

Surrey GP Carers Registration Survey Report 2019



“CARERS look after family; partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.” - Carers UK definition

This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age. Many carers combine caring with other responsibilities; for example combining work with caring or looking after their children and older or disabled relatives

April 2019





Foreword from

Dr. Sue Tresman

Surrey Heartlands Lay Carers Lead

I am delighted for you to read this report with its encouraging narrative.

As a Carer myself, I am very aware of the central and vitally important role played by our GP's and other colleagues in our medical practices across Surrey, in support of our marvellous Carers.

This powerful partnership unleashes potential for our Carers to provide care for loved ones, so key to underpinning Health and Care provision - often in challenging circumstances for the Carer.

The journey we are making to enhance this partnership is exciting and we are all motivated by the shared aspiration to do more.

In closing I would like to thank everyone involved in spearheading ground breaking support for Carers and those staff involved in the Carers Support and Leadership teams, our many and varied partners in our network of practices.

Together, we are helping Carers when they need us, often at times of increased pressure on them and allowing them to undertake their crucial caring role.

Dr Sue Tresman
Lay Lead for Carers , Surrey Heartlands

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Background

The partnership between the six Surrey based Clinical Commissioning Groups (CCGs); Surrey County Council (SCC) and the 120 General Practices and two Ministry of Defence (MoD) medical centres in Surrey has been an extremely productive relationship for all organisations.

It is estimated that 6,000¹ people take on caring responsibilities every day, looking after a family member or friend with a disability or long term condition, mental health problem, or alcohol or substance misuse issue.

Both national² and local³ research provides conclusive evidence that the physical and mental health of carers can be impacted negatively by their caring role. It is vital that carers are identified and supported at the earliest stage possible so that they may access the support they need. GPs are often the first point of contact which is why they and their practice teams play a pivotal role in the daily lives of carers. However many carers go unidentified by GPs (only 7%)⁴ missing out on vital support not least to help them maintain their own health and wellbeing.

Support for carers is now incorporated in the NHS Mandate and the NHS Long Term Plan⁵ which includes a series of commitments aimed at improving identification and support for both adult and young carers. This aligned to the new Surrey Carers Memorandum of Understanding⁶ which was ratified by the Surrey Health and Wellbeing Board in January 2017 and has as its first principle:

Principle 1

We will support the identification, recognition and registration of carers and young carers in all organisations including primary care.

Furthermore there are specific legal obligations to promote wellbeing⁷ for carers and young carers both in the Care Act 2014 and Children Act 1989 include requirements for councils to provide information and advice and preventative support and also to undertake carers assessments on the appearance of need. Both acts include obligations for the NHS to cooperate with the achievement of this for carers.

The need to identify and support carers is flagged in the NHS Constitution and a range of national policy documents from NHS England, including Commitment to Carers⁸, the General Practice Forward View 2016⁹, the Government Carers Action Plan 2018-2020¹⁰ and the recently published NHS Long Term Plan.

¹ Carers UK

² Carers UK State of Caring Survey 2017 <https://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-report-2017>

³ Surrey Adult Carers Health Survey 2011 <http://carersworldradio.ihoststudio.com/useful/healthsurvey.pdf>
Surrey Young Carers Health Survey 2013
<http://carersworldradio.ihoststudio.com/ycreport/surrey%20young%20carers2.pdf>

⁴ NHS England Commitment to Carers Data 2014

⁵ NHS Long Term Plan 2019 <https://www.longtermplan.nhs.uk/>

⁶ Surrey "Together for Carers"

<http://carersworldradio.ihoststudio.com/carersnet/Together%20for%20Carers%20final.pdf>

⁷ <https://www.scie.org.uk/care-act-2014/assessment-and-eligibility/eligibility/how-is-wellbeing-understood.asp>

⁸ NHS England Commitment to Carers <https://www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf>

⁹ GP Forward View April 2016 <https://www.england.nhs.uk/wp-content/uploads/2016/04/gp-fv.pdf>

Based on the 2011 Census and population projections the Surrey Carers Joint Strategic Needs Assessment¹¹ can estimate that in 2016 there were 115,216 carers of all ages living (estimated young carers population 14,750¹²). In Surrey in 2016, this equates to approximately 10% of the population. Based on the Carers UK Valuing Carers 2015 research¹³, these carers save the public purse an estimated £1.8 billion a year in Surrey. The figure for the UK is estimated at £132 billion.

Our overall target for all practices is 2% of their practice size holding.

GP Carer Quality Markers

NHS England (NHSE) has been working with the Care Quality Commission to develop some quality standards for carer friendly GP practices. A framework of questions (quality markers) can be used by doctors' surgeries to demonstrate how effective they are in recognising and supporting carers. The questions and ideas have been taken from what carers, and their representatives, have told NHS England matters to them. These are planned for launch June 2019 through an on-line portal. Surrey has been involved in the co-production of these carer quality markers and as part of the annual GP Carers Registration Survey 2019 we included them as an optional section.

Key Findings

The annual survey was circulated to all GP practices in Surrey in January 2019. This year **90** out of a total of **119** practices completed the survey, providing a response rate of **75.63%**. This is the highest response rate to date. The surgeries who did not respond to the initial call out were then contacted again.

The overall number of carers in Surrey registered with their GP has risen to **27,575** – an increase of **11.26%** on the previous year's total of 24,785. This represents that **23.93%** of the total Surrey carer population are registered as such with their GP, up on previous year 21.51%. This is encouraging as we know that here is a direct correlation between the number of hours caring and the impact this has on a carers overall health and wellbeing. With 31,512 carers in Surrey caring for 20 hours a week we know many more are now receiving support from their GP.

The number of young carers in Surrey registered with their GP has increased to **336** from 261 in previous year. This represents 27.27% growth albeit there is still significant inequity between adult and young carers registration. Young Carers registration is just 2.28% of the overall Young Carers population.

