

## Standard Operating Procedure for Carers Clinics

**AIM** – to ensure that Carers Clinics run efficiently.

**SCOPE** – this SOP covers Carers Clinics run jointly between Carers Leads and CSW.

**STAGES** – at least 1 Carer Clinic per year offering appointments for up to 7 carers is required in order to obtain the Carer Friendly GP Practice Award.

Carers have a 20-minute appointment for a health check with a HCA or Practice Nurse, followed by a 20-minute appointment with a member of the CSW CP Team.

Who should come to a clinic?

- Any newly identified carers.
- Any carer who has not attended a clinic before.
- Any carer who has been before but who the Carers Lead has concerns about.

**Booking the clinic** – Clinics are booked by the Carers Lead by contacting the CSW CP Team.

**Running the clinic** – Prior to the clinic the carer is sent the Guided Conversation Assessment of Need (current situation) document for completion before the clinic date. The carer needs to be informed to bring the completed form to the appointment.

While waiting to see the HCA or Practice Nurse, the Carers Lead will talk to the carer to ask if they have any feedback about the surgery support for carers.

Appointment with the HCA or Practice Nurse who carries out NHS health check. HCA or Practice Nurse to keep note of any health conditions which need a follow up appointment.

This information to be passed to CSW CPW at the end of the clinic, this is to be anonymised with the number of patients and what condition.

Carers Lead to facilitate carers going from HCA or Practice Nurse to CPW.

Appointment with CFCW who discusses caring situation and support needs.

**After the clinic** – Carers Lead updates records of clinic attendance and any outcomes.

**Responsibilities** – All staff to suggest a carer attends a clinic .

Booking the clinic – Carers Lead.

Updating info post clinic – Carers Lead.

**Review** – This SOP will be reviewed annually or in the event of any changes in requirements of this model.