

Carers Protocol

A carer is someone who cares for a person who could not manage normal daily living without such support. The carer may be a family member, friend or neighbour. The carer may not recognise themselves as such and as a result may not be aware of support that may be available to them. As a result of the caring they provide the carer may be neglectful of his/her own health and social needs and the purpose of this carers protocol is to identify those individuals and offer them the care and support they need.

In order to identify such people I am putting up a poster asking any of our patients who are

- a carer for someone else
- or have a carer themselves

to let us know.

Recording this information has several functions

- It is helpful for us to know which of our patients are carers as we can take this into account when assessing their health.
- Carers are also entitled to be referred to social services for an assessment of their needs if they wish. They may discuss this with their GP.
- It would be helpful to have the contact details of people who provide care for any of our patients e.g. if we needed to contact them in an emergency

We cannot record any of this information without asking the person whose details we want to record to agree to this in writing. This is part of the requirements of the Data Protection Act.

If a patient responds to the poster please take the details -

- if they are a carer themselves ask them to fill in the attached form 1, sign and date it and return it to us.
- If they are the cared for person please ask them to give their carer the attached letter 2, or record the details of their carer eg name, address and phone number so that we can send the letter directly to them. We will obviously need to record the name of the patient cared for too so that we can match the details!
- Any carer who requests this may be referred to Social Services for an assessment of their needs. They may discuss this with their GP if they wish. Please give them the attached document 'Services and Support for Carers' issued by the Royal Borough of Kingston

Reviewed July 07 P:\Policies\PATIENT POLICIES\carers\Carers protocol .rtf
NB Awaiting review Dec 09 pending NHS Kingston work on a carers policy

Data Protection Act 1998

Form 1

Carer Information

I am a carer and I understand and give permission for Hook Surgery to record this fact on my medical notes

Name:

Address:

Telephone number:

I am a patient of Hook Surgery and would like to be referred to Social Services for an assessment of my needs.

Yes

No

I care for:

Name:

Address:

Signed:

Date:

Any information you give us permission to record on your records is subject to the requirements of the Data Protection Act 1998. For fuller information ask for a copy of the surgery's policy on 'Patient Access to medical notes'. We will seek your permission in writing before releasing information to any other parties (eg if you are making an insurance claim, we may be contacted by a solicitor or insurance company)

Letter 2

Data Protection Act 1998

Dear Carer,

We have been informed bythat you provide care for her/him on a regular basis.

The Hook Surgery is forming a Carers Register to ensure that the needs of carers are considered. If you are a patient of this surgery it will be very relevant for us to have the following information. If you are a patient of another surgery you might wish to approach your surgery to see if they have a similar register. We would, however, find it helpful to have your contact details on our patients file in case of emergency.

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I am a carer and I understand and give permission for Hook Surgery to record this fact on my medical notes / the notes of the person I care for.

Name:

Address:

Telephone number:

I am a patient of Hook Surgery and would like to be referred to Social Services for an assessment of my needs.

Yes

No

I care for:

Name:

Address:

Signed:

Date:

Any information you give us permission to record on your records is subject to the requirements of the Data Protection Act 1998. For fuller information ask for a copy of the surgery's policy on 'Patient Access to medical notes'. We will seek your permission in writing before releasing information to any other parties (eg if you are making an insurance claim, we may be contacted by a solicitor or insurance company)