¹⁰ Govt Carers Action Plan 2018-20

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/713781/carers-action-plan-2018-2020.pdf

¹¹ Surrey Carers JSNA

<https://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=1758&cookieCheck=true>

¹² Surrey Young Carers JSNA <https://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=1813>

¹³ Carers UK Valuing Carers 2015 <https://www.carersuk.org/for-professionals/policy/policy-library/valuing-carers-2015>

The number of Black and Asian Minority Ethnic (BAME) carer numbers increased to **1,442** from the previous year's total of 889. This represents an increase of 47.45% however although a welcome improvement this only represents 1.25% of the overall Carer Population (Surrey BAME population 16.5%).

The number of carers registered at MoD Pirbright remains largely the same as 2017 and 2018 however due to the deployment cycle these carers are likely to be new to our records.

This year aligned to the NHS Long Term Plan 2019 and the Government Carers Action Plan 2018-20 we included within our survey the soon to be launched (11th June 2019) GP Carer Quality Markers. The section was optional but out of the **90** returns we received **76** completed the full survey (**84.44%**). To view the detailed findings please click on this link:
<https://fs4.formsite.com/res/resultsReportCharts?EParam=PyBo85CFjhGgRrmExFIGxrKYScuASs1owCi9jw02kUT1kF9Ghnpw0fMzhoH04BNxG1E3tQHPIR0%3D>

3 CCGs achieved an average of 2% or higher of carers registered with the remaining 3 CCGs only marginally below the target 2%. In real terms **60** practices achieved the 2% target of carers registered against their practice size holding with Practices from East Surrey CCG achieving the highest average of 2.41%.

Finally although not part of the annual survey the number of GP Carer Prescription continues to rise Year on Year. During 2018-19 there were 4,571 dispensed of which 2,249 were for GP Carer Breaks.

The figures highlighted in orange indicate where we have used the previous year's figures, because the practice has not supplied current data.

East Surrey

Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2018	Adult Carers registered March 2019	% of patients registered as carers March 2019	% increase of carers registered Feb 2018 to March 2019	Young Carers registered March 2018	Young Carers registered March 2019	BAME Carers registered March 2018	BAME Carers registered March 2019
Birchwood Medical Practice	16,430	1643	405	417	2.54%	2.96%	7	15	4	6
Caterham Valley Medical Practice	9,682	968	226	246	2.54%	8.85%	4	5	12	15
Elizabeth House Surgery	5,998	600	161	164	2.73%	1.86%	2	3	2	0
Greystone House Practice	14,561	1456	305	317	2.18%	3.93%	13	6	21	10
The Hawthornes	8,384	838	198	209	2.49%	5.56%	3	1	0	110
Holmhurst	9,853	985	178	146	1.48%	-17.98%	4	2	0	10
Lingfield Surgery	10,600	1060	284	293	2.76%	3.17%	0	2	0	0
The Moat House	11,777	1178	350	304	2.58%	-13.14%	7	14	0	29
Oxted	16,585	1659	296	301	1.81%	1.69%	0	6	0	15
Pondtail Surgery	7,500	750	206	208	2.77%	0.97%	1	0	5	6
Smallfield Surgery	6,900	690	263	337	4.88%	28.14%	0	11	0	0
Town Hill Medical Practice	12,733	1273	217	217	1.70%	0.00%	0	0	0	0
Wallingham Green	13,263	1326	280	362	2.73%	29.29%	4	3	33	46
The Wall House	20,190	2019	518	562	2.78%	8.49%	0	5	9	11
Wayside Surgery	4,378	438	95	110	2.51%	15.79%	0	0	0	0
Whyteleafe Surgery	6,088	609	79	66	1.08%	-16.46%	1	1	8	5
Woodlands Surgery	10,211	1021	217	209	2.05%	-3.69%	7	6	0	0
Total	185,133	18,513	4278	4468	2.41%	4.44%	53	80	94	263

Guildford and Waverley

Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2018	Adult Carers registered March 2019	% of patients registered as carers March 2019	% increase of carers registered Feb 2018 to March 2019	Young Carers registered March 2018	Young Carers registered March 2019	BAME Carers registered March 2018	BAME Carers registered March 2019
Austen Road Surgery	7,363	736	200	203	2.72%	1.50%	0	0	5	8
Binscombe Medical Centre	10,738	1074	237	237	2.21%	0.00%	2	2	6	6
Chiddingfold Practice	4,685	469	55	55	1.17%	0.00%	0	0	0	0
Cranleigh Medical Centre	15,961	1596	468	515	2.93%	10.04%	7	7	7	0
Dapdune House Surgery	11,419	1142	39	373	0.34%	856.41%	2	2	0	25
East Horsley Medical Centre	10,371	1037	285	212	2.75%	-25.61%	0	3	0	0
The Fairlands Medical Practice	12,643	1264	284	305	2.25%	7.39%	4	4	6	12
Grayshott Surgery	12,300	1230	277	291	2.25%	5.05%	1	2	1	3
Guildford Rivers Practice	3,496	350	86	86	2.46%	0.00%	0	0	6	6
Guildowns Group	24,806	2481	480	480	1.94%	0.00%	0	0	0	0
Haslemere Health Centre	18,814	1881	365	365	1.94%	0.00%	7	7	32	32
Merrow Park Surgery	10,807	1081	236	236	2.18%	0.00%	16	16	0	0
The Mill Medical Practice	15,966	1597	294	337	1.84%	14.63%	0	0	0	8
New Inn	2,644	264	29	29	1.10%	0.00%	3	3	0	0
Shere Surgery	8,008	801	73	121	0.91%	65.75%	1	3	0	0
Springfield Surgery, Elstead	4,088	409	162	173	3.96%	6.79%	0	2	0	0
St Luke's Surgery	10,950	1095	317	317	2.89%	0.00%	14	14	12	12
Village Medical Centre	7,922	792	172	213	2.17%	23.84%	8	7	0	1
Witley & Milford Medical Partnership	11,070	1107	119	388	1.07%	226.05%	0	1	0	0
Wonersh Surgery	10,615	1062	131	152	1.23%	16.03%	0	2	0	1

Woodbridge Hill Surgery	11,137	1114	325	307	2.92%	-5.54%	52	11	0	33
Total	225,803	22,580	4634	5395	2.05%	16.42%	117	86	75	147

