

# Carer Friendly GP Practice Award



Carer Support  
Wiltshire



Carer Friendly Award  
GP Practices



Can you help us to create  
carer friendly  
GP Practices across  
Wiltshire?

# Background



The new version of the scheme builds on the success of the Wiltshire Investors in Carers GP Accreditation Scheme which was launched in 2011 and the commitment to identifying and supporting carers which has been demonstrated during the 12 years since then.

The original idea of having an attainment scheme for GP Practices was developed by Ceredigion Carers Alliance. The scheme for Wiltshire was developed locally in Wiltshire by local carers, members of voluntary agencies such as Carers Support, a number of GP Practices and members of NHS Wiltshire and Wiltshire Council. Carer Support Wiltshire (CSW) took on oversight of the scheme in 2012 and has continued to do so since then. During that time the scheme has developed based on shared practice by Carers Leads in GP Practices, feedback from carers and regular contact by CSW with Carers Leads based within the practices.

Since the launch of the scheme, the landscape within primary care, and that affecting carers, has changed considerably. The Covid19 Pandemic brought this into focus. It highlighted both the importance of such a scheme for carers and the challenges within GP Practices to fulfilling the requirements of the scheme.

In response to this, CSW paused the scheme in August 2022 to appraise the scheme. The scheme is now being relaunched in a new format to reflect the changes identified.

This new version has been developed in consultation with the representatives from GP Practices, Commissioners from NHS Wiltshire and Wiltshire Council and carers who have been involved in the accreditation process.

## Overview of the awards



The Carer Friendly GP Practice Award will give participating GP Practices recognition of their commitment to identifying and supporting carers. It is designed to reflect the fact that many of the criteria, and their resulting practice, have become embedded within GP Practices in Wiltshire. The award will correspond to the silver level of the Wiltshire Investors in Carers Scheme with the addition of the Carer Clinic model.

The inclusion of the clinics in this award is to ensure carers from across Wiltshire are offered the opportunity to attend the Carers Clinic. This involves a 20-minute appointment with a Health Care Assistant or Practice Nurse for a health check followed by a 20-minute appointment with a Carer Friendly Community Worker from CSW. This is a holistic appointment for a carer and has demonstrated its value in terms of outcomes for carers.

The Centre of Excellence Award is the opportunity for a GP Practice to demonstrate excellence and creativity in the way they engage with and support their patients who are carers. The emphasis is on innovation and a deeper understanding of the local carer population. It equates to the remainder of the previous gold level and the platinum level with some additions based on discussions in the working groups held during the pause of the scheme. In order to achieve this award, a practice would have attained a Carer Friendly Award and, in addition, fulfil the criteria set out in the 'Centre of Excellence' documents.

# Stages to be accredited



- New format of award scheme launched 21st November 2023
- Read through the criteria and guidance information.
- Complete each element submitting evidence where appropriate.
- Enter date of each submission of evidence in 'date completed' column.
- CSW will review the evidence and indicate 'date verified' in the appropriate column. If the element has not been fully addressed, advice will be given on what further information is required. Periodical completion of elements is recommended to avoid a substantial burden towards the Accreditation date.
- Completed submissions to be received by 30th September 2025
- Submissions will be reviewed by the Awards Panel at the beginning of October 2025. Awards will be presented at an event in November 2025.

## Guidance notes for Carers Leads



This pack is designed to help Carers Leads work towards a Carer Friendly GP Practice Award and a GP Accreditation Centre of Excellence Award.

The requirements for each award are clearly set out in the first column of the Accreditation sheet 'What do we want for carers?' The following two columns have suggestions on how to do this and the evidence required to show this is being done. The corresponding checklist sheet has a 'Suggested resources' column indicating where these may be found. The majority of these will be on the GP Password Protected Webpage.

More in-depth 'Guidance Notes for Carers Leads' will also be available on the Password Protected Webpage with explanations and advice on how to fulfil the criteria.

**For more information and advice about the scheme please contact:**

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**Or**

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### **Carer Friendly GP Practice Award**

Name of GP Practice:

No on Carers Register as of 30th Sept:

No of Young Carers:

#### **Criteria**

<b>What do we want for carers?</b>	<b>How can this be achieved?</b>	<b>Evidence showing that we are doing this</b>
1. Early identification and recognition.	Promotion of Carers Register by: <ul style="list-style-type: none"> <li>• Posters in the surgery.</li> <li>• Information on the surgery website</li> <li>• Standardised form to register a carer.</li> <li>• 'Are you a carer?' question on New Patient Registration Form.</li> <li>• Icon on patient's notes to show 'Is a carer' and 'Has a carer'</li> </ul>	Picture of Carers Noticeboard or specific posters relating to the Carers Register. Screenshot of website with the Promotion and benefits of the Carers Register. Example of Carers Registration Form, including Consent Form. Example of New Patient Registration Form. Screenshot of icons.
2. A member of staff they recognise as a point of contact for carer related issues.	Named members of staff as Carers Lead and Carers Lead Deputy.  Names displayed on Carers' Noticeboard and on website.	Name of Carers Lead and Carers Lead Deputy.  Picture of display with names and screenshot of website with names. Carers Lead Role Description.

