

Surrey GP Carers Registration Survey Report 2020



“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

May 2020



Foreword from Dr. Sue Tresman Surrey Heartlands Independent Carers Lead

There is nowadays a welcome recognition at National Level of the