



60 second guide



Top tips in carer identification

What carer-friendly practices do to find out which of their patients look after someone who relies on their support.

- ✓ They ask patients if they **'look after someone'** instead of asking them if they are **'a carer'** because they know carers don't always identify with the label.
- ✓ They know which **services** are available to carers in their locality, use examples to encourage carers to **self-identify** and have carers packs available to give to carers.
- ✓ They know that posters and leaflets are not enough on their own to encourage carers to self identify; that staff need to **talk to carers** as well.
- ✓ They have a carers notice board, but instead of calling it a carers notice board they fix a banner above it saying **"If you look after someone, this is for you."**
- ✓ They always have leaflets on display for carers at flu clinics and **encourage staff to give them out** to people accompanying patients to the clinic.
- ✓ They make use of their **electronic message board** to encourage carers to come forward.
- ✓ They include a question on their **new patient registration and health screening forms** which asks the patient if they look after someone or if someone looks after them.
- ✓ They include a section about carers in their **practice newsletter** or bulletin and encourage carers to make themselves known to the practice.
- ✓ They have sections aimed at **adult carers as well as young carers** on their practice website.
- ✓ They encourage carers to join their **patient participation group** and ask them for ideas on how to identify carers and involve them in the group.
- ✓ They include a note on **annual flu reminders** that if the patient has a carer they can also request a **free flu vaccination** from the practice.
- ✓ They're in regular contact with their **local carers service** and welcome any advice and additional support they can provide.
- ✓ They make sure the whole practice is aware of the relevant **read codes for carers** and that staff use them.
- ✓ They make the most of opportunities to ask the question **"Do you look after someone?"** when someone makes an appointment for another patient, arranges or collects someone else's repeat prescriptions or provides transport or accompanies another patient to the practice.
- ✓ They encourage their own staff to identify themselves as carers and offer them support.

For more details about supporting carers in primary care, email Carers Trust at primarycare@carers.org

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