North East Hampshire and Farnham

Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2018	Adult Carers registered March 2019	% of patients registered as carers March 2019	% increase of carers registered Feb 2018 to March 2019	Young Carers registered March 2018	Young Carers registered March 2019	BAME Carers registered March 2018	BAME Carers registered March 2019
The Ferns Medical Centre	10,631	1063	113	133	1.06%	17.70%	0	1	0	0
Downing Street Surgery	12,564	1256	223	251	1.77%	12.56%	2	3	0	12
Farnham Dene Medical Practice	12,389	1239	234	273	1.89%	16.67%	0	2	4	6
Holly Tree Surgery	6,117	612	155	166	2.53%	7.10%	0	0	0	3
Wey Medical	6,929	693	226	242	3.26%	7.08%	1	3	0	17
Total	48,630	4863	951	1065	1.96%	11.99%	3	9	4	38

North West Surrey

Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2018	Adult Carers registered March 2019	% of patients registered as carers March 2019	% increase of carers registered Feb 2018 to March 2019	Young Carers registered March 2018	Young Carers registered March 2019	BAME Carers registered March 2018	BAME Carers registered March 2019
Ashley Medical Practice	3,294	329	37	37	1.12%	0.00%	0	0	0	0
Chertsey MC (Bridge Practice)	20,095	2010	192	511	0.96%	166.15%	1	15	11	23
Chobham & West End	11,071	1107	282	317	2.55%	12.41%	0	7	0	8
Church Street Practice	13,866	1387	420	316	3.03%	-24.76%	2	3	95	13
College Road Surgery	3,345	335	86	86	2.57%	0.00%	0	0	80	80
Crouch Oak Family Practice	16,488	1649	500	500	3.03%	0.00%	3	3	0	0
Family Practice St John's Health Centre	11,961	1196	338	632	2.83%	86.98%	0	4	0	16
Fordbridge Road Medical	6,755	676	170	170	2.52%	0.00%	0	0	0	0
Fort House Surgery	11,584	1158	223	254	1.93%	13.90%	0	5	0	0
Goldsworth Park Health Centre	12,412	1241	261	261	2.10%	0.00%	0	0	0	0
Greenfields Surgery	2,104	210	0	0	0.00%	0.00%	0	0	0	0
Groves (Hinchley Wood)	5,800	580	189	110	3.26%	-41.80%	0	1	0	5
Heathcot Medical Practice	11,968	1197	122	166	1.02%	36.07%	0	2	0	1
The Surgery (Hersham)	8,280	828	172	172	2.08%	0.00%	0	0	0	0
Hillview Medical Centre	14,266	1427	232	468	1.63%	101.72%	5	7	0	64
Hythe Medical Centre	4,899	490	169	169	3.45%	0.00%	0	0	0	0
Knowle Green Medical	8,100	810	86	113	1.06%	31.40%	0	3	0	0
Madeira Medical	8,593	859	194	124	2.26%	-36.08%	0	1	0	3
Maybury Surgery	2,800	280	42	31	1.50%	-26.19%	0	0	0	18
Orchard Surgery	2,855	286	39	39	1.37%	0.00%	0	0	0	0

Ottershaw Surgery	5,547	555	119	160	2.15%	34.45%	0	1	8	9
Packers	4,718	472	69	69	1.46%	0.00%	0	0	0	0
Parishes Bridge Medical Practice	10,669	1067	207	207	1.94%	0.00%	5	5	6	6
Pirbright Practice, Old Vicarage	3,756	376	29	29	0.77%	0.00%	0	0	0	0
Red Practice Walton HC	9,183	918	150	174	1.63%	16.00%	0	3	0	2
Rowan Tree Practice	11,098	1110	111	111	1.00%	0.00%	0	0	0	0
Sheerwater Health Centre	3,089	309	42	520	1.36%	1138.10%	0	0	0	14
Shepperton Medical Centre	12,934	1293	374	397	2.89%	6.15%	1	3	0	5
Southview Surgery	10,460	1046	325	354	3.11%	8.92%	4	5	119	127
St Davids Health Centre	13,760	1376	127	164	0.92%	29.13%	3	3	19	50
Staines & Thameside Medical	4,500	450	51	34	1.13%	-33.33%	0	2	11	1
Staines Health Group	12,388	1239	110	110	0.89%	0.00%	0	0	0	0
Stanwell Road Surgery	8,229	823	104	104	1.26%	0.00%	0	0	0	0
Sunbury Health Centre	18,691	1869	351	351	1.88%	0.00%	0	0	0	0
Sunny Meed Surgery	9,749	975	384	175	3.94%	-54.43%	1	0	0	11
The Studholme MC	16,350	1635	434	520	2.65%	19.82%	5	0	0	0
The White Practice Walton HC	3,650	365	84	57	2.30%	-32.14%	0	0	0	2
The Yellow Practice Walton HC	4,928	493	89	86	1.81%	-3.37%	0	4	0	11
Upper Halliford MC	3,186	319	62	62	1.95%	0.00%	0	0	0	0
Wey Family Practice	10,831	1083	316	322	2.92%	1.90%	0	0	0	0
Total	358,252	35,825	7292	8482	2.04%	16.32%	30	77	349	469

