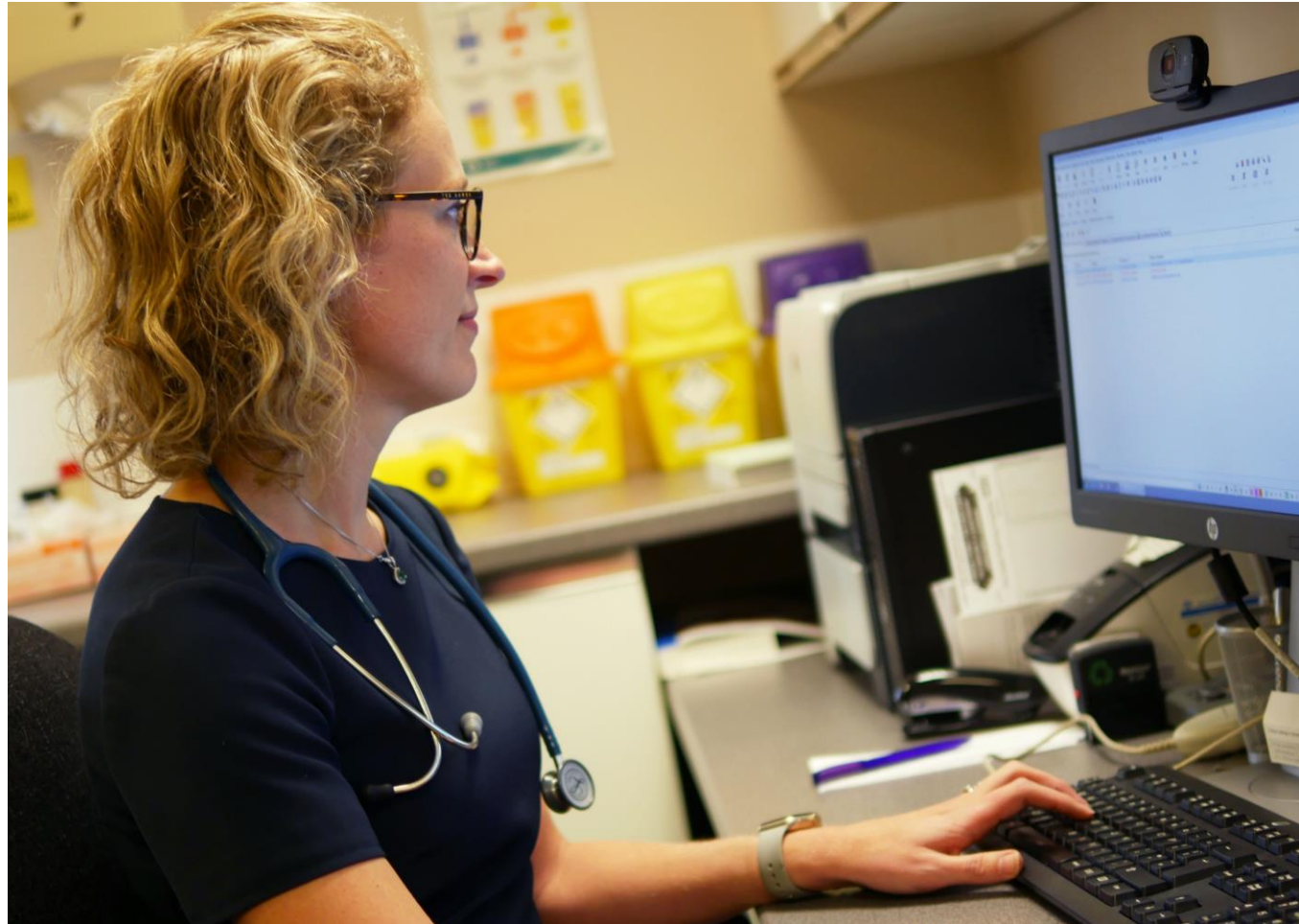


Quality markers for general practice: overview

Helping general practice become more carer-friendly



1. Background

Working in partnership with Carers Trust, Carers UK, The Children's Society, and the Care Quality Commission (CQC), we have developed quality markers for GP practices, based on what carers have said matters most to them.

The CQC has endorsed the quality markers as a model of good practice.

These quality markers have been developed to help general practices demonstrate how effective they are in recognising and supporting carers.

