



Carers

Many people do not see themselves as carers. They simply think of themselves as a friend or family of the person they care for. However, if you provide support to someone who could not manage without your help, you are a carer. This could be caring for a relative, partner or friend who is ill, frail, disabled or is affected by mental ill-health or substance misuse.

As a Practice, we understand that caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating.

We further believe carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

This pack contains some useful information on help that you can access and the services that we offer for carers.

We work closely with the Carers Support Centre and further information on their services can be found on their website, www.carerssupportcentre.org.uk.

You can also call for advice on 0117 965 2200

If you are a carer, this is an opportunity to let the Practice know so that we can update our records.

Please complete the attached sheet and return it to the surgery.

It is also important that if you stop being a carer you inform the surgery so your records can be amended.

We look forward to hearing from you.

Kelly Cole
Customer Service Manager

Carer Identification Form

Your Details:

Name				
Date of Birth				
Address				
Home Telephone Number				
Mobile Number				
Email Address				
Any other relevant information				
Your relationship to the person you care for				
I live with the person I care for:	Yes		No	

I give consent to be registered as a carer with Hanham Health:

Signed..... Date.....

I give permission for my details to be passed to the Carers Support Centre:
 (Via their secure online referral tool. The centre will aim to contact you within 14 working days following receipt):

Yes		No	
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Details of the person you look after:

Name	
Date Of Birth	
Address (If Different From Above)	
Telephone Number (If Different From Above)	
GP Details (If Different From Your Own)	

I give consent for this information to be recorded on the clinical record of the person who cares for me and my medical records. I also give consent for relevant medical information to be shared with my carer.

Signed..... Date.....

Please remember to let us know if your circumstances change and you are no longer a carer

Useful Contacts

Carers Support Centre	www.carerssupportcentre.org.uk
Carers Line	0117 965 2200 carersline@carerssupportcentre.org.uk
Carers Holidays	www.carersholidays.org.uk 0117 965 2365
Carers Support Groups	www.southglos.gov.uk/carersgroups
Parent Carers	www.bristolparentcarers.org.uk/
Young Carers	www.carerssupportcentre.org.uk/young-carers/

Services on offer within the practice

Nathalie Coquery from the Carers Support Centre visits us on a monthly basis. She holds clinics in the practice and is available to listen, offer advice and help with any applications you may need to make.

If you would like to book an appointment with Nathalie or just receive a telephone call from her, please speak to a member of our Reception Team.

Sandra Grant is a GP Link Volunteer and also visits the practice on a regular basis. Her role is to support the practice in identifying / registering carers and signposting them to the support available from the practice, Carers' Support Centre and other organisations.

If you are a carer, you may find it difficult to access our services without extra support. If you identify yourself as a carer when you contact us, our team will try to offer you:

- Telephone / home visit appointments if caring responsibilities mean you cannot leave the person you care for at home or bring them with you to the surgery.
- Flexibility on appointment times where possible.
- Support for the person you care for in the waiting room or a private area if you need to bring them to the surgery but would like an appointment in private.
- Help to register with online services so you can order your repeat prescriptions online and offer guidance on local pharmacies who offer delivery services.

Also included in this pack is a copy of our 'Patient Care Card'. This will assist you when making a home visit request for the person you care for.

PATIENT CARE CARD

Information for carers / care-givers about how best to contact
your client's GP for a home visit

Call **999** if the person you care for has chest pain, is unable to talk due to shortness of breath or is unconscious

If you feel the person you care for needs a GP visit today

Call 0117 935 2318

Please inform the receptionist that you are a carer and that you need to speak to the duty doctor about a possible visit for the person you care for. You will need to advise us if it is an urgent visit required.

Please ensure that you provide your

- **mobile phone number and**
- **the name of the organisation that you work for (if you are an employed carer).**

If the visit is not urgent and can wait until after morning surgery please advise.

A GP will always call you back to assess the situation in the first instance.

If the person you care for deteriorates whilst you are waiting for this call, please call the practice again.

When the GP visits, they will write in the relevant section of the green file to let you know any details including actions taken and any medications prescribed.