Surrey Downs

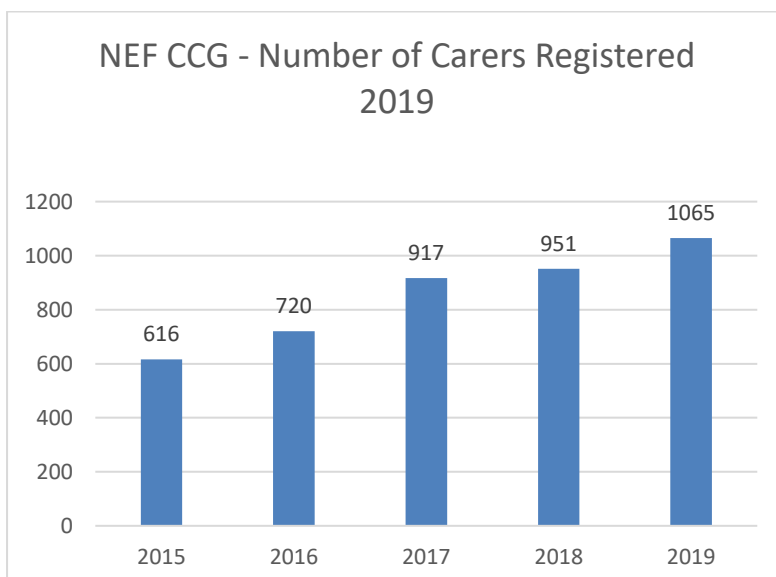
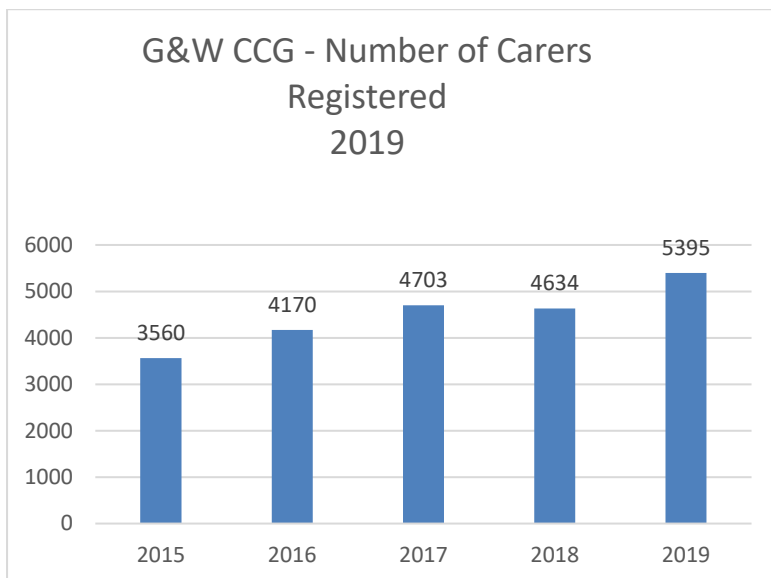
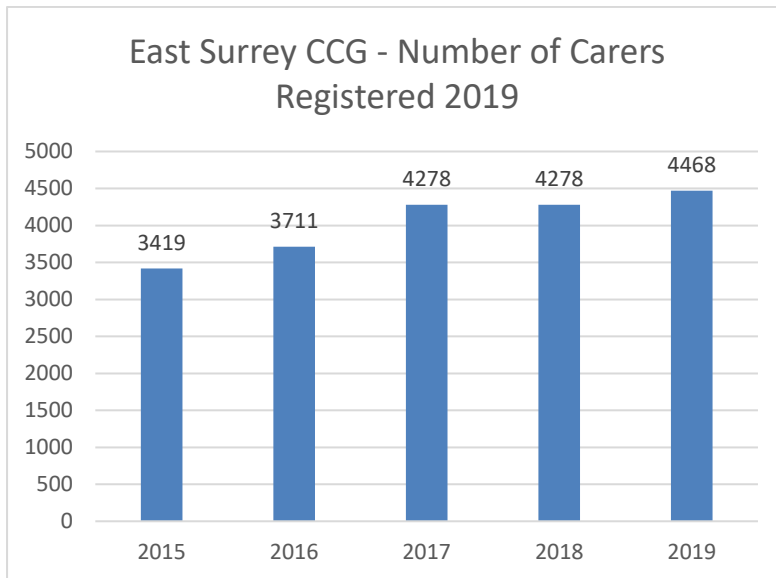
Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2018	Adult Carers registered March 2019	% of patients registered as carers March 2019	% increase of carers registered Feb 2018 to March 2019	Young Carers registered March 2018	Young Carers registered March 2019	BAME Carers registered March 2018	BAME Carers registered March 2019
Ashlea Medical Practice	20,686	2069	678	736	3.56%	8.55%	1	1	10	59
Ashley Centre Surgery	9,876	988	153	176	1.78%	15.03%	0	2	0	0
Brockwood (Tan Med & N Holm)	11,880	1188	247	278	2.34%	12.55%	0	1	0	2
Capelfield Surgery	8,000	800	140	150	1.88%	7.14%	0	0	0	0
Cobham Health Centre	13,176	1318	107	107	0.81%	0.00%	0	0	0	0
Derby Medical Centre	14,530	1453	197	228	1.57%	15.74%	0	0	0	0
Dorking Medical Practice	11,500	1150	234	100	0.87%	-57.26%	0	7	1	11
Eastwick Park Medical Centre	7,779	778	139	145	1.86%	4.32%	0	0	0	2
Esher Green Surgery	10,700	1070	156	179	1.67%	14.74%	0	0	0	0
Fai+B11:N11rfield Medical Practice	10,349	1035	372	372	3.59%	0.00%	1	1	4	4
Fountain Surgery	9,282	928	285	304	3.28%	6.67%	0	0	0	10
Glenlyn Medical Centre	22,412	2241	133	133	0.59%	0.00%	2	2	0	0
Heathcote Medical Centre	11,982	1198	122	122	1.02%	0.00%	0	0	0	0
ICP - The Old Cottage Hospital	33,000	3300	596	717	2.17%	20.30%	3	8	0	0
The Grove MC (Lantern Surgery)	14,300	1430	70	282	1.97%	302.86%	0	2	0	22
Leith Hill Practice	7,891	789	163	215	2.72%	31.90%	0	2	3	9
Littleton Surgery	4,342	434	129	129	2.97%	0.00%	0	0	0	0
Longcroft Clinic	11,303	1130	297	297	2.63%	0.00%	3	3	0	0
Medwyn Surgery	11,200	1120	185	210	1.88%	13.51%	8	8	12	72
Molebridge Practice	5,992	599	120	120	2.00%	0.00%	1	1	4	4

