

## PATIENT POLICY

**Title:** Carers

Review Date: May 2022

Version: 1.1

“Carers are people who, without payment, provide help and support to a family member, friend or neighbour who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought on by old age.”

Carers may be able to get extra help by requesting a Carers Assessment from Social Services.

If you tell us you are a carer and register with us our staff will try to offer services to help you, for example:

- Home visits and/or telephone appointments if caring responsibilities mean you cannot leave the person you care for at home or bring them with you to the surgery
- Flexibility/ priority on appointment times where possible
- Support for the person you care for in the waiting room or a private area if you need to bring them to the surgery but would like an appointment in private
- Information about local carers support services
- Telephone ordering for prescriptions where possible
- An annual health check and a flu jab
- Information about your right to a Carers Assessment, which may lead to you and the patient being offered extra help

### If you are a carer

We would like to support you with caring  
Please tell us how your caring is affecting you and what help you need

We will:-

- Avoid making assumptions about the amount of care you wish to take on.
- Help you look after your own health and wellbeing.

We will help you by:-

- Respecting your privacy and confidentiality and conducting conversations of a personal nature in private
- Talking with you and the patient about how information can be shared between patient and carer if the patient gives consent
- Always listening to and respecting the information you give us about your caring role and the needs of the person you care for (information is not passed to other agencies without your consent)
- Providing you with general information about health conditions when you ask for it or we have consent from the person you care for to share their personal information

**We have a carers lead at the practice; please contact reception and ask to speak to her in confidence if you have any queries about support for carers**