



Surrey GP Carers Prescription Service (incorporating the GP Carer Personal Health Budget Service)

Hosted on behalf of the NHS by

Surrey Independent Living Council (SILC)

Supported by

The Better Care Fund

Guidance notes for GP practices based within:

NHS Surrey Heartlands Clinical Commissioning Group

NHS Frimley Clinical Commissioning Group (Surrey Heath CCG and Farnham practices of North East Hampshire and Farnham CCG)

Brief discretionary guidance for clinicians

Revised March 2021



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Equalities statement

It is important to recognise that carers come from diverse backgrounds including age, gender, race, religious belief, disability and sexual orientation. Ensuring that carers are not directly or indirectly discriminated against while promoting and enabling their participation in society is a priority for the NHS.

Who are carers?

A carer is someone who provides unpaid help and support to a family member, partner, friend or neighbour. Carers include adults, parents or children and young people. They might be adults looking after other adults, parent carers looking after children with a disability and young carers under 18 years of age.

Carers may provide emotional as well as physical support, including care for those with mental health concerns and addictions. Without the care they give, those benefiting from their help would find difficulty managing or may be unable to cope.

Many carers combine caring with other responsibilities, for example, combining work or education with caring or looking after their children and older or disabled relatives. As such carers are distinguished from care workers who provide paid care.

There is no typical carer, as each carer's situation is unique to them. There are, however, some issues that many carers share. Carers are more likely than the rest of the population to be affected by health problems such as depression, stress-related illness or back pain caused by moving or lifting the person they care for. Carers and the people they look after are also more likely to be on a low income. Many carers combine working with caring, with some caring for more than 50 hours on top of working full time: while others may give up work or reduce their hours because of their caring responsibilities.

Carers may...

- be new to caring or have been caring for many years
- not live with the person they care for
- be a parent caring for children with additional needs
- provide personal care, supervision or emotional support
- be a patient of yours or may accompany one of your patients.

Service aim and purpose

Aim

The GP Carers Prescription is a 'one-stop shop' – a secure and GDPR compliant online referral mechanism to a range of local carers services. The support can be provided directly to the carer, or to the person being cared for, to help the carer have a better balance between their caring role and their life outside caring.

Under the Care Act 2014 local authorities now have a duty to provide services to carers that prevent, reduce, or delay them developing a need for support. There is a duty on the health service to cooperate in this.

Where there is a need for clinically based early intervention, the carer may be referred for a GP carer Personal Health Budget (PHB), also known as a 'GP Carer Break'. Allocation of a GP carer PHB is a clinical decision.

Purpose

- To support unpaid carers and promote their own health and wellbeing by providing them with referral to other support as appropriate.
- To provide clinicians with the eligibility criteria, process and relevant forms against which GP Carer Prescription referrals can be made.
- With regard to GP carer PHB, to provide one PHB per carer household for any caring scenario (including if there are multiple being cared for). If there are multiple carers living in the household one payment should be shared.

General prescription overview

- 1) GPs affiliated to Surrey CCGs as listed on the front page are eligible to make referrals once their practice has signed up to the service.
- 2) Carers who are not patients within the Surrey CCGs or one of the five Farnham-based practices should be referred to their local CCG.
- 3) Any carer registered with a GP practice affiliated to a Surrey CCG is eligible for referral using the Carers Prescription.
- 4) When registering as a carer with the GP practice, the carer's patient record should be updated using the relevant SNOMED coding:
 - 224484003 (formerly 918g) – person is a carer
- 5) A new GP Carer Registration form has been developed and is available for practices to share with carers. The form is available to download:
<http://carersworldradio.ihoststudio.com/GPCP.html>.
- 6) A referral to Surrey Young Carers can be made where a carer is aged between 5 and 18, and where there are no safeguarding issues. Where there are safeguarding concerns the referral should be to [Children's Social Care](#).
- 7) Use the [Carers Wellbeing Tool](#) to informally assess whether a carer is under particular strain and whether a referral to support services may help mitigate against this. This tool may be helpful in determining the level of stress/burden on a carer and can be used to prioritise overall need for carers within practice.
- 8) A referral using the Carers Prescription is always recommended as an early intervention and prevention and prevention response. For those who score medium to high on the Carers Wellbeing Tool, you may also wish to consider a referral for a GP carer PHB.

Please note that if the 'Consent' and the 'Fair Processing Notice' tick boxes are not marked affirmatively then the referral not progress, and no detail will be received.

GP Carer Personal Health Budgets (PHB)

- 1) To provide an equitable service to all practices within Surrey CCGs, each practice will be allocated funding based on practice population within ICP/CCG areas. Notice of annual indicative allocations will be circulated at the beginning of each financial year following advisement from Primary Care leads.
- 2) Funding will be held by SILC.
- 3) One allocation per household up to a maximum of £300 can be paid for any caring scenario. This is a one off payment (at the GP's discretion). Carers will be required to produce receipts as part of the auditing process.
- 4) For young carers (aged 5–18) the one off payment restriction does not apply with the effect that further payments in future years will be allowed. The reason for this difference is that adult carers may be able to access ongoing payments through Adult Social Care if they meet Care Act eligibility regulations for carers. However, there is not an equivalent eligibility provision in children's legislation for young carers and we are concerned that young carers supported through preventative services could miss out.
- 5) A PHB cannot be paid to a young carer under the age of 16. A responsible adult is eligible to receive this on their behalf.
- 6) Where the carer has been recently bereaved and is no longer in a caring role, a referral arising from the health impact on the carer of that caring role should be made within six months of the time of bereavement.
- 7) The funding for GP carer PHBs is finite and forms part of the Better Care Fund. If a practice has used its allocated resources it should use the Carers Prescription to refer the carer for support. This process will include advice about what may be available, such as a Carer's Assessment, for ongoing support needs.
- 8) ICPs/CCGs retain the right to redistribute funding within their own area as necessary; however planning and notice of any redistribution will be given in advance to individual practices.
- 9) Complaints from carers should be managed by the practice. Complaints regarding SILC should be referred to SILC for management through their complaints procedure.