The quality markers ask the general practice six questions about how they support carers. These questions have been taken from what carers and their representatives have told NHS England over the past four years.

Next to each question are some practical ideas that general practices can put into place to help them develop the support they give to carers. These have been based practical ideas some general practices are already doing to support carers and their families.

2. Use of quality markers

To help manage the workload on general practices, the quality markers may also provide evidence for other organisations, including the Care Quality Commission (CQC), who are responsible for making sure general practices provide safe and high-quality care.

NHS England and the CQC both recognise the role of being a carer can often cause an individual to become vulnerable and lead to increased anxiety and depression, as well as injury and poor physical health. Identifying someone as a carer and doing something positive as a result can be an important step in improving carer health and wellbeing. Ultimately, improved support of carers can lead to reduced carer and family breakdown, improved use of resources, and healthier, happier carers and people for whom they care. For more information please see the enclosed summary of key benefits.

The CQC supports the use of these quality markers to help general practices support carers. The CQC currently inspects each general practice on a regular basis, depending on the amount of support a general practice requires.

Where a practice is already involved in a carers awards scheme, carers incentive scheme or carers recognition scheme, we suggest existing approaches are reviewed by the CCG or general practice against the six quality markers to judge whether all aspects of identification and support are adequately covered, and schemes revised as appropriate.

3. What will the quality markers cover?

The quality markers ask six questions about aspects of health and wellbeing that carers have told us are important to them.

For each of the six questions, we show a number of practical things that some practices are already doing to support carers. These practical ideas are suggestions only and are not intended to be restrictive. Where a general practice has done something else to support carers, this can be recorded on the declaration.

We are proposing that general practices should choose at least two things from the list of practical ideas, for each of the six quality markers, recording these on the declaration.

It is important general practices focus on all six quality markers, equally, to demonstrate how they work together as a system for supporting carers.

Where a practice has involved its Patient Participation Group or the local carer support organisation in its review of carer support, this can be included as an additional example of a practical thing it has done to support carers.

4. How will carers know their practice is carer-friendly?

We are proposing that the completed declaration be uploaded onto the practice website, included in the practice newsletter and displayed on the practice notice board, to publicise what the practice is doing to support carers.

General practices can either review themselves or review each other on an annual basis, using the online declaration that allows them to declare how they meet each of the six quality markers.

It might be useful for practices, in a particular locality, to exchange and explore approaches, information and good practice about how to support carers.

This annual declaration can also be made available for the five-yearly inspections, undertaken by the Care Quality Commission, which recognises this work as good practice. By being able to demonstrate ongoing support for carers, the aim is to make it easier for practices to gather this evidence together for the Care Quality Commission inspection.

A framework of quality markers





Identification and registration

Practical ideas

Does the practice keep a Carers Register?

- How many patients are registered with this practice?
- Does the practice keep a Carers Register?
- How many carers are registered with the practice?
- How does the practice proactively identify Young Carers?
- How many young carers are registered with the practice?

Does the practice review disease registers, long term condition registers and at risk registers to help identify carers of all ages?

Does the practice use a form to enable carers of all ages to request being placed on the carers register?

Is an alert system in place so that the whole practice team is able to see that someone is a carer when accessing their notes?

Does a named person have responsibility for maintaining the Carers Register?

How frequently is the Carers Register updated?

Does the practice encourage carers to self-identify in the surgery, on their website, and in newsletters?

Other – please tell us what else the practice does to support carers



Quality markers



Holistic support needs

How does the practice use its Carers Register to support carer health and wellbeing needs?



Quality markers

Practical ideas

Are all carers given an opportunity to discuss their health, wellbeing and other support needs:

- Are all carers encouraged to have a flu vaccination?
- Are all carers offered a regular health check?
- Are all carers screened for anxiety and depression?

Are carers able to book a double appointment so they may be seen when they accompany the cared for to an appointment?

Are carers who attend the appointment of a patient encouraged to book a separate appointment for themselves to discuss their own health and wellbeing?

Is the practice aware of local carer support services?

Are all carers, including young carers, advised of their right to request a carers needs assessment?

When referring carers for secondary care, does the practice inform the healthcare provider that they are a carer?

When referring carers for secondary care, does the practice ask what implications this could have for the person being cared for?

Does the practice provide carers with a 'Carers Passport' when referring the person being cared for to secondary care?

