

St Catherine's Surgery Carers Support Policy

If you identify yourself as a carer, we will try to offer you:

1. Home visits +/- telephone appointments if your carer responsibilities mean you can not leave the person you care for.
2. Flexibility or priority on appointment times where possible.
3. Support for the person you care for in our waiting rooms or a private area of available should you need to bring them with you.
4. Information about local carer service + how to contact them.
5. Telephone ordering for prescriptions where appropriate.
6. Annual health check + flu jab (plus other identified NHS vaccines)
7. Information about your right to a Carers' Assessment of your own needs as a carer.
8. Advice on safer lifting + other aspects of providing care such as medication.
9. Discussing with you what you would like us to do in the event of you or the person you are for having a medical or other emergency.

In some cases caring roles are full time + very demanding. We would like to support you in your caring role where we can. We will avoid making assumptions about the amount of care you wish to take on.

Caring should not be at the expense of your own health and wellbeing. Please always tell us if your caring role is affecting you + if you have any support needs.

We will try to help you by:-

- Respecting your privacy + confidentiality + conducting conversations of a personal nature in private.**
- Discussing the benefits of appropriate information sharing with patients who need or may in future need care from a relative or friend.**
- Providing you with information about the condition + needs of the person you care for, such as the effects of medication, where that person gives consent**
- Always listening to + respecting the information you give us about your caring role + the needs of the person you care for.**
- Providing you with general information about health conditions when you ask but we don't have consent from the person you care for to share their personal information.**

Our Carers Champion is Pauline + she will be happy to chat to you – please ask at reception + we will let Pauline know.