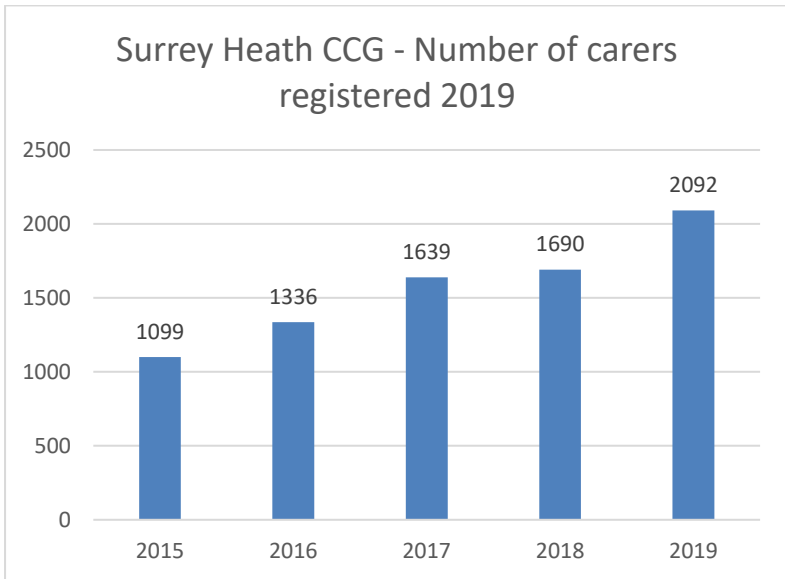
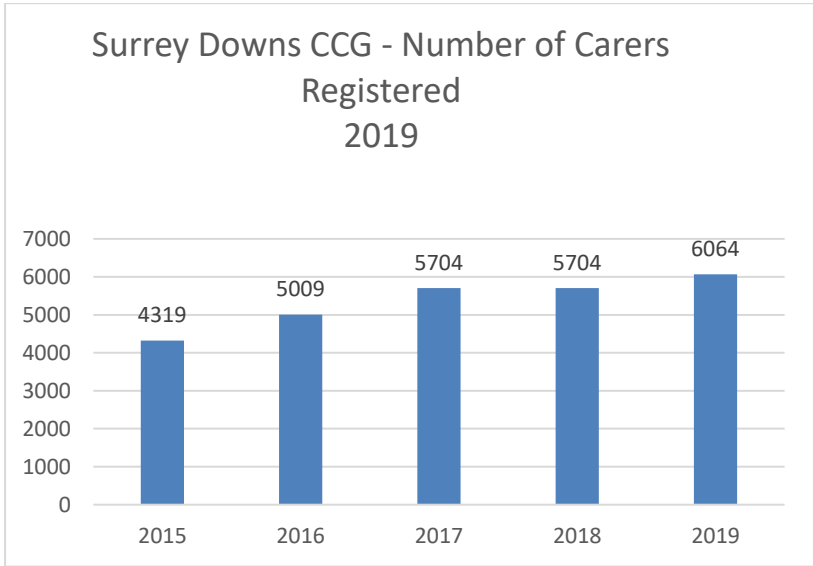
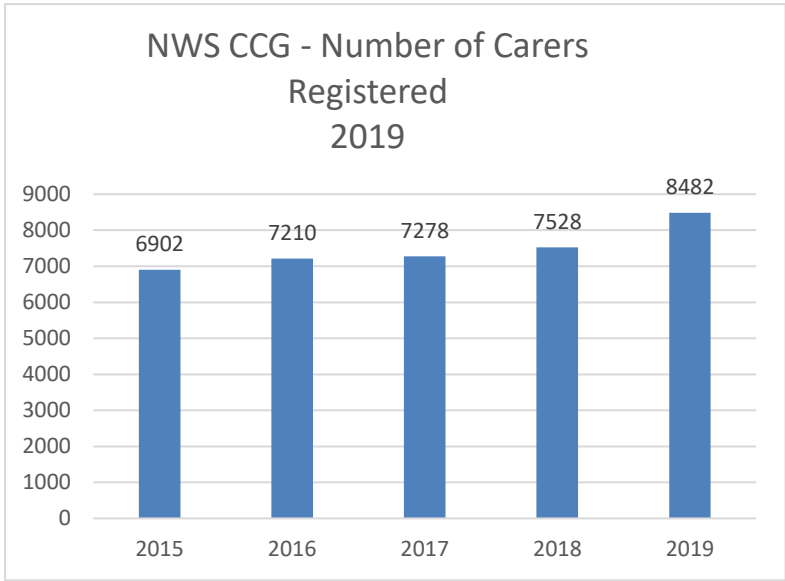
Nork Clinic	8,000	800	148	145	1.81%	-2.03%	2	1	0	0
Oxshott Medical Practice	7,682	768	75	88	1.15%	17.33%	0	0	0	4
Riverbank Surgery	1,926	193	79	79	4.10%	0.00%	2	2	0	0
Shadbolt Park House Surgery	8,376	838	92	92	1.10%	0.00%	0	0	7	7
Spring Street Surgery	6,800	680	80	61	0.90%	-23.75%	0	0	0	0
St Stephen's House	5,498	550	82	106	1.93%	29.27%	1	1	4	1
Stoneleigh Surgery	4,024	402	180	48	1.19%	-73.33%	0	0	0	8
Tadworth Medical Centre	9,437	944	71	71	0.75%	0.00%	0	0	11	11
Tattenham Health Centre	6,640	664	156	156	2.35%	0.00%	2	2	22	22
The GP Centre (Thorkhill)	5,022	502	107	107	2.13%	0.00%	0	0	0	0
The Vine Medical Centre	6,317	632	111	111	1.76%	0.00%	1	1	0	0
Total	319,902	31,990	5704	6064	1.90%	6.31%	27	45	78	248

