

Carer Friendly GP Practice: Centre of Excellence 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. 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 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 Support 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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GP Accreditation Centre of Excellence Criteria

Name of GP Practice:

This is an advanced award. To achieve this award, a Practice will have attained a Carer Friendly GP Practice Award and, in addition, the following criteria.

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this.
<p>1) The Practice to demonstrate excellence and creativity in the way they engage with and support their patients who are carers.</p>	<p>Practices develop their own systems and initiatives which reflect their local Practice population and health outcome priorities within the Practice.</p> <p>E.g. are there military bases nearby, and if so, have links been established?</p> <p>Are there particular challenges due to rural location, and if so, what measures are in place to address these?</p> <p>Have you considered demographics in terms of age?</p>	<p>Details and description of activities and projects initiated locally to support carers.</p> <p>Details of any links made.</p> <p>Description of approaches to meeting local challenges.</p>

GP Accreditation Centre of Excellence Criteria

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this.
<p>2) An understanding of the Practice patient carer population and support to, and engagement with, carers that reflect this.</p>	<p>By looking at the Carers Register to identify themes, amongst the patient carer population, and tailoring support to their needs.</p>	<p>Description of themes identified, and activities/support offered as a result of this.</p>
<p>3) The Practice to identify the additional support needs of vulnerable carers or carers from excluded communities of interest. E.g. Gypsies, Travellers and Boaters with 'no fixed abode'. E.g. people with sensory issues or disabilities.</p>	<p>Scoping the local population to identify specific ethnic groups. Providing information in accessible and alternative formats and in other languages relevant to the local population. Ensuring those of 'no fixed abode' can register.</p>	<p>Description of groups identified and activities to support them. Examples of information in alternative formats or other languages.</p>

GP Accreditation Centre of Excellence Criteria

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this.
<p>4) An opportunity to meet other carers on the Carers Register to share experience or companionship.</p>	<p>By holding information events such as coffee mornings or open days in which other organisations may be invited to participate.</p> <p>Where the layout or location of the premises make holding an event difficult, to develop events in conjunction with other Practices, e.g. as a PCN.</p>	<p>Details of events; date, time, type of event, number of carers who attended.</p> <p>Posters and other promotion of events.</p> <p>Description of activities carried out by PCN working together to support carers.</p>
<p>5) A process in place for supporting carers who are providing end of life care for another.</p>	<p>Establish links with local services providing end of life care e.g. hospices.</p>	<p>Details of local services and contact made.</p>

GP Accreditation Centre of Excellence Criteria

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this.
<p>6) Arrangements in place for referring carers and their family members to bereavement support.</p>	<p>Establish links with organisations which offer bereavement support and develop a system of referral.</p>	<p>Details of local organisations and contact made.</p>
<p>7) Alternative methods of engaging with carers which do not require face-to-face contact using technology, social media for those carers who would prefer this.</p> <p>And/or</p> <p>Alternative methods of engaging with carers by other medium which do not require technology for those without access to this.</p>	<p>Closed Facebook groups for carers.</p> <p>Setting up virtual groups for carers.</p> <p>Carers Newsletter.</p> <p>Leaflet specifically for carers.</p> <p>Letter to carers.</p>	<p>Details of Facebook group.</p> <p>Dates of virtual meetings and numbers attending.</p> <p>Example of a Newsletter.</p> <p>Example of a leaflet.</p> <p>Example of a letter to carers.</p>

GP Accreditation Centre of Excellence Criteria

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this.
<p>8) Carers to have the opportunity to influence the service to carers within the Practice.</p>	<p>Feedback gained from carers, either formally or as an ad hoc basis, and considered.</p> <p>Carer representation in Patient Participation Groups (PPG's) either face-to-face or virtual.</p>	<p>Example of Feedback Form specifically for carers.</p> <p>Summary of changes made following carer feedback.</p> <p>Patient Participation Group agenda showing carers as a regular item.</p> <p>Details of number of carers on PPG.</p> <p>Promotion of PPG to carers specifically by targeted contact or posters and via the website.</p>

