

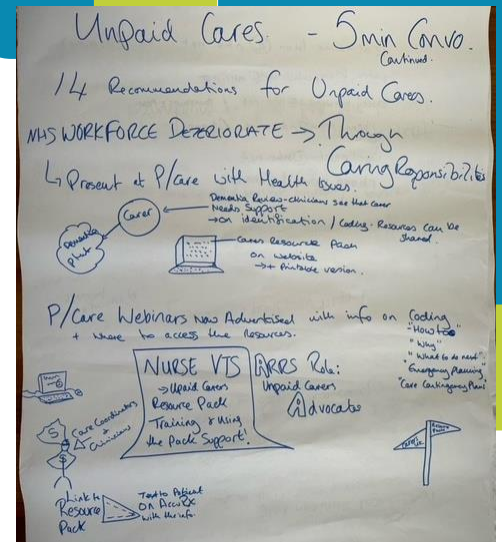


Building the Future of Primary Care

Conference 26th September 2023

5 Minute Talks Topic: Unidentified Unpaid Carers and the Workforce

From Speaker: Jo Cameron



A small mixed group attended the tabletop discussion after the 5-minute presentation.

Discussion Points:

14 Recommendations for Unpaid Carers.

We know that the NHS workforce is deteriorating through their own personal caring responsibilities affecting their own health and therefore their ability to work affectively. They themselves present at Primary Care with their own health problems.

Care Coordinator identified that she'd completed a dementia review on a patient but sees that the carer needs support – What can she do to help that carer? On coding that person as a carer is means that they then can be sign posted to all the local resources that already exists to help. There is a carers resource pack specific to each Place, which is stored online but has a printable version.

There are a number of webinars now advertised with information on Coding with info on e.g.:

- How to code correctly and appropriately
- Why and when to code.
- What to do next after identification and coding.
- Emergency Planning for the patient
- Contingency planning for the patient and carer if the carer becomes ill.

The Additional Roles Reimbursement Scheme (ARRS) roles can be Unpaid Carers' Advocates.

A nurse on the VTS Programme identified a patient but wasn't sure on whether in her capacity as trainee if she could do any thing or offer guidance and help. Was advised by supervisor that the patient was to see the GP for their ailments rather than anything else. Jo reassured her that she can do something and that is what the resource pack is for however understood the concerns as to what was in her remit as a trainee.

Possible action point for the team – to create training on the Nurse VTS Programme on the resource packs and how to navigate the conversations with patient and supervisor.

A question was posed about using AccuRX and whether or not a link could be text to a patient for the resource pack. If the URL can be copied and pasted right onto the AccuRX message to the patient, then yes.