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this
<p>3. Carers are able to get the help and support they need.</p>	<p>By referring to Carers Together Wiltshire and/or Carer Support Wiltshire by using the Ardens Template.</p> <p>For adult carers, please contact 01380 710300 or <a href="mailto:enquiries@carerstogethertwiltshire.org.uk">enquiries@carerstogethertwiltshire.org.uk</a></p> <p>For young carers, young adult carers and families enquiries or signposting, please contact 01380 710300 or <a href="mailto:wiltshireyoungcarers@youthactionwiltshire.org">wiltshireyoungcarers@youthactionwiltshire.org</a></p>	<p>Number of referrals to Carers Together Wiltshire in the accreditation period.</p> <p>Number of referrals to Carer Support Wiltshire in the accreditation period.</p> <p>Number of referrals to Youth Action Wiltshire in the accreditation period.</p>
<p>4. Carers are able to arrange appointments with the GP and/or other Practice Health Staff that are flexible to fit around their caring role.</p>	<p>Introduce a formal system within the Practice to prioritise flexible appointments for carers.</p> <p>Ensure all staff read this on induction.</p>	<p>Copy of Standard Operating Procedure for Flexible Appointments.</p> <p>Anonymised examples of where this has been implemented.</p>

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this
5. Support to maintain good health via Vaccination Programmes.	Priority flu jabs and Covid jabs actively promoted to carers to link in with annual Vaccination Programmes.  Personalised invitations sent to carers.	Evidence of promotion e.g. poster, text, letter.  Percentage of carers who were offered flu jab.  Percentage of carers who were offered Covid jab.
6. Relevant good quality information in their caring role.	Information available for carers within the surgery and on the surgery website with a link to CSW website.  Information regularly updated.	Picture of Carers' Pack contents or posters and Carers' Noticeboard.  Screenshot of website showing link to CSW website.



What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this
7. Support to have a break from the caring role.	By identifying carers who would benefit from a break and referring them to CSW.	Anonymised examples of carers referred to CSW highlighting consideration for a break.
8. Practice staff able to demonstrate an understanding of carers' issues.	Host an annual Carer Awareness Talk to be given by CSW to a range of staff e.g. clinical, reception, admin for a minimum of 15 minutes. Or All staff to watch the Carer Awareness Video on Password Protected Webpage. A regular slot in Team Meetings about carers to maintain their profile within the GP Practice.	Date of face-to-face talk (if held) and number of attendees and their roles within the Practice. Number of staff and their roles accessing online training. Copy of Team Meeting Agenda with 'Carers' included as an agenda item.

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this
9. Carers Leads who can demonstrate an understanding of carers' issues and support available to them.	Carers Leads to attend annual Carers Leads Meetings.	Date attended and by whom.
10. Staff who are carers are recognised and supported.	A Carer Friendly Employment Policy or section in Staff Handbook.	Copy of Policy or section in Staff Handbook.
11. Carers have the opportunity to discuss plans for the future and the future of those for whom they care.	Carers Leads identify carers who would benefit from this support and refer them to CSW and/or signpost them to organisations e.g. Age UK, Alzheimer's Support and Mencap, which can advise on future planning.	Anonymised examples of carers identified and signposted and referred to organisations that can advise on planning for the future.



What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this
<p>12. When referring carers to Secondary Care, the Practice to inform the Healthcare Provider that they are a carer and ask what implications this could have for the person being cared for.</p>	<p>Referral procedures and documents include a section that indicates a caring role.</p>	<p>Screenshot of referral documentation which includes a section indicating a caring role.</p> <p>Screenshot of anonymised example showing this has been carried out.</p>
<p>13. Carers to be treated with respect and dignity they deserve. For carers to be treated as Expert Care Partners.</p>	<p>By involving carers in discussions about the care of the person they look after where consent has been given.</p> <p>The Practice to promote a Consent Form for the cared for person to give consent to sharing information with their carer.</p>	<p>Example of a Consent Form.</p>

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this
<p>14. Carers to be supported to remain physically and emotionally healthy.</p>	<p>By holding Carer Support Clinics which have a 20-minute appointment for a health check by a Practice Nurse or HCA and then a meeting for an Initial Assessment with a CSW Carer Project Worker.</p> <p>The number of clinics required will be proportionate to the size of the Practice.</p> <p>Carers Leads will follow up on any carers who are unable to attend on the day.</p> <p>Explore alternative ways of offering health checks that do not require face-to-face consultations.</p> <p>By carrying out regular health checks of carers independent of the Carer Clinic.</p>	<p>Copy of Standard Operating Procedure for Carer Clinics document.</p> <p>Date of clinic and number attended.</p> <p>Number of health checks undertaken.</p> <p>Number of carers identified during the clinic who have a previously unidentified health condition.</p> <p>Number of carers referred for clinical emotional support.</p> <p>Number of health checks independent of the Carer Clinic carried out in accreditation period.</p>