GP Accreditation Centre of Excellence Criteria

What do we want for carers?	How can this be achieved?	Evidence showing that we are doing this.
<p>9) Carers to receive an improving service.</p>	<p>Practices to solicit feedback from carers to inform them on how the work they have done has benefited those patients who are carers and how supported those carers feel.</p>	<p>Anonymised results of Carers Survey. Examples of how the Practice has adapted its work as a result of this feedback and how this has further benefited carers.</p>
<p>10) Identification of, and support to, carers to be recognised as a strategic priority within the Practice.</p>	<p>Named GP and/or member of management team as a Strategic Lead for carers in addition to Carers Lead as named in Carer Friendly Award. The Strategic Lead To oversee support to carers and ensure it is prioritised within the Practice.</p>	<p>Name of Strategic Lead for carers and priorities identified.</p>

GP Accreditation Centre of Excellence Checklist

Name of GP Practice:

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
<p>1) The Practice to demonstrate excellence and creativity in the way they engage with and support their patients who are carers</p>	<p>Details and description of activities and projects initiated locally to support carers. Details of any links made. Description of approaches to local challenges.</p>	<p>Best Practice examples shared by other Carers Leads on Password Protected Webpage.</p>		
<p>2) An understanding of the Practice patient carer population and support to, and engagement with, carers that reflect this.</p>	<p>Description of themes identified, and activities/support offered as a result of this.</p>	<p>Carers Lead to provide.</p>		

GP Accreditation Centre of Excellence Checklist

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
<p>3) The Practice to identify the additional support needs of vulnerable carers or carers from excluded communities of interest.</p> <p>E.g. Gypsies, Travellers and Boaters with 'no fixed abode'.</p> <p>E.g. people with sensory issues or disabilities</p>	<p>Description of groups identified and activities to support them.</p> <p>Examples of information in alternative formats or other languages.</p>	<p>Carers Lead to provide.</p>		

GP Accreditation Centre of Excellence Checklist

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
<p>4) An opportunity to meet other carers on the Carers Register to share experience or companionship.</p>	<p>Details of events; date, time, type of event, number of carers who attended. Posters and other promotion of events. Description of activities carried out by PCN working together to support carers.</p>	<p>Carers Lead to provide.</p>		
<p>5) A process in place for supporting carers who are providing end of life care for another.</p>	<p>Details of local services and contact made.</p>	<p>Information on local services on Password Protected Webpage.</p>		

GP Accreditation Centre of Excellence Checklist

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
<p>6) Arrangements in place for referring carers and their family members to bereavement support.</p>	<p>Details of local organisations and contact made.</p>	<p>Information on local organisations on Password Protected Webpage.</p>		
<p>7) Alternative methods of engaging with carers which do not require face-to-face contact using technology, social media for those carers who would prefer this. And/or Alternative methods of engaging with carers by other medium which do not require technology for those without access to this.</p>	<p>Details of Facebook group for carers. Dates of virtual meetings and numbers attending. Example of a Newsletter. Example of a leaflet. Examples of a letter to carers.</p>	<p>Carers Lead to provide. Carers Lead to provide. Examples shared by Carers Lead in Best Practice document on Password Protected Webpage.</p>		

GP Accreditation Centre of Excellence Checklist

What do we want for carers?	Evidence Required	Suggested Resources	Date Completed	Date Verified
<p>8) Carers to have the opportunity to influence the service to carers within the Practice.</p>	<p>Example of Feedback Form specifically for carers. Summary of changes made following carer feedback. Patient Participation Group agenda showing carers as a regular item. Details of number of carers on PPG. Promotion of PPG to carers specifically by targeted contact or posters and via the website.</p>	<p>Example of form on Password Protected Webpage. Carers Lead to provide. Carers Lead to provide. Carers Lead to provide. Examples on Password Protected Webpage.</p>		

GP Accreditation Centre of Excellence Checklist

What do we want for carers?	Evidence Required	Suggested Resource	Date Completed	Date Verified
9) Carers to receive an improving service.	Anonymised results of Carers Survey. Examples of how the Practice has adapted its work as a result of this feedback and how this has further benefited carers.	Template of survey on Password Protected Webpage.		
10) Identification of, and support to, carers to be recognised as a strategic priority within the Practice.	Name of strategic lead for carers and priorities identified.	Carers Lead to provide details.		