

Dear

I do hope this letter finds you well. I haven't written to you for a while and would like to check that the surgery is being helpful as possible whenever you contact us for any reason e.g. making appointments, answering queries, requesting medication etc.

It is also time to inform you of an upcoming event.

We would like to invite you to a Carer's event here at the surgery on the 7<sup>th</sup> August 2019 starting at 11.30 a.m. and aiming to be finished by 1.00 p.m. It's an informal get together - with tea and cake - with representatives from Alzheimer's Support, Carer Support Wiltshire, Age U.K., our elderly care coordinator and other practice staff.

It's an opportunity to come and listen to short talks from these organisations and have a chat with them, other carers and surgery staff about any concerns you have - or just to share experiences.

Please telephone 01747 870204 if you think you can attend or fill in the slip below and return it to surgery.

We would love to see you.

Also – a reminder that the Flu season will soon be upon us! If you would like to contact us near the end of September we will book you into one of our Saturday morning (or other time if that doesn't suit) flu clinics - remember it doesn't matter what age you are - if you are a carer you are entitled to a flu jab.

One final note is that we do try to make appointments for you that suit your caring role where possible - but please do let us know if you experience any problems with this. If we don't know you're having difficulty, we can't try to put things right.

Kind Regards

Sharon McGookin

Carers lead

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Carers Event 7<sup>th</sup> August 2019

I would like to attend the Carer's event: PLEASE TICK ANSWER and return to surgery



**YES**

**NO**

## Evaluation of Carers Event

7<sup>th</sup> August 2019

Please tick under the face that represents how you feel about today's event

	
14	1 not happy or sad

### Comments received after Carers Event

- Great to meet people face to face, great help
- Sheets with helpful contacts and telephone numbers a very good idea.
- Difficult to hear but great to meet lots of friends, plus all the helpful info.
- Excellent. Great opportunity to make helpful contacts.
- I'm so glad for the turn out for all your hard work. It was wonderful meeting lots of fellow carers. The only criticism I have is maybe the teas and coffees can be done before experts introduce themselves and talk, it was distracting with people passing while experts were talking. I know everyone was busy and I appreciate all that was done. Also as a diabetic- next time could there be a choice of snacks for this condition. Thank you and well done.
- Fantastic team
- Great chance to meet people with other experiences.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

8th August 2019

Dear Sharon,

Thank you so much for putting on the Carers event at Tisbury Surgery yesterday. It was such a success! So many people! Such delicious cake!

It was very useful for all of us to meet the Care Coordinators and to hear about what they can offer in support of Carers. The CSW talk by Diana was excellent – good for Carers to know that (during office hours!) we can ring CSW to just talk if we need to. The Alzheimer's Support talk by David laid out in honest detail the dementia adviser service. It is valuable to know that these two individuals are so approachable and keen to be of help to Carers in our local area.

It was particularly noteworthy to see all the Surgery staff, even GPs, pulling together for this event. It sent out the message to Carers, loud and clear, that the caring role is valued and highly regarded by everyone at Tisbury Surgery. This is priceless.

Thanks again for all your hard work.

With best wishes.

[REDACTED]





Patients gave consent for photo to be taken and displayed 7.8.19.