



Wiltshire
Clinical Commissioning Group

PPG Annual Event

Tuesday 16 January 2018

'The right healthcare for you, with you, near you.'





Wiltshire
Clinical Commissioning Group

Welcome

Christine Reid, Lay Member, PPI
NHS Wiltshire CCG

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Agenda

- Update on local health services
- Supporting carers in your practice
- Coffee break
- Group discussion
- Close



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Update on local health services

Sarah MacLennan, Associate Director,
Communications and Engagement
NHS Wiltshire CCG

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Supporting Carers

Emma Higgins – Quality Lead



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Nationally (2014)

- 40% carers defer their own treatment
- 87% say caring is detrimental to their own health
- 83% say they have suffered physical problems as a result of caring
- 36% have sustained injuries.
- Over 1 million Carers work for more than 50 hours a week and they save this country £119 billion a year !!!
- Every day, 6000 people in the UK become carers and for a similar number of people, caring comes to an end, which is why your carers register can easily become out-of-date.

Wiltshire's Carer Population

The 2011 Census (of England and Wales) identified that in Wiltshire:

- More than 47,608 people said they provide unpaid care
- 2,723 of carers (5.8%) are aged 24 and under
- 11,876 of carers (25.1%) are aged 65 or over
- 19.9% of carers provide 50+ hours of care each week



Joint Health and Wellbeing Strategy

The Wiltshire Joint Health and Wellbeing Strategy, published by the Wiltshire Health and Wellbeing Board, focuses on sustainable, integrated services and its aims are:

- Healthy Lives
- Empowered Lives

The Wiltshire Health and Wellbeing Board has made a commitment to supporting carers and to their members contributing to the delivery of the Wiltshire carers strategy by adopting the national memorandum of understanding *“Supporting an integrated approach to the identification and assessment of carers’ health and wellbeing needs”*

Impact on Carers of Caring

Approximately one in ten patients registered with a GP practice is likely to be a carer.

(Some Wiltshire practices have a registered population of only 3%).

Evidence shows that there's a strong link between caring for someone and ill health. So it's important to identify carers and make sure they can access a range of support.

Carers have high levels of psychological distress. 40% of Carers suffer from depression or other psychological problems. 23% are at increased risk of suffering a stroke or back injury.

(Also observed in the Wiltshire GP Patient Survey data).

Impact on Carers - examples

"I've completely wrecked my back over the years moving my son. When he was little, it wasn't so bad, but he's 23 now and weighs over 14 stone. I have to stand behind the headboard and put my arms under his armpits to drag him up the bed. When the district nurse came round and saw what I did she was horrified." Carer.

"I've had this lump down below for a few months now, but with all that's going on with mum at the moment, I've just not had time to get it checked." Male carer.

- The Care Act 2014 and the Children and Families Act 2014 improved and extended carers' rights to assessment and support to meet their eligible needs. Carers' rights to achieve their day to day outcomes and to access information about the support available to them have been improved. The Care Act focuses on carers 18+ and the Children and Families Act outlines our statutory duties to assess and support young carers and parent carers.

The Role of Primary Care

- Recognised as being paramount in supporting Carers and maintaining the capacity of Carers to care, if they so choose.
- Need to improve the registration and assessment of Carers, including Young Carers, in primary care so that their needs can be identified more quickly and before their health and wellbeing deteriorates.



Some Great Examples

- Recently created a closed Facebook group. “We are trying to build the number of users so that we will be able to keep individual advised of all things Carer related.”
- Following Carer feedback one stop service – seeing all the clinicians needed at the same surgery visit and picking up medicines from the dispensary.
- “It was good to meet people and share how we feel and cope with things.”
- Carers Coffee Morning in February 2017 attended by approximately 100 Carers from the Practice. Stands from the following organisations: CSW, Alzheimer’s Support and PPG.

