

Carers' Champion Newsletter – June 2011

Welcome to our 'new look' June newsletter – obviously we have changed the format to make it simpler and any comments would be very welcome. Please continue to send in your photos, news and views on all matters 'carer' for distribution in July. A printable version will shortly be available on the carers page of the website (www.wyvernhealth.com).

Carers' Champion Project Evaluated - a resounding success!

Lucy from the Somerset LINK has written a report evaluating the Carers' Champion Project - and it shows that it's been a resounding success. Surveys were sent to all Carers' Champions and 40 of you responded - so a big thanks to everyone who helped and offered their views.

Some key findings of the evaluation were as follows:

- Surgeries with Carers' Champions increased the number of carers on their Carers' Register by an average of 56% over one year;
- 90% of Carers' Champions that had received feedback from patients had received positive feedback.
- 91% of participating surgeries have a Carers' Noticeboard;
- 96% of Carers' Champions have been able to give carers relevant information;
- 89% of Carers' Champions have enjoyed the role;
- 90% of Carers' Champions that had received feedback from staff had received positive feedback.

This survey will be sent to GPs and commissioners across Somerset, and we hope that it will show people the value of this scheme and enable it to be supported in the future. If you'd like some copies of this sent to your surgery, please get in touch with Lucy and she'll send some out to you for free. (Lucy.nicholls@helpandcare.org.uk or telephone 01458 250674).

Thanks again to everyone who helped with the evaluation - either by completing the survey or by giving me their numbers of registered carers - and for all the Carers' Champions who have put so much into this project this year.

Carers' Champions ideas wanted!

How can we best support the Carers' Champion work over the next few months? Each Federation has a small pot of money to help support carers and Carers' Champions over the next few months. How can this be used to support carers or Carers' Champions? We want your ideas (thoughts)! If you have ideas that will make an impact in your surgery or federation area, then please get in touch with Lucy Nicholls (Lucy.nicholls@helpandcare.org.uk or telephone 01458 250674).

Raising awareness of carers' issues among GPs

The [Supporting Carers in General Practice e-learning programme](#) has been developed for primary care professionals, to help them to support people who care for others. It has been developed by the Royal College of General Practitioners, in partnership with the Princess Royal Trust for Carers and with support from The Children's Society. The programme contains six e-learning sessions:

1. Supporting those who provide care for other people
2. Identifying carers
3. Organising your practice to support carers
4. Supporting young carers
5. Support for older people and their carers
6. Supporting the carers of people with challenging problems

Surgery Newsletter

We are attaching an excellent 'Summer newsletter' produced by the carers champion at North Street Surgery, Ilminster, Lynne Fajer. This can also be found on our website <http://www.wyvernhealth.com/carers.htm>

Carolyn Barnes – Carers Champion at Essex House Medical Centre sent in the attached photo of our Carers Information Centre and gave us an insight into her work in the role over the past year:



I was asked to speak at the Patient Participation Group Chairs Network meeting at Lyngford House on 24th May and although it was a little daunting I feel I was well received and there was lots of interest shown – especially in my Carers Packs – it was a really informative afternoon but I was surprised to hear that still not every Surgery had a Carers Champion and so I told them to keep asking why not !!!

I have really enjoyed my year as Carers Champion and it has been very useful to meet up with my fellow CC's from Springmead and Tawstock surgeries and pool all our thoughts and ideas of how we can expand our Carers Register.

Chard has a very well established Carers Support Group and I have joined one of their monthly meetings.

After my presentation to the Receptionists and Clinicians here at Essex House I hope they are more aware of the need to – THINK CARER

Unpaid Carers save the NHS £119 billion a year

Carers can calculate their individual financial contribution using Carers UK's new "**Care Calculator**", as well as accessing advice and information on all aspects of caring – see the full article: <http://www.carersuk.org/newsroom/item/2121-unpaid-carers-save-%C2%A3119-billion-a-year>

We were very interested to see the following article in the latest issue of NHS Improvement:

Project case story: Carer Aware

The next in our series of inspiring frontline improvement stories from NHS Live members focuses on the Carer Aware project implemented by Dudley Metropolitan Borough Council.

Recognising a need to provide more support and information to local carers, Dudley Metropolitan Borough Council has developed the Carer Aware online training resource for staff, carers and members of the public, providing better access to support in the local area. **Read more about the Carer Aware scheme here.**