**Carers’ Champion – Progress Report 2022-23**

**Summary**

This report is to provide an update to the 2020 ‘Carer’s Champion – Progress Report’ and outline the progress made by the Carer’s Champion in supporting our registered Carer’s.

Since our last report we have had a change in staff due to retirement and our Carers Champion role has been taken over by our Reception Manager, Sarah Buttfield.

**Recommendations and Aims**

The Carers’ Champion Progress Report from 2019 made a list of recommendations for work to be carried out during 2019-2020. The recommendations are outlined below:

* Continue to perform a 6 monthly audit of the carers register to ensure good housekeeping of information held.
* Look to organise a carer’s recognition event.
* Continue to share carer’s information with all staff and use carers as a permanent agenda topic within practice meetings.
* Carer’s promotion during seasonal influenza clinic
* Aim to increase Influenza Immunisation uptake to 80%, and strive for 100% of children carers being targeted, maintaining 100% invitation rate.
* Continue to work with Carers Bucks and iron out Carers Register discrepancies.
* Review any canvasing undertaken by the Patient Group

**Findings**

1. Continue to perform a 6 monthly audit of the carers register to ensure good housekeeping of information held.

Sarah has maintained the Carers Register since taking over the Carers Champion role and performs regular review of the registered carers to ensure the practice holds up to date carers statuses for the practice population. Sarah has worked with the Practice Manager and performed annual housekeeping checks during January 2023 to ensure the register reflects the numbers of carers for the new financial year, 2023-2024. As of January 2023, the practice holds a register of 150 carers who are coded and highlighted with patient alerts that they are in a caring role. 4 patients out of the 150 are in fact child carers.

1. Look to organise a carer’s recognition event.

Sarah has continued to promote carers recognition by maintaining our in-house Carers Information board and sharing / promoting carers information at practice meetings with colleagues to empower staff in this area.

Considering the pandemic and the restrictions NHS settings faced with maintaining safe working environments the practice it was not possible for the practice to host inhouse carers promotion events. However, the practice has utilised other resources such as the practice newsletter and website to continue to promote information specific to carers and those who are cared for in order to create a digital support resource.

1. Continue to share carer’s information with all staff and use carers as a permanent agenda topic within practice meetings.

Carers remain a fixed agenda item on all practice meetings held in the surgery. This gives a specific time to allow information to be discussed in a group and best practice to be shared. In addition, the practice continues to promote Cares within the quarterly newsletters which is put on display in the waiting room, emailed to the practice population with email contact and uploaded to the practice website for reading by website users.

1. Carer’s promotion during seasonal influenza clinic.

In addition, Sarah our Carers Champion was on hand throughout 2022s flu clinics to answer any carer related questions that arose and direct patients to promotional / service-related communications. Sarah made direct contact with registered carers to ensure all aware of flu vaccine eligibility. 100% of the practice carers list were contacted and offered the flu vaccine.

1. Aim to Increase Influenza Immunisation uptake to 80%.

Data searches performed within the clinical system highlight those 115 (77%) patients out of 150 up took the influenza vaccine during the seasonal flu campaign during the 2022 season. The data also shows that 4 (3%) patients declined the vaccination and 31 (20%) were recorded as non-responders. It was noted that out of the 4 child carers 100% has been invited, with 1 declining the offer and the other 3 being vaccinated.

Since our 2020 report the Covid Vaccination programme has been set up to support the wider public health in vaccinating against Coronavirus. Public Health and NHS England have worked together to vaccinate cohorts of eligible patients through an initial two step approach with the support of booster programmes.

On reviewing the uptake of initial vaccination for the Carers cohort data shows that 147 patients were eligible for the initial vaccination at the time of the first wave of vaccination and 144 (97.9%) have indeed been vaccinated, 2 having declined the offer and 1 non-responder.

The programme also included an 2nd dose for those who had initial vaccine. 144 patients were recorded as having had the 1st dose and data reflects 142 patients (98.16%) up took the 2nd dose.

The programme additionally extended to maintenance courses and data reflects a similar high engagement with 91% of carers having engaged with this offer.

1. Continue to work with Carers Bucks to iron out any discrepancies with our own Carers Register

Sarah continues to support onward referral to Carers Bucks services and works with the team where any registration discrepancies arise to iron these out. In addition, she continues to monitor new registrations and those patients who identify with a caring status. This allows Sarah to introduce her role within the surgery and give the opportunity to refer patients into Carers Bucks if / where appropriate.

1. PPG canvassing of Registered Carers

To date the PPG have not conducted any specific canvasing to carers specifically in the recent patient survey.

The practice however will look to utilise the PPG’s efforts during influenza season 2023-2024 to help identify carers and increase known carers’ involvement with the reference group. This will help develop a healthy representation of carers on the reference group to allow for any future canvasing.

**Conclusion**

The practice was awarded the year the ‘Investors in Carers’ accreditation from Carers Bucks in 2017-18 for the commitment and continued motivation in this subject area. The endeavours made throughout 2022-2023 illustrate carer’s remains a practice priority to continue to support this group to the best of our abilities.

During 2022-23 the practice has maintained the carers register size which currently stands at 150 patients, this is a 34% increase compared to those registered carers previously reported on during 2020 report. This equates to 3.8 % of the practice population which continues to meet the expectation nationally sought.

The practice has also streamlined the recording of carer status and now solely utilises the clinical record for housekeeping. Regular review of carer information identified duplication of patient info on separate spreadsheets and recognised this as an area where efficiencies could be improved.

**Recommendations**

* Continue to perform a 6 monthly audit of the carers register to ensure good housekeeping of information held.
* Look to organise a carer’s recognition event where possible and continue to promote useful promotional information digitally.
* Continue to share carer’s information with all staff and use carers as a permanent agenda topic within practice meetings to do so.
* Carer’s promotion during seasonal influenza clinic.
* Aim to increase Influenza Immunisation uptake to 80% during 2023-2024, and strive for 100% of children carers being targeted, maintaining 100% invitation rate.
* Continue to iron out any Carers Register discrepancies.
* Celebrate successes and share best practices with wider team.
* Encourage registered carers to share experiences to help practice identify gaps in support through Friends and Family Feedback Questionnaires.

31st March 2023 S Buttfield / L Russell