Surrey Heath

Surgery Name	Patient List Size	Est No of carers	No of carers registered March 2018	No of carers registered March 2019	% of patients registered as carers March 2019	% increase between February 2018 and March 2019	No of young carers coded March 2018	No of young carers coded March 2019	No of registered BAME carers March 2018	No of registered BAME 2019
Camberley Health Centre	9,800	980	219	198	2.23%	-9.59%	9	9	15	134
Frimley Green & Ash Vale (Bartlett)	27,965	2797	620	717	2.22%	15.65%	5	10	46	36
Heatherside Surgery	6,104	610	33	33	0.54%	0.00%	0	0	0	0
Lightwater Practice, All Saints	12,500	1250	80	71	0.64%	-11.25%	2	1	0	1
Park House Surgery	20,980	2098	86	373	0.41%	333.72%	0	8	0	0
Park Road Surgery and Old Dean	14,302	1430	207	207	1.45%	0.00%	7	7	61	61
Station Road Practice	7,603	760	168	182	2.21%	8.33%	0	0	0	16
Upper Gordon Road Surgery	11,756	1176	277	311	2.36%	12.27%	5	4	0	29
Total	111,010	11101	1690	2092	1.52%	23.79%	28	39	122	277

Individual CCG Year on Year Graphs

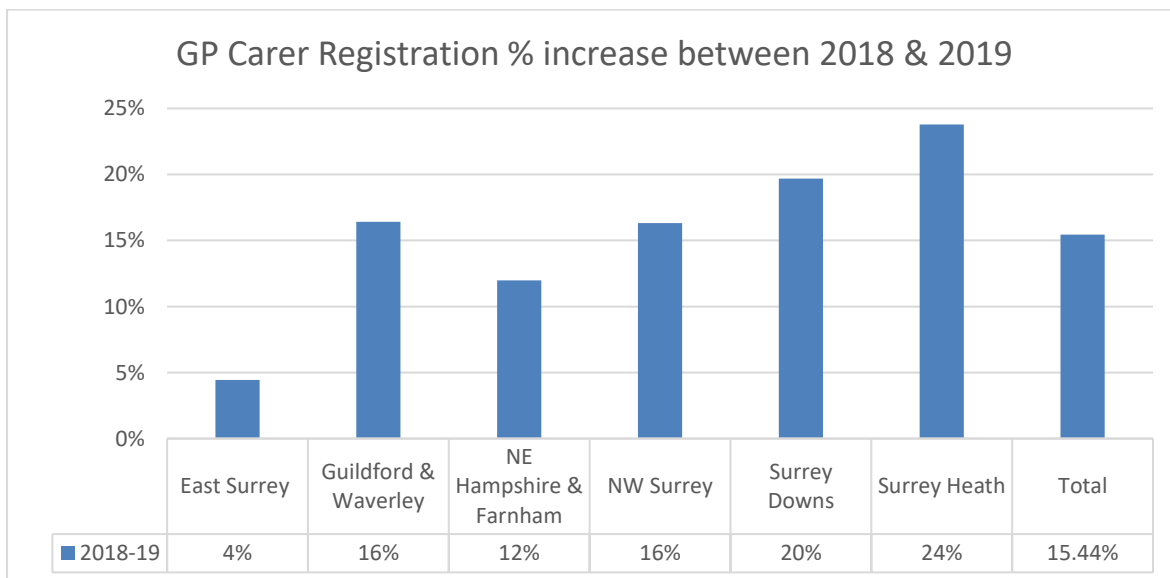




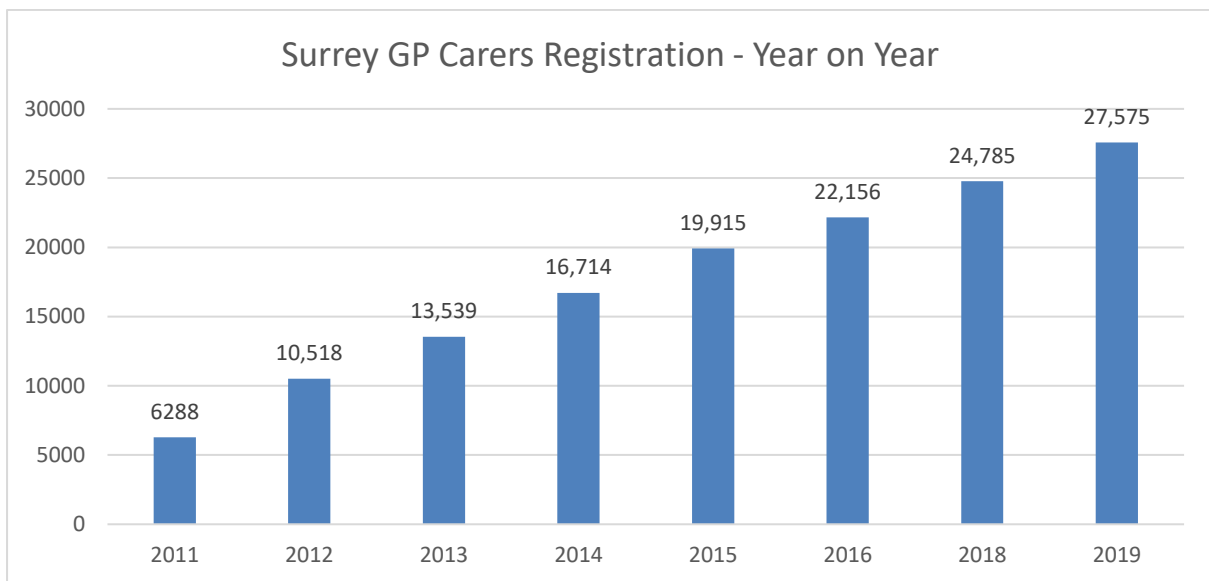
Summary – Year on Year Global



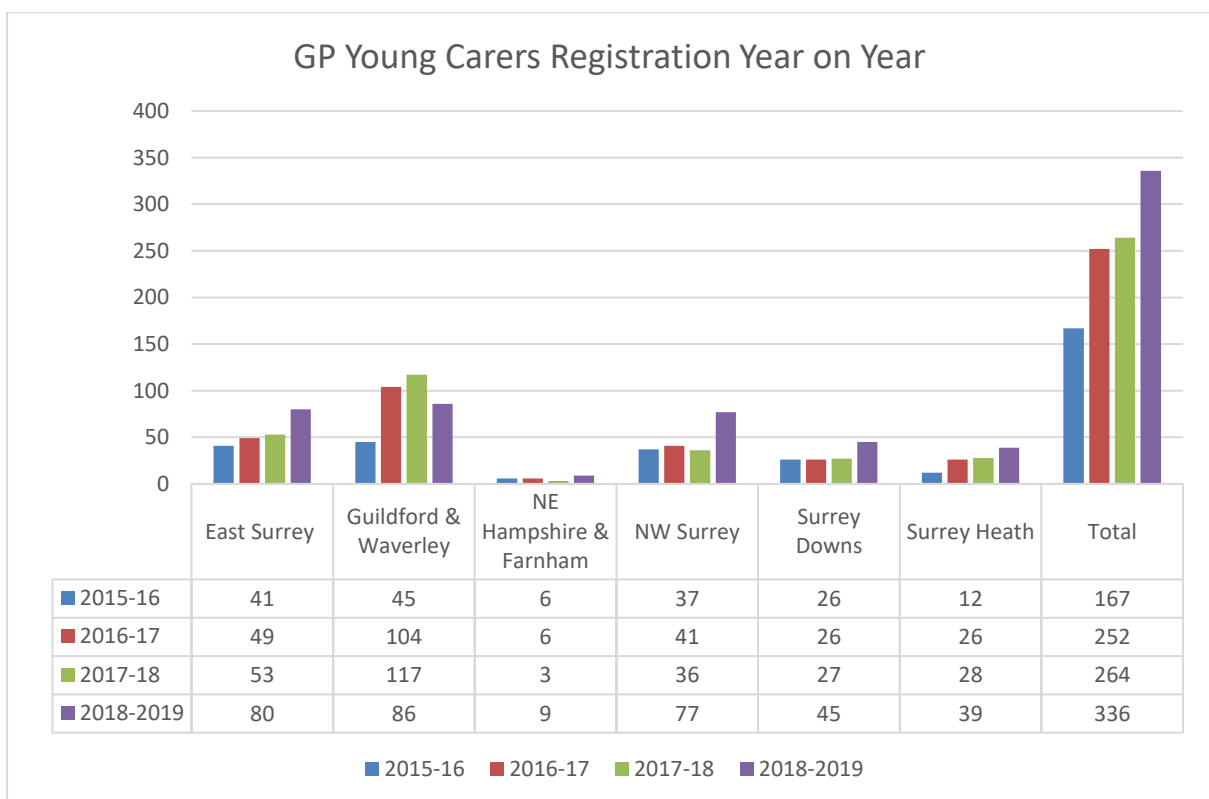
Summary – Year on year % increase by CCG



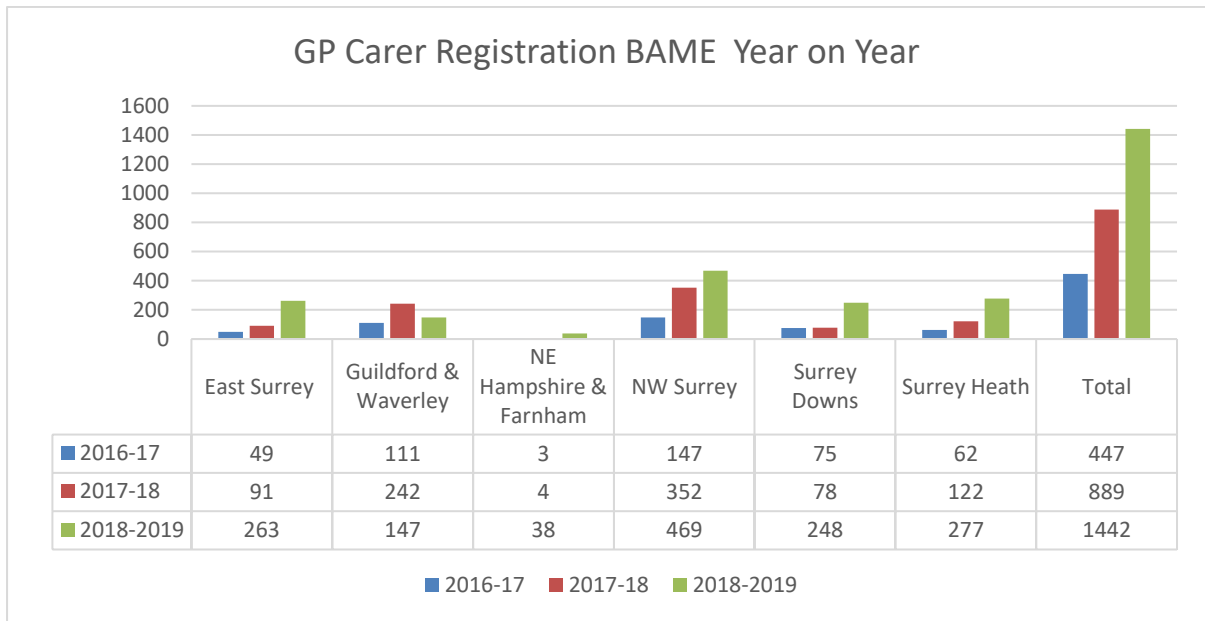
Summary – Adult Carers Registration Year on Year



