**ENDLESS STREET DOCTORS’ SURGERY**

**STANDARD OPERATING PROCEDURE**

**AIM**: To ensure that Carers Clinics run efficiently.

**SCOPE**: This SOP covers Carers Clinics run jointly with the Carers Leads and Carer Support Wiltshire

**STAGES**:

Carers Clinics run alternate months and are currently for half a day. Carers have a half an hour appointment for a health check with a Health Care Assistant, followed by a half an hour appointment with the Clinic worker from Carers Support Wiltshire.

**Who should come to a clinic?**

* Any carer who has not been to a carers clinic before;
* Any carer who hasn’t had a health check for over a year;
* Any carer who has been before but is requesting further support.

**Booking the clinic:**

* Clinics are booked by Carers Leads.

**Running the clinic:**

On arrival, each carer is given a printed “Initial Assessment form” (in Shared – Carers – Carers Clinics) to complete and hand to Julian.

While waiting to see the Health Care Assistant, Carers Lead will talk to the Carer and ask if they have any feedback about the surgery care for carers – is there anything more that we could do to help support them?

Appointment with Health Care Assistant who performs NHS Health Check. HCA to keep a note of any health conditions which need a follow up appointment. This information is passed to Julian at the end of the clinic (not with patients names, just the number of patients and what condition).

Carers Lead to facilitate carers going from HCA to Community Connector. Also take this opportunity to chat to patients again.

Appointment with Community Connector. At the end of the clinic Community Connector to feed back to Carers Lead.

**After the clinic:**

Carers Register Update Excel sheet (Shared – Carers) to be updated with which carers have attended the clinic.

**RESPONSIBILITIES:**

All staff to suggest that carers attend a carers clinic.

Booking the clinic: Carers Lead.

Updating info post Clinic: Carers Lead.

**REVIEW**

This SOP will be reviewed:

* In response to any changes in QOF requirements
* As the result of a significant event or adverse incident
* In the absence of the above, 12 months from the date below

Last updated January 2017