### Checklist

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
1) Early Identification and Recognition.	<ul style="list-style-type: none"> <li>• Pictures of Carers' Noticeboard.</li> <li>• Specific poster relating to Carers' Register.</li> <li>• Screenshot of website describing the promotion of, and benefits of, the Carers' Register.</li> <li>• Example of Carers' Registration Form.</li> <li>• Example of New Patient Registration Form.</li> <li>• Anonymised screenshot of icon on patient's notes showing 'Is a carer' and 'Has a carer'.</li> </ul>	<ul style="list-style-type: none"> <li>• Posters on Password Protected Webpage.</li> <li>• Examples of forms on Password Protected Webpage.</li> </ul>		
2) A member of staff they recognise as a point of contact for carer related issues.	<ul style="list-style-type: none"> <li>• Pictures of display with names of Carers Lead and Carers Lead Deputy.</li> <li>• Screenshot of website with names of Carers Lead and Carers Lead Deputy.</li> <li>• Carers Lead Role Description.</li> </ul>	Examples of Carers Lead Role Description on Password Protected Webpage.		

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
3) Carers are able to get the help and support they need.	<ul style="list-style-type: none"> <li>Number of referrals to Carers Together Wiltshire in the accreditation period.</li> <li>Number of referrals to Carer Support Wiltshire in the accreditation period.</li> <li>Number of referrals to Youth Action Wiltshire in the accreditation period.</li> </ul>	Instructions on use of Ardens Template on Password Protected Webpage.		
4) Carers are able to arrange appointments with the GP and/or other Practice Health Staff that are flexible to fit around their caring role.	Standard Operating Procedure for Flexible Appointments.	<p>Example of procedure on Password Protected Webpage.</p> <p>Anonymised examples of where this has been implemented.</p>		

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
5) Support to maintain good health via Vaccination Programmes.	<ul style="list-style-type: none"> <li>• Poster, text, letter promoting vaccinations to carers.</li> <li>• Percentage of carers offered flu jab.</li> <li>• Percentage of carers offered Covid jab.</li> </ul>	<p>Examples of posters and wording for text or letter on Password Protected Webpage.</p>		
6) Relevant good quality information in their caring role.	<ul style="list-style-type: none"> <li>• Picture of poster, contents of Carers' Pack, Carers' Noticeboard.</li> <li>• Screenshot of website showing link to CSW website.</li> </ul>	<ul style="list-style-type: none"> <li>• Poster and leaflets on Password Protected Webpage.</li> <li>• Suggestions for contents of Carers' Pack on Password Protected Webpage.</li> </ul>		

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
<p>7) Support to have a break from the caring role.</p>	<p>Anonymised examples of carers referred to CSW highlighting consideration for a break.</p>	<p>Examples of referrals for breaks (anonymised) from Best Practice documents on Password Protected Webpage.</p>		
<p>8) Practice staff able to demonstrate an understanding of carers' issues.</p>	<ul style="list-style-type: none"> <li>• Date of face-to-face talk (if held) and number of attendees and their roles, withing the Practice.</li> <li>• Number of staff and their roles, accessing online training.</li> <li>• Copy of Team Meeting agenda with 'Carers' included as an agenda item.</li> </ul>	<ul style="list-style-type: none"> <li>• Online training package on Password Protected Webpage.</li> </ul>		



What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
9) Carers Lead who can demonstrate an understanding of carers' issues and support available to them.	Date of Carers Lead Meeting and details of who attended.	Carers Lead to provide.		
10) Staff who are carers are recognised and supported.	Copy of Carer Friendly Employment Policy or section in Staff Handbook.	Guidance Notes on Password Protected Webpage.		

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
11) Carers have the <u>opportunity to</u> discuss plans for the future and the future of those for whom they care.	Anonymised examples of carers identified, and sign posted and referred to organisations which can advise on planning for the future.	Guidance Notes on Password Protected Webpage.		
12) When referring carers to Secondary Care, the Practice to inform the Healthcare Provider that they are a carer and ask what implications this could have for the person being cared for.	Screenshot of referral documentation which includes a section indicating caring role.	Examples of documentation shared by Carer Leads on Password Protected Webpage.  Screenshot of anonymised example showing this has been carried out.		

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
<p>13) Carers to be treated with the respect and dignity they deserve.</p> <p>Carers to be treated as Expert Care Partners.</p>	<p>Consent Form for the cared for person to give consent to sharing information with their carer.</p>	<p>Examples of forms on Password Protected Webpage.</p>		
<p>14) Carers to be supported to remain physically and emotionally healthy.</p>	<ul style="list-style-type: none"> <li>• Copy of standard Operating Procedure for Carer Clinics Document.</li> <li>• Date of clinic and number attended.</li> <li>• Number of health checks undertaken at clinic.</li> <li>• Number of carers identified during the clinic who have a previously undiagnosed health condition.</li> <li>• Number of carers referred for clinical emotional support.</li> <li>• Number of health checks independent of the Carer Clinic in accreditation period.</li> </ul>	<ul style="list-style-type: none"> <li>• Example of Standard Operating Procedure on Password Protected Webpage.</li> <li>• Carers lead to provide.</li> <li>• Carers lead to provide.</li> <li>• Carers lead to provide.</li> </ul>		

[www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)