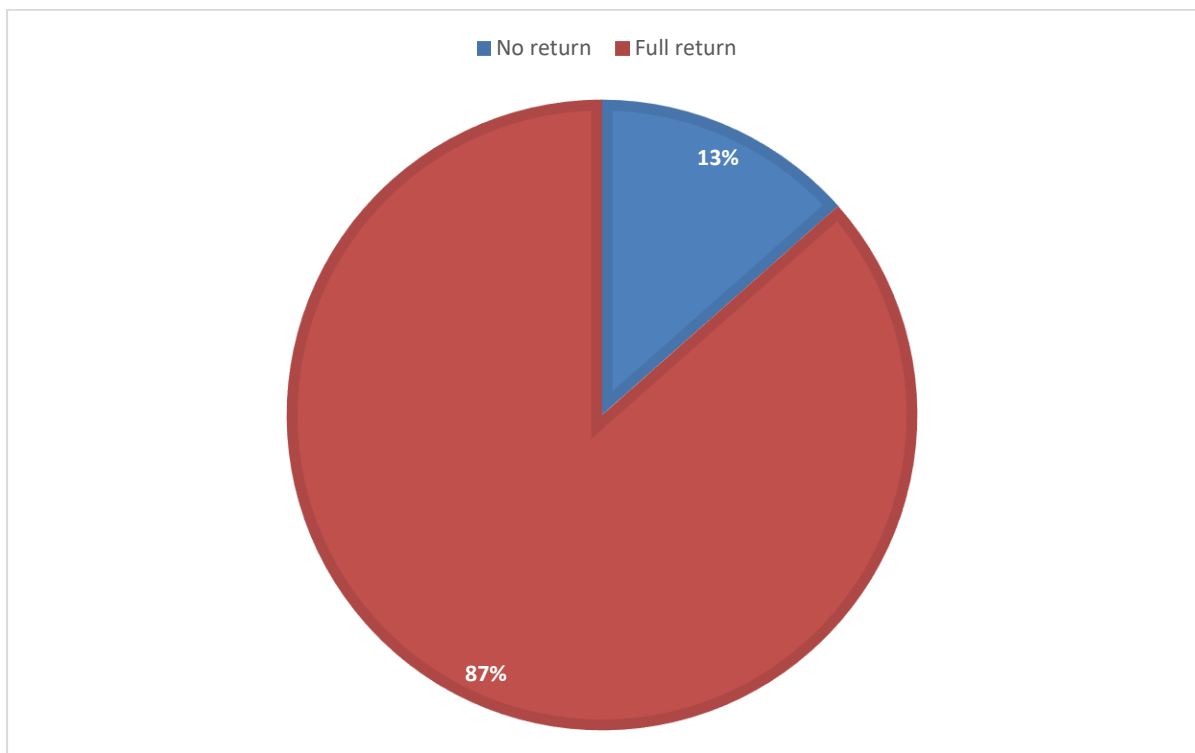
Summary - Young Carers Registration Year on Year



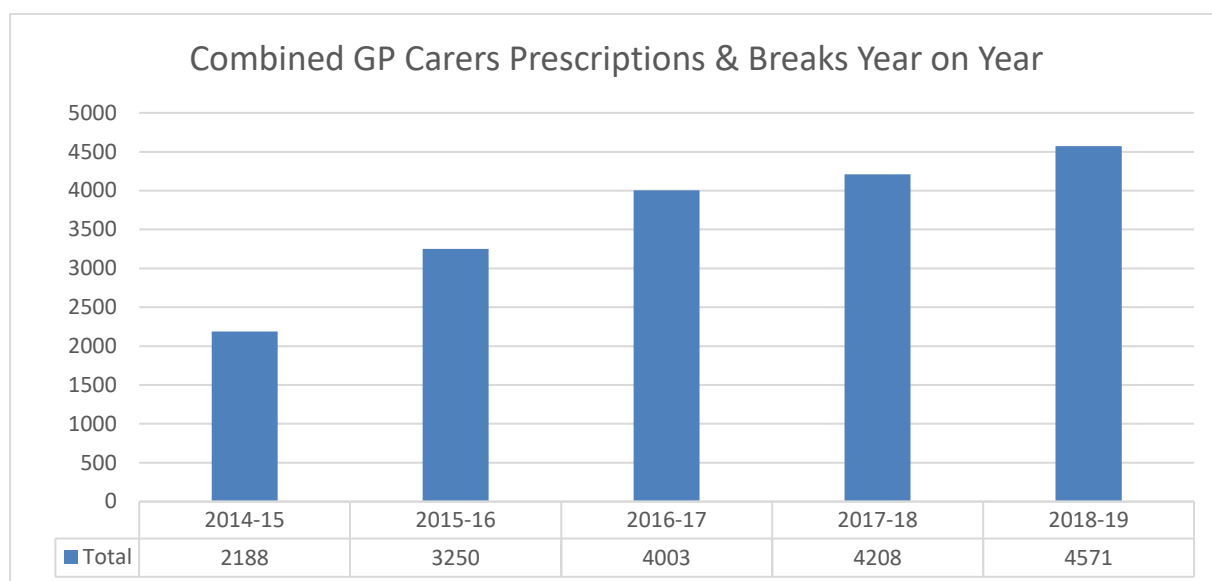
Summary – BAME Carers Registration Year on Year



Summary - GP Carer Quality Markers 2019



Summary of GP Carers Prescriptions – Year on Year



Next Steps and Recommendations 2019-20

1. Primary Care Carer KPI Launch

As part of our commitment to deliver on the NHS Long Term Plan we have launched a new Primary Care KPI for 2019-20. This reflects the current annual Carer Registration Survey and optional GP Quality Marker Survey.

Further more to achieve our System Ambitions for Carers we will promote:

- The RCGP John's Campaign resources
- The Young Carers Top Tips for Young Carers
- GP Carer Breaks as part of the wider NHS England Personalisation Programme
- Co-produce new GP Carer Registration Forms
- Employers for Carers Services to support staff carers
- Carer Awareness Training opportunities for practice staff including young carer awareness

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Our senior leadership team including;

- Dr Claire Fuller – Senior Responsible Officer Surrey Heartlands ICS
- Sumona Chatterjee– Surrey Heartlands Director of Surrey wide Services
- Sue Robertson – Surrey Heartlands Associate Director of Strategic Commissioning
- Vicky Stobbart – ICP Guildford & Waverley Director and Carers Lead
- Dr Sue Tresman – Surrey Heartlands Lay Lead for Carers
- Sonya Sellar – SCC Adult Social Care Director and Carers Lead
- John Bangs – SCC Senior Carers Commissioning Manager
- Dave Ross – NHS England Carers Lead
- Janice Clark – Co Chair of the Surrey Carers Commissioning Group and Carer

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