Carers Declaration

At **Oakley Health Group** 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.

Quality marker	How achieved
identification and registration	OHG keeps a register of identified Carers within the clinical system.
	Carers identification section on registration form.
	Form available on front desk all three sites and website to enable carers of all ages to request being put on the carers register.
	Alert system in place – Clinical system code 'Patient themselves providing care' added to carers' records as identified and set as an active problem so prompt visible in Patient's summary.
	Named Carer's champion.
holistic support	OHG supports carers to maintain their physical and emotional health. • All Carers encouraged to have the flu vaccination. • All carers between the ages of 40-74 who are not on disease registers are invited in for NHS health checks. • Long Term Conditions annual health reviews are monitored by care coordinators.
	The practice is aware of local carer support services.
	Carers can be referred to the Social Prescriber.
	Carers, including young carers, are advised of their right to request a carer's assessment.
in-practice support	Dr Fiona Salkeld is the GP strategic lead for Carers.
	OHG knows how to refer carers to the local carer support organisation. Signposts to Carer support organisation and patient then self refers.

	Designated Carers Champion.
	Communication via website and social media regarding activities and helpful meetings/resources for carers.
appointments and access	Practice offers contact via a total triage system, Anima, and telephone appointments.
	Carers can order repeat prescriptions online.
	Clinicians (e.g. ICT) will visit carers who are unwell, if they are unable to leave the person they care for.
	Vaccinations such as Flu and Covid boosters can be offered at home if carer unable to leave the person they care for.
information, Involvement and communication	OHG provides up to date information to carers (including those not currently identified) and clearly displays this on notice boards across 3 sites.
	OHG uses digital and social media to communicate with carers of all ages.
	Information for carers is provided in the practice, on the website and in newsletters.
	Posters and leaflets available aimed at different ages.
	Carers are supplied with Carer Information Packs when identified.
awareness and culture	All staff receive carer awareness e-training.
	Adult carers are represented in the virtual PPG.
How did the practice involve carers in this declaration?	All Coded carers were sent an SMS message in Feb 2024 asking them if they were still carers to ensure our register is as up to date as possible. Carers are sent resources such as Carers week and State of Caring Carers survey links. Waiting room screens have information encouraging carers to identify themselves.

NAME:……Louise Cook, Carers Champion. Review DATE:…21.08.26……