

GP PRACTICES CARERS PROTOCOL DRAFT FOR PRACTICE DISCUSSION

Below is a suggested format to enable GP Practices in Lewisham to meet their contractual obligations to support people who care for friends, partners, children or other relatives who are physically or mentally ill/disabled or who are elderly and frail.

This draft is for discussion and adaptation by individual practices

LEVEL 1	Essential Evidence	LEVEL 2 (LEVEL 1 PLUS)	Essential Evidence	LEVEL 3 (LEVEL 1&2 PLUS)	Essential Evidence
Recognise and acknowledge the role of Carers	<ol style="list-style-type: none"> 1. Include Carer awareness in staff induction and other training regular 2. Notice board or Posters in the Practice with information for carers 3. Information on local and national support organisations including Carers Lewisham available and accessible by Carers and staff within the Practice 4. Protocol for managing confidentiality issues between carers and patients¹ 5. Involvement of carers in Practice Service development 	Ability to identify and support individual Carers within the Practice	<ol style="list-style-type: none"> 1. Standard question about Caring responsibilities included in all Practice Forms. 2. Up to date and regularly maintained Register of Carers that can cross-reference Carers and cared for people on the database 3. Basic carer information handed by Practice staff to identified Carers 4. Carers informed that they have a right to a Social Services assessment of their own needs 5. Annual Carer Updated information for Carers in Practice leaflets and other publications for patients 6. Awareness updates for Practice Staff 	Provision of services to Carers within the Practice	<ol style="list-style-type: none"> 1. Carers ‘Champion’ identified within the practice staff team 2. Regular contact with Carers Lewisham to keep informed of Carer issues and local training and information available for carers 3. Annual survey of Carers needs to enable the Practice to develop and adapt services accordingly. 4. Carers issues to be on Agenda for Practice Meetings Annually

¹ Please see Confidentiality Policy