What do carers want most from health and social care professionals

When NHS England consulted with carers as part of their Commitment to Carers in 2013, carers said:

- Recognise me as a carer but also as a parent, partner, child, relative, friend and member of my local community.
- Share information with me and with other health professionals.
- Signpost me to information and help link professionals together.
- Make sure care is flexible and available when it suits me and the person I care for.
- Recognise that I may need help, not just as a carer but in looking after my own health and wellbeing.
- Respect me and involve me as an expert partner in care.
- Treat me with dignity and compassion.

What help do Carers Have?



Wiltshire Carers Accreditation

Practice	Award level 2016/2017	Number of prescription breaks	Number of carer clinics
Adcroft Surgery	Gold	38	7
Avenue Surgery	Gold	27	1
Avon Valley Practice	Gold Plus	19	2
Barcroft Medical Centre	Silver	10	0
Beversbrook Medical Centre	Gold Plus	13	2
Box Surgery	Gold Plus	38	1
Bradford On Avon & Melksham Health Partnership	Gold	55	2
Bradford Road Medical Centre	Gold Plus	18	2
Burbage Surgery	Silver	6	0
Castle Practice	Gold	41	1
Courtyard Surgery	Gold Plus	20	1
Cricklade Surgery	Gold Plus	2	1
Endless Street Surgery	Gold Plus	36	6
Giffords Primary Care Centre	Silver	11	1
Harcourt Medical Centre	Silver	12	0
Hathaway Medical Centre	Gold	41	3
Hindon Surgery	Gold Plus	1	2
Jubilee Field Surgery	Silver	6	1
Lansdowne Surgery	Gold Plus	27	3
Lovemead Group Practice	Gold Plus	43	2
Malmesbury Primary Care Centre	Gold Plus	15	1
Market Lavington Surgery	Gold Plus	3	1
Marlborough Medical Practice	Gold Plus	14	3
Newcourt Surgery	Gold Plus	9	1
Northlands Surgery	Gold Plus	18	4
Old School House, Great Bedwyn	Gold	5	2
Patford House Partnership	Gold Plus	25	5
Pewsey Surgery	Silver	5	0
Purton	Gold	8	1
Ramsbury and Wanborough Surgery	Gold Plus	2	3
Salisbury Medical Practice	Gold Plus	23	1
Salisbury Plain Health Partnership	Gold Plus	9	3
Southbroom Surgery	Gold Plus	36	2
Spa Medical Centre	Gold Plus	21	2
St Ann Street	Bronze	18	0
St Melor House Surgery	Gold	21	2
The Lodge Surgery	Gold Plus	115	2
The Orchard Partnership	Gold Plus	28	3
The Porch Surgery	Gold Plus	23	1
The Three Swans Surgery	Gold Plus	18	3
Tinkers Lane Surgery	Gold Plus	14	2

Bronze level includes; practices to maintain a carers register, have a nominated Carer Lead, provide flexible appointments for carers, and provide clear information for carers.

Silver level; addition of attendance at Carers Leads meetings and hosting of carer awareness talks for staff within the practice.

Gold level hosts Carer clinics, hold information events or show initiative of working with groups in specialist areas or host innovative activities that reflect the demographic of the surgery.

What can a PPG do?



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What do 'Good' Practices Do?

- They ask patients if they 'look after someone' instead of asking them if they are a carer because they know carers don't always identify with the label.
- They know which services are available to carers in their locality and use examples to encourage carers to self-identify.
- They know that posters and leaflets are not enough on their own to encourage carers to self-identify; that staff need to talk to carers as well.
- They have a carers notice board, but instead of calling it a carers notice board they fix a banner above it saying "If you look after someone, this is for you."
- They always have leaflets on display for carers at flu clinics and encourage staff to give them out to people accompanying patients to the clinic.

References

- <https://www.england.nhs.uk/wp-content/uploads/2016/05/identifying-assessing-carer-hlth-wellbeing.pdf>
- <https://professionals.carers.org/supporting-carers-primary-care>
- <https://www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf>
- <https://www.england.nhs.uk/commissioning/comm-carers/principles/>

Coffee break



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Group discussion

Christine Reid, Lay Member, PPI

Sarah MacLennan, Communications

Wiltshire CCG

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Table top discussion

Supporting carers in your practice

Questions

**Thank you
for coming**

Lunch