

The Green House Surgery – Carer Friendly Practice declaration 2025

At The Green House Surgery, Redcar, we are committed to identifying and supporting Carers according to the best practice requirements of the Care Quality Commission and as evidence against the NHS England quality makers for General Practice.

This document will be reviewed on an annual basis.

| Quality Markers | |
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| Identification and registration | <p>In October 2025, the Practice undertook "a carers register" data cleanse exercise.</p> <p>The Practice currently has 1037 patients recorded as an informal carer, which is 10.3% of our Practice list. This is an improvement on our 2024 prevalence of 6.7%.</p> <p>The data cleanse involved sending the following SMS text and Florey questionnaire to all patients with a mobile phone number recorded on their electronic patient record:</p> <p><i>We are trying to improve our carers register. Please tell us if you are a carer if someone cares for you or if you are no longer a carer. It is important this information is on our medical record so that our staff have a better understanding of your health needs. Only answer if applicable to you:</i></p> <p>Are you a carer?</p> <p><i>The definition of a carer is a person (including children) who provides unpaid support (excluding receipt of statutory payments, such as carer's allowance) to a partner, relative, friend or neighbour, who couldn't cope without their help. This could be due to age, frailty, disability, a serious health condition, mental ill health or substance misuse.</i></p> <p><i>Choose all that apply (you can select none)</i></p> <p>YES I am a carer SNOMED Code: Informal caregiver (person) - 407542009 NO I am not a carer</p> |

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| | <p>Do you have a carer?</p> <p><i>Choose all that apply (you can select none)</i></p> <p><i>YES I have a carer</i></p> <p>SNOMED Code: Has a carer - 184156005</p> <p><i>NO I do not have a carer</i></p> <hr/> <p>Please let us know if you are no longer a carer</p> <p><i>Choose all that apply (you can select none)</i></p> <p><i>I am no longer a carer</i></p> <p>SNOMED Code: Is no longer a carer – 199361000000101</p> |
| | <p>This data cleanse <u>increased</u> our Informal Carers prevalence from 6.7% in 2024 to 10.3% 2025.</p> <p>The data cleansing exercise will be conducted an annual basis by our administration team.</p> <p>We have a dedicated Carers Support section on our Practice Website, which details how to register as a Carer at the Practice as well as additional support and resources:</p> <p>https://www.thegreenhousesurgery.co.uk/carers-support</p> |
| In-Practice support for carers | <p>Lynne Waldon, Deputy Business Manager is the designated Carers Champion at the Green House Surgery and has signed up to the "We Care You Care" mailing list to keep the Practice abreast of Carer events and news, etc.</p> |

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| | <p>In November 2025, the Practice proactively provided all our informal/unpaid carers with information regarding the Social Prescribing Service. The Social Prescribing Service offers practical, emotional, or community-based support, such as time to talk with a link worker, connection to community groups, peer support, etc.</p> <p>Example of SMS:</p> <p>Did you know our Social Prescribing Service helps caregivers find local support, from social groups to well being activities and practical assistance? Please see attached leaflet for further information and for details on how to access the Social Prescribing Service.</p> <p><u>sp_leaflet.pdf</u></p> <p>In December 2025, a survey was sent to all our unpaid carers to evaluate whether the social prescribing information shared was useful. The results of the survey showed that many of our unpaid carers found this information helpful, relevant and empowering.</p> |
| Holistic Support and Needs | <p>During consultations, all Carers are given the opportunity to discuss their health, wellbeing, and other support needs.</p> <p>Informal Carers are flagged during consultations quickly and easily as these patient's bear a "Carer" alert/icon on their Electronic Patient Record in the form of a pink angel. This raises awareness of the patients' social circumstances.</p> <p>All carers are encouraged to have a flu jab.</p> <p>All carers are encouraged to have a covid booster (in-line with government guidelines).</p> <p>All Carers are encouraged to have a regular health check at the Practice.</p> |

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| | <p>All clinical and non-clinical staff are aware of the South Tees Carers Support Services and an overview of these services are displayed on our Practice Website https://www.thegreenhousesurgery.co.uk/south-tees-carers-support-services-overview</p> <p>Carers can request a double appointment so they may be seen when they accompany the cared for to an appointment.</p> |
| Appointments and Access | <p>The Practice endeavours to make services accessible for Carers and recognises that Carers often require flexible appointments for themselves and the person they care for. Our Medical Administrators take Carers needs into account when booking appointments.</p> <p>The Practice makes every effort to accommodate Carers and the person they care for, e.g. arranging concurrent or consecutive flu vaccination appointments, chronic condition reviews, etc, depending on the patient/carer preferences.</p> <p>Carers can make appointments on-line and order prescriptions on-line for the person they care for by applying for proxy on-line registration at the Practice. Policies and application forms for proxy on-line appointment booking and proxy on-line repeat prescription ordering are available at the Practice.</p> |
| Information for Carers | <p>The Practice provides up-to-date information for Carers via a Carers Support section on the Practice Website.</p> <p>Patients can register as an informal carer by completing an on-line carer registration form. This information will be included in the patient's electronic medical record https://www.thegreenhousesurgery.co.uk/forms/5</p> |

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| | <p>We tailor the support resources available to provide clear and accessible information according to the identified needs of the patients and to meet the Accessible Information Standard.</p> <p>We provide information regarding upcoming Carers events received through the "We Care You Care" bulletin via our Practice social media platform (Facebook), Practice Newsletters and Practice Website.</p> |
| Awareness and Culture | <p>In 2024 both clinical and non-clinical staff have undertaken Carer Awareness training, which was provided by Susan Lee, Primary Care Co-ordinator, South Tees Carers Service, Teesside Mind. We aim to have refresher training every two years.</p> <p>In 2024 our Patient Participation Group (PPG) has also undertaken Carer Awareness training recently, which was delivered by Susan Lee. We aim for our PPG Group to have refresher training every two years. The Carer Awareness session was very well received by The Green House Surgery PPG, and Susan Lee went on to provide further Carer Awareness Sessions to the Joint PPG 25K Group.</p> <p>We are confident that all staff at The Green House Surgery can correctly define the terms 'carer', 'young adult carer' and 'young carer'. Carer awareness training is included in our staff induction/training programme, and we ensure all staff are confident in engaging with patients who are carers, including young carers, young adult carers and their families.</p> <p>We ensure all staff are aware of the support services available for patients. We also encourage staff members who are informal carers to engage with the available support services.</p> <p>Alerts regarding upcoming Carer events are circulated in-house via e-mail, via our Practice Newsletter, on the Practice Website and via our Practice social media platform (Facebook).</p> <p>Children and young people who regularly book or attend appointments with an adult who need their and assistance with day-to-day living are offered appropriate care/signposting.</p> <p>The practice is scheduled to send SMS information to all our carers regarding Carers Assessments and details on how to self-refer into the Service. Patients will be asked to respond to the SMS.</p> |

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| | stating if they found the information useful. The results will be published in due course, and the declaration will be updated with this information. |
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Created: Lynne Waldon – Deputy Business Manager

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