specific canvassing to carers specifically however did throughout 2018 highlight the existence of Carers Bucks through various methods. The PPG used their annual survey to remind patient about Carers Bucks and did ask about the knowledge surrounding Carers Bucks,

- Q8. do you already know about Carers Bucks? ... *For information, it is a charity which supports the health and wellbeing of unpaid carers of all ages - <https://www.carersbucks.org/>*

Responses showed that 45% of those who completed the survey were in fact aware of Carers Bucks. The PPG also included a short description and link to the Carers Bucks website to introduce this service to those who were not aware. In addition, within their section of the July 2018 Practice Newsletter, extract below, this promoted what had been achieved by the surgery and encouraged patients to let the practice know if they were carers which followed on from our practice meeting in May in which reviewed the previous year's Carers Report, extract from Newsletter below.

Extract:

We're lucky that John Hampden cares for our carers

I don't know if many of you spotted it, but the surgery received an 'Investors in Carers' award last September. We were one of just three successful surgeries in Bucks. Here's a photo of our Carers Champion (Pauline) and our practice manager (Laura) getting the award from *Carers Bucks*.

To get this award a surgery needs to have a carers champion and send at least half of staff on a carer awareness training session. The award also shows that a surgery understands the challenges faced by carers, for example by offering flexible appointments where possible.

Pauline has a register of all patients who have told the surgery they are carers. There are at present 92 patients on the register. Four of these carers are children. There is a noticeboard in the waiting room for carers. All carers are offered a free flu jab and last year nearly 80% took this up.

Carers Bucks is a local organisation that supports unpaid family carers in Bucks. It says:

Carers often don't recognise themselves as such and don't usually ask for help or support for themselves. This despite the fact that carers are more likely to have psychological and physical health problems than the population generally, particularly depression, anxiety and back problems.

It is therefore important to identify and support carers for their own health and well being and in turn this will help them to carry on caring for the person they care for.

I have spoken to a few carers and the typical view is that they are not doing anything more than any family member would do for their loved one. They don't look for recognition. However, I hope you agree that our fellow patients who are carers deserve the extra support our award-winning surgery gives them.

Research announced during Carers Week this June showed that the top three causes of stress for carers are lack of sleep, performing care tasks, and dealing with the impact on household finances. The research showed that almost three quarters (72%) of carers in the UK said they had suffered mental ill health as a result of caring, while well over half (61%) said their physical health had worsened.

So do let the surgery know if you are a carer and you haven't told them. Even if you don't want any help, telling the surgery means that they are aware, they understand the challenges you face, and they can offer support if you ever need it.

The practice however will look to utilise the PPG's efforts during influenza season 2019-2020 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. With this in mind the endeavours made throughout 2018-19 illustrate carer's remains a practice priority to continue to support this group to the best of our abilities.

During 2018/19 the practice has maintained the carers register size which currently stands at 104 patients. This equates to 3 % of the practice population and an increase of 1.73 % from those patients registered / known to the practice in 2017-18. This increase proves the practice continues to build our knowledge of known registered carers supporting the view that carers topic is a priority area for The John Hampden Team.

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
- 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% during 2019-2020, 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

11th January 2019 P Rowell / L Russell