How does the practice proactively refer young carers for assessment or support from the local authority or young carers services?

Does the practice have an agreed process for actively identifying, referring and supporting those, including children and young people, in order to reduce or prevent inappropriate caring responsibilities, as a result of taking on caring roles through a patient being given a life-changing diagnosis, or having a life-changing accident?

Does the practice provide information to carers of all ages about how to access services for their own health through the practice?

Other – what else does the practice do to meet carers' holistic support needs?



In-practice support

In-practice support for carers:
how does the practice understand and promote the needs of carers within the practice?



Quality markers

Practical ideas

Does the practice have a GP who acts as a strategic lead for carers?

Does the practice have a 'Carers Champion' responsible for operational support for carers?

Does the practice know how to refer carers to the local carer support organisation?

Does the practice have agreed processes in place for referring adult and young carers to local carer support?

Does the practice enable the local carer's support organisation to run clinics for carers on the practice premises?

Does the practice enable a carer's support group to meet at the practice?

Other – how else does the practice promote the needs of carers?

Appointments and access

Appointments and
access:
how does the practice
make it easier for carers
to access its services?

Practical ideas

Does the practice offer registered carers priority appointments?

Does the practice offer carers flexible appointments for carers themselves and the person they care for?

Does the practice offer designated clinics for carers?

Does the practice offer designated clinics for young carers?

Do practice staff take carers' needs into account when booking appointments?

Are carers able to book a double appointment so they may be seen when they accompany the cared for to an appointment?

Can carers make appointments online?

Are carers able to order repeat prescriptions online?

Do clinicians visit carers who are unwell, if they are unable to leave the person they care for at home?

Other – how else does the practice make it easier for carers to access its services?

Quality markers



Information for carers

Information for carers:
how does the practice
communicate with,
involve and provide
information to its' carers?



Quality markers

Practical ideas

Does the practice provide up-to-date information to carers, including those not currently identified and is this information clearly displayed in the practice?

Does the practice provide a Carers Information Pack?

Does the practice operate and promote use of a Carers Passport with other local health and care services?

Is the information the practice provides to carers clear and accessible, according to the identified needs of the practice population?

Does the information the practice provides meet the requirements of the Accessible Information Standard?

Does the practice use digital and social media to communicate with carers of all ages?

Is information for carers provided in the practice itself, on the practice website and in newsletters?

Are there posters and leaflets on display aimed at carers of different ages?

Other – how else does the practice communicate with its carers?



Awareness and culture

Awareness and culture:
how does the practice
promote a carer-friendly
culture?



Quality markers

Practical ideas

Can each member of the practice team correctly define the terms 'carer' and 'young carer'?

Is carer awareness included in all staff inductions and job descriptions?

Do all practice staff receive carer awareness training?

Are all practice staff confident in engaging with patients who are carers, including young carers, young adult carers and their families?

Do all staff have a basic knowledge of the types of services available to carers and can staff explain to carers how these services can be of benefit?

Are children and young people who regularly book or attend appointments with an adult who needs assistance with day-to-day living asked if they provide any care and offered appropriate support?

Are adult carers, young adult carers and young carers represented on the practice Patient Participation Group?

Are carers systematically involved in care planning?

Does the practice use and promote a form to enable the person with care needs to give consent to sharing information with their carer?

Does the practice listen to its carers and take action on what carers say?

- Does the practice carry out an annual carer's survey?
- Does the practice carry out a separate annual survey of young carers?
- Can the practice demonstrate changes that have been made as a result of feedback given to the carers survey?

Are young carers given the opportunity to ask questions and to be listened to?

Are staff encouraged to identify themselves as carers?

Do staff members who are carers feel that the practice is supportive and willing to accommodate their needs?







Does the practice involve its Patient Participation Group in its work around quality markers for carers?

Other - what else does the practice do to promote a culture of carer awareness?

ANNUAL DECLARATION

At [NAME OF MEDICAL PRACTICE] we are committed to identifying and supporting carers according to the best practice requirements of the Care Quality Commission and as evidenced against the NHS England quality markers for general practice.

NAME:..... Practice Manager

Quality marker	How achieved
 Identification and registration	
 Holistic support needs	
 In-practice support	
 Appointments and access	
 Information for carers	
 Awareness and culture	
How did the practice involve carers in this declaration?	