**Investors in Carers GP Accreditation Scheme 2019\_2020 Silver Award Checklist**

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| **Element** | | **Detail and Evidence. Please provide: (expand boxes as required)** | | | |
| Carers Register. | | **1. Number on Carers Register March 2020: …………….**  **2. What % is this of your total patient population? ……………**  **3. Number of Young Carers registered with the Practice**  **4. Describe your plan for increasing the numbers on your Carers Register and for actively identifying Young Carers.**  **5. Confirm how you identify patients who are carers on your patient database i.e. flag or other system alert.**  **6. Confirm how you identify patients who have a carer on your patient database i.e. flag or other system alert.**  **7. Example of a consent form.** | | | |
| Carers Topic Lead in place. | | **1. Name and position of Carer Topic Lead: …………………………………………………………….**  **2. Name and position of Deputy Carer Topic Lead: ………………………………………………………………….**  **3. Copy of poster providing name of Carer Topic Lead and Deputy as displayed on notice board.**  **4. Please provide a copy of role description.**  **5. Please confirm that Carer Topic Lead responsibilities are included in appraisal process: ……………(Y/N)** | | | |
| Carer referrals.  Carer referrals (continued) | | **1. Describe the referral process in place for adults: ………………………………………………………**  **2. Describe the referral process in place for children/young people (aged 5-18 years)? …………………………**  **3. Examples of publicity and/or letters to carers outlining their right to an assessment of their needs as a carer.**  **4. Minutes of Primary Carer Network meeting(s) evidencing links with local social prescribing schemes/link workers.** | | | |
| Flexible appointments for carers. | | **1. Outline process in place to offer flexible appointments to carers. *…*……………………………….…………………………………**  **……………………………………………….………………………………………………………………………………………………………………………………..**  **…………………………………………….…………………………………………………………………………………………………………………………………..**  **2. Copy of Standard Operating Procedure document.**  **3. Please give an example of how a carer has benefited from this. ……………………………………………………………………….** | | | |
| Develop a carer friendly employment policy. | | **1. Relevant section in staff handbook or policy document.** | | | |
| Information available for carers, both within the surgery and the local community (e.g. leaflets, notice boards and a link from the surgery website to Carer Support Wiltshire website: www.carersinwiltshire.co.uk | | **Bullet point summary of carers’ information available to patients including Carers Emergency Card poster/leaflets.** | | | |
| Priority flu jabs offered to carers to link in with annual vaccination programmes. | | 1. **Percentage of carers who were offered a flu jab between July 2019 and June 2020: ……………………….….** 2. **Supply evidence of the promotion of flu jabs for carers.** *Silver Award checklist continued on next page* | | | |
| **Element** | | **Detail and Evidence. Please provide: (expand boxes as required)** | | | |
| Carer Breaks. | | 1. **Anonymised example of a carer identified as needing a break and referred to CSW for this purpose.** | | | |
| Carers Lead and/or Deputy to attend annual Carers Leads meeting. If this is not possible arrange meeting with Carer Support Wiltshire. | | **Date meeting attended and by whom: ………………………………………………………………………………………………………………….**  **Outline process for passing relevant information from meeting to practice team*…*……………………………………………….**  **……………………………………………….……………………………………………………………………………………………………………………………..**  **…………………………………………….………………………………………………………………………………………………………………………………..** | |
| Annual Carer Awareness talk (minimum 15 minutes) to be given by Carer Support Wiltshire to a range of staff (e.g. clinical, reception/administrative staff) which will cover information on all aspects of the caring role including young carers, substance misuse, mental health carers. | | **Date(s) talk delivered to staff team: …………………………………………………………** | |
| Carers’ issues regularly discussed at team meetings. | | **Copy of team meeting agenda and/or relevant minutes.** | |
| Positive response to feedback from carers. | | **Summary of any changes/adjustments made following carer feedback.** | |
| **Investors in Carers GP Accreditation Scheme 2019\_2020 Gold Award Checklist** | | | |
| **Element** | | **Detail and Evidence. Please provide: (expand boxes as required)** | |
| Hold a minimum of one Carer Clinic per year with a formal system (SOP) for prioritising carers not previously registered with the Practice as a carer. Offer appointments for Health Check with  Nurse or Health Care Assistant and then a meeting for an initial assessment with the CSW Carer Community Connector. | | **1. Date(s) of clinic(s) and number of carers who attended: …………………………………………**  **2. Number of health checks undertaken: ……………**  **3. Number of carers identified during the clinic with a previously undiagnosed health condition.**  **4. Number of carers referred for Clinical emotional support**: *Carer Support Wiltshire to provide*  **5. Copy of Standard Operating Procedure for Carer Clinics document.** | |
| Demonstrate an understanding of the Practice patient carer population by the way the Practice engages with and supports them.  This could be by holding information events such as coffee mornings, open days, in which other agencies could be invited to participate.  Where the layout or location of the premises make holding an event difficult, to develop events in conjunction with other Practices e.g. in the Locality.  Alternatively this element could be met by identifying specific groups of carers and ensuring they are receiving support tailored to their needs. | | **Describe how you have looked at the Carers Register to identify themes amongst the patient carer population.**  **Bullet point summary of activities and events held between 11th June 2018 and 10th June 2019, numbers of carers who attended, agencies invited and feedback gathered.**  **Summary of work to support groups of carers in specialist area such as mental ill health, dementia, stroke or work to support groups of carers which reflect the Practice patient carer population.**  **Summary of how this work has benefited carers in these groups.**  *Gold checklist continued on next page* | |
| **Element** | | **Detail and Evidence. Please provide: (expand boxes as required)** | |
| Provision of service to carers reviewed. | | **Describe processes used to review your provision of services to carers.**  **Describe how this influences your practice in relation to carers.** | |
| Carer representation in Patient Participation Groups. | | **Examples of materials used to promote the PPG to carers.**  **Provide minutes of PPG meetings indicating that carers’ issues are discussed.** | |

**Investors in Carers GP Accreditation Scheme 2019\_2020 Platinum Award Checklist**

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| **Element** | **Detail and Evidence. Please provide: (expand boxes as required)** |
| **Practices need to demonstrate excellence and creativity in the way they engage with, and support their patients who are carers.** | **Please provide evidence of systems and/or initiatives developed that reflect your local Practice population.** |
| **Practices should solicit carer feedback.** | **Please provide evidence of how the work you have done has benefited your patients who are carers and that carers feel supported.** |