CARERS INFORMATION PACK
Heathcote Street Surgery

Reviewed 05/08/2026 Sharon Beetson
Review Date; 05/08/2027

Information and Support for Carers

At Heathcote Street Surgery, we recognise the invaluable contribution that carers make in supporting family members, friends, and neighbours. We are committed to identifying and supporting carers and ensuring they have access to appropriate services, information, and healthcare support.

Who is a Carer?

A carer is someone who provides unpaid support to a relative, friend, or neighbour who is unable to manage independently due to:

- Physical illness or disability
- Mental health conditions
- Learning disabilities
- Substance misuse
- Frailty associated with ageing

Caring responsibilities can vary significantly and may include:

- Administering medication
- Assisting with mobility and moving/handling
- Providing personal care
- Offering emotional support
- Managing appointments and healthcare needs

Our Commitment to Carers

If you identify yourself as a carer, we will make every effort to support you in your caring role. Depending on your individual circumstances, we may be able to offer:

Access to Healthcare

1. **Home Visits and Telephone Consultations**
    - Where caring responsibilities prevent you from attending the surgery, we may be able to arrange home visits or telephone appointments where clinically appropriate.
2. **Flexible Appointments**
    - Priority or flexible appointment times may be offered where possible to accommodate your caring responsibilities.

3. **Support During Appointments**
    - If you need to bring the person you care for with you, we can help arrange support in the waiting area or provide a private space to ensure confidentiality during your consultation.
4. **Prescription Services**
    - Telephone prescription ordering may be available where appropriate.
5. **Annual Health Check**
    - Carers who do not already receive regular monitoring for a chronic condition may be offered an annual health check to support their own health and wellbeing.
6. **Seasonal Flu Vaccination**
    - Eligible carers will be offered a seasonal flu vaccination in line with current NHS guidance.
7. **Access to Additional Support**
    - Where appropriate, carers may be referred to our **Primary Care Network (PCN) Social Prescriber**. Social Prescribers work alongside the practice team to help people access practical support, community services, wellbeing activities, financial advice, and voluntary organisations. They can provide personalised support and help carers identify resources that may improve their health, wellbeing, and ability to continue in their caring role.

Information and Advice

7. **Carer's Assessment Information**
    - We can provide information about your right to request a Carer's Assessment through Adult Social Care to identify your own support needs.
8. **Practical Caring Advice**
    - Guidance may be available on topics such as medication management, safe lifting techniques, and other aspects of providing care.
9. **Emergency Planning**
    - We can discuss arrangements and contingency plans should you or the person you care for experience a medical or other emergency.

This list is not exhaustive, and support will be tailored to individual circumstances wherever possible.

Supporting Your Wellbeing

We understand that caring responsibilities can sometimes be demanding and may affect your own health and wellbeing. We are committed to:

- Recognising and valuing your role as a carer
- Listening to your concerns and support needs
- Avoiding assumptions about the level of care you are willing or able to provide
- Helping you access appropriate support services

Please let us know how your caring responsibilities affect you and whether there is any additional support that may help.

Confidentiality and Information Sharing

We are committed to maintaining patient confidentiality while recognising the important role carers play.

We will:

- Respect your privacy and conduct sensitive conversations in a confidential setting.
- Discuss the benefits of appropriate information sharing with patients who require care and support.
- Provide information about a patient's condition, treatment, or medication only where the patient has given their consent.
- Listen to and value the information you provide about the needs of the person you care for.
- Provide general information about health conditions and support services where consent to share personal information has not been given.

Consent to Discuss Medical Information

Patient confidentiality is a fundamental principle of healthcare.

In order for members of the practice team to discuss a patient's medical information with a carer, the patient must provide explicit consent.

If consent has not been obtained, practice staff will only be able to provide general information about medical conditions and treatments and will not be able to discuss personal healthcare information relating to the patient.

A consent form is available from reception and should be completed by the patient if they wish information to be shared with their carer.

Local Support Services

The following organisations can provide advice, information, and practical support for carers:

Service	Telephone
North Staffs Carers Association	01782 793100
Carers UK Advice Line	0808 808 7777
Staffordshire Cares	0300 111 8010
Age UK Advice Line	0800 678 1602
Approach	01782 214999
North Staffs Wellbeing Service	0300 303 0923

Contact Details

Heathcote Street Surgery

2 Heathcote Street
Chesterton
Newcastle-under-Lyme
Staffordshire

Telephone: 01782 561057 / 01782 561097

Website: www.chestertonsurgery.co.uk

Practice Management Team: Sharon Beetson and Michelle Vernall

Practice Nurse: Kayla Bye

Healthcare Support Worker: Victoria Bruce

If you have any questions about the support available to carers, please contact the practice. All discussions will be treated with the utmost confidentiality.

Caring for someone should not come at the expense of your own health and wellbeing. We encourage all carers to seek support whenever it is needed.

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Carer Registration Form

About You

Your title

- ○ Mr
- ○ Mrs
- ○ Ms
- ○ Miss
- ○ Mx
- ○ Other

Your Name
First Name(s)_____Surname_____

Your Home Address
_____

_____

_____
Post Code _____

Your date of birth _____
Your Telephone Number _____
Your email address _____

Details of person you are caring for

- ○ Mr
- ○ Mrs
- ○ Ms

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- ○ Miss
- ○ Mx
- ○ Other

Name of person you are caring for
First Name (s)_____Surname_____

Address of person you are caring for
_____

_____

_____

Post Code _____

Date of birth of person you are caring for
_____

What is your relationship to the person you care for?

Please tell us if you are related, a friend or other connection.

_____

Is the person you care for a patient at this surgery?

- ○ Yes
- ○ No