

Brampton Medical Practice

Carers Support Policy

If you identify yourself as a carer, you might find it difficult to access our services without extra support.

Our staff will try to offer you:

1. Support as a carer making an appointment. Please advise reception of any issues you might experience when attending the surgery for an appointment for you or the person you care for. This will help us to support you.
2. Information about local carers support services whom may be able to arrange transport and/or sitting services to help you leave home to attend the surgery.
3. Telephone or online ordering for prescriptions.
4. An annual health check and a flu jab.
5. Information about your right to an assessment of your own needs as a carer, known as a Carers' Assessment.
6. Discussing with you what you would like us to do in the event of you or the person, you care for having a medical or other emergency.

In some cases, caring roles are full time and very demanding. We would like to support you in your caring role where we can. Caring should not be at the expense of your own health and wellbeing. Please tell us how your caring role is affecting you and if you have any support needs.

We will try to help you by:

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

Please contact the practice if you have any queries about our support for carers - We will be happy to help and treat the conversation in strictest confidence.