

Some questions that can be helpful to ask when developing your practice's carers' strategy

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1. *In your next practice/multidisciplinary team (MDT) meeting, ask all the members of the practice/MDT to attend to agree the process for handling carers*

- Do you have a carers' strategy?
- How do you currently identify and record who is a carer in your practice?
- What is each person's role in the practice team for identification?
- How could this be improved by each member of the team?
- Do you have a carers' lead in the practice? This could be a non-clinical representative
- Do you have a carers' register and how do you keep it updated?
- Do you have a palliative care register? If so does this also highlight if the patient has a carer? If so how do you support their bereavement needs and carer assessment after their loved one has died?
- Do you have a structured and timely method for the practice to know when a person has died? Is this reviewed by an MDT? - a simple call or letter to the carer with an offer of support can be invaluable

2. *How friendly do you feel your practice is to carers?*

- What support is offered in the practice and via which different media?
- How do you encourage self-reporting?
- How do you signpost carers to the different local resources?
- Do you hold any events, for example, an annual tea?
- How do you involve your patient participation groups in developing your carer strategy

3. *How do you work with local external organisations in your community to help identify carers?*

- Are there any local carer or voluntary organisations you can partner with on raising awareness or training carer champions?
- Does your CCG/Local Authority provide any carer champion training?
- How do you triangulate knowledge from other members in primary care: e.g. local pharmacies, community nursing etc.
- Do you have a list of support (including bereavement services) available to all staff?



Care and support
through terminal illness