

SPRINGWOOD SURGERY DECLARATION

At **Springwood Surgery** we are committed to identifying and supporting carers according to the requirements of the Care Quality Commission and as evidenced against the NHS England quality markers for general practice. The Practice Carers Champion is:

Karen Brooks – Practice Manager

Quality marker	How achieved
identification and registration	<p>Carer's are pro-actively identified via their clinical appointments with a GP or Nurse, once identified their clinical record is coded and they are added to the practice Carer's Register, a referral is then done to Carer's Together who can offer support and advice.</p> <p>The practice also offers a Carer's Support Pack.</p>
holistic support	<p>All Registered Carer's are offered a Flu Vaccination</p> <p>Identified carers maybe referred to a Social Prescriber who is employed by the Primary Care Network (PCN) who will offer advice and support</p>
in-practice support	<p>Dr Sarah Lee is the clinical lead for carers in the practice and Karen Brooks – Practice Manager is the Carers Champion</p> <p>Carer's Together attend the surgery on a weekly basis to offer appointments for carers needing advice and support (this service has be suspended at present due to COVID 19 but will resume as soon as it is safe to do so)</p>
appointments and access	<p>The practice website www.springwoodsurgery.nhs.uk is updated frequently with information obtained from carersuk.org</p> <p>The practice offers a Support Pack and we have information in the reception area as well</p>

Quality marker	How achieved
information, involvement and communication	The practice offers appointments with Carer's Together as well as flexibility with appointment times.
	There is also the availability to register for On-line Services, E-Consults and Telephone Consultations
awareness and culture	Our practice staff have In-house training in relation to carers
	Carers are encouraged to make themselves known so that support can be offered
How did the practice involve carers in this declaration?	

NAME: Karen Brooks

DATE: 21.09.2020