GP carer PHB referral criteria

Carers are eligible for referral for a GP carer PHB if they meet the following criteria:

- 1) They are entitled to receive NHS services.
- 2) Their caring role is affecting their health – please use the [Carers Wellbeing Tool](#) to help determine this. (**NB:** where the carer is under 18 a low amount of caring may be seen as significant).
- 3) The carer is registered as a patient with a practice based within a Surrey CCG or one of the Farnham-based practices.
- 4) This service is discretionary, based on a GP's clinical decision and is not an entitlement for carers.
- 5) All referrals will need to be made via a GP or through the practice manager.

Making a referral through the GP Carers Prescription

The practice/surgery must be registered with SILC.

The GP care PHB service requires individual practices/surgeries to manage their own referral rates within resources and will not exceed their practice allocation.

The referral process

- 1) Complete the [secure online Carers Prescription](#) to refer carers (including young carers) to a range of support services. The definition of services available is included on the GP Carers Prescription site.
- 2) The carer will be contacted directly by the service provider.
- 3) Where the referral is for a GP care PHB, please give the carer the [GP Carer PHB information leaflet](#) and explain that they will be contacted by SILC within 10-15 working days. Carers will be required to provide receipts of services purchased with PHB funding.
- 4) SILC will provide email confirmation to the practice/surgery following completion of a GP carer PHB referral.

- 5) Practices using EMIS who wish to record that the carer has been referred for a GP carer PHB can use the following EMIS code: 940241000006103 (Carer referred to short break provider).

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into place in May 2018. This legislation aims to give people more control over their personal information.

How does this affect the Carers Prescription?

The list of services available includes Carers Information Pack; Adult Carer Support; Young Carer Support; moving and handling; and the GP carer PHB. Following referral our provider will triage assess each carers needs and will develop individual carer support plans which may include where appropriate an onward referral for other services such as a statutory Carer's Assessment.

Once you submit a prescription, this will be sent to Surrey Independent Living Council (SILC) will still process the GP care PHB payments and any carer information pack requests. If you have ticked any of the other boxes your carer will be referred to carer support services. They will contact the carer, have a discussion about their needs and refer them on to other services (including social care) as appropriate.

We have a fair processing notice leaflet which explains to the carer what information will be shared, why it is being shared, and with whom. For GDPR compliance it is crucial that this document is provided to each carer referred using the Carers Prescription.

The Carers Prescription and fair processing notice can be found at:
<http://carersworldradio.ihoststudio.com/GPCP.html>.

Further information and FAQs

For further information please contact Surrey Independent Living Council (SILC)

Email: admin@surreyilc.org.uk

Telephone: 01483 458 111

Text: 07771 108 624

Fax: 01483 459 976

Astolat, Coniers Way
Burpham
Guildford
Surrey
GU4 7HL

Frequently asked questions (FAQ)

How do I know how many Carer PHBs my practice has been allocated?

The resource for Carer PHBs is finite. The allocation for each practice is agreed annually by commissioners, and should be managed by the practice. This information is available through Surrey Independent Living Council (SILC).

How do I know how many Carer PHBs have already been provided within the financial year?

This information is available from SILC. Practices using EMIS who wish to record that the carer has been referred for a GP carer PHB can use the following EMIS code: 940241000006103 (Carer referred to short break provider) – this could be used to help you track of the number of PHBs already allocated within year.

Who within practices can refer carers for a PHB?

Referrals must be through a GP. GPs can delegate this to the named Carers Lead within their practice. For assurance purposes, GPs will need to advise of any delegations made to SILC.

Can a carer request a Carers PHB?

Yes, a carer can request a PHB, but our practice is to encourage carers to discuss with their GP how caring is affecting their health and wellbeing. There may be other more appropriate support and/or services available. Allocation of a Carers PHB is a clinical decision made by the GP.

Can a carer have multiple GP Carer PHBs?

Carers/households who have already received a GP Carer PHB (before 1st April 2014) should only be referred again at the discretion of the carer's clinician. This does not apply to young carers. Carers with ongoing support needs should be [referred for a Carer's Assessment](#).

How can carers use their PHB?

PHBs are there to help provide a break from caring in the wider sense, but must adhere to requirements of direct payments. This will be managed through discussion between SILC and the carer following referral.

Can/should carers also be referred to other services or support?

Yes – we encourage you to refer all carers using the GP Carers Prescription, regardless of the level of need. The GP Carers Prescription has information about other services and support available:

<https://fs4.formsite.com/surreygp/form8/index.html?1557486087771>.

I would like to refer a carer for a statutory Carer's Assessment – how can I do this?

You can refer a carer for a Carer's Assessment through the GP Carers Prescription by requesting this in the free text box at the bottom of the referral form:

<https://fs4.formsite.com/surreygp/form8/index.html?1557486087771>.

My practice is geographically located in Surrey but is not associated with any of the Surrey CCGs – can we still access Carers PHBs in Surrey?

No – in such cases, please seek a response from your CCG.

What if a carer is registered at a different practice from the cared for?

If a carer is registered at a different practice to that of the cared for person the GP can verify any details with that practice. Referral for any of the services on the Surrey Carers Prescription should be made from the Surrey practice the carer is registered with. You may do this under GDPR using legitimate interests.

The Surrey Carers Pathway

