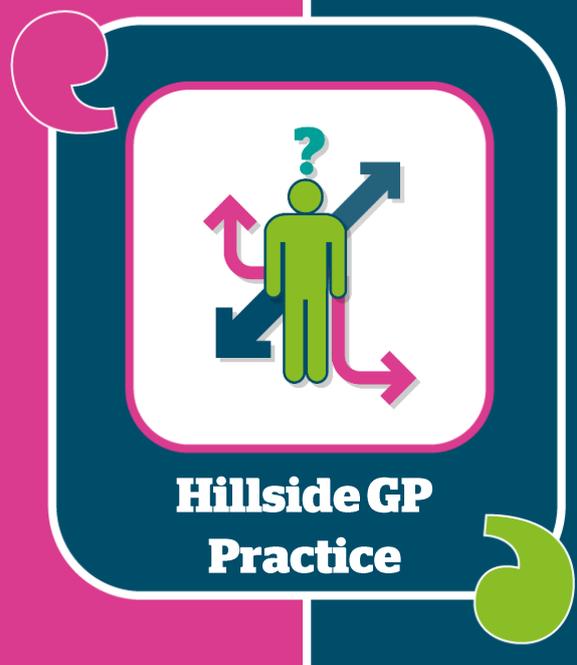


How can a GP Practice raise awareness of caring roles?



In April 2019, 10,267 people were registered with Hillside GP Practice, but only 227 were registered as carers. As a result, the Practice decided to be more proactive in the identification of people on their register who had the responsibility of caring for others. This was because lots of people don't identify as being a carer.

A campaign was launched to promote awareness of carers, which included:

- Posters displayed in the building
- Text messages to all patients
- Making links with voluntary agencies
- Providing awareness sessions for all Practice staff, including referral and signposting information
- Offering four one-hour appointments every Friday to carers, which can be booked directly at reception

As well as this, Hillside GP Practice also produced a booklet named 'Caring for Carers', which includes information on:

- Who is considered a carer
- Carers' rights and needs assessments
- Welfare rights
- Counselling services
- Support for working carers and employers
- Training
- The benefits of registering as a carer with your GP, such as the flu vaccine and appointments that can be worked around caring responsibilities
- Access to outside support and advice agencies

To engage carers and link them to a range of support networks, a Carers' Day was held at the Practice. Many organisations attended e.g. Carers Together, The Falls Team, Dementia Friends, Age UK and Healthwatch South Tees, hosting information stalls. This gave the opportunity to provide useful information, advice and links. The Patient Participation Group, from the Practice, also hosted a stall and invited carers to be involved.

As a result of this campaign and event, the list of people registering as carers at Hillside GP Practice increased by 169!

Derrick, a patient at the Practice, gave his thoughts on the campaign and how it helped him.

"I was invited to attend a Health & Wellbeing Event at the Hillside Practice ... There were many health professionals and service providers at the event, all providing valuable information on their services."

"I had a chat with an organisation called Carers Together, which was all about helping me as a carer. They have since helped me to prepare a support plan and to complete my wife's PIP application form."



**I would not have received
this help and information if
I hadn't attended the Carers
day at Hillside.
Thank you to them.**

Derrick wanted to thank GP's at Hillside Practice, for the help and continued support they have offered both himself and his wife. Lots more carers are now receiving the help and support they need as a result of this good practice.

"Thank you to Dr. Harvie for arranging a visit from Lauren, Occupational Health, to our home and for providing the gadgets that are now helping with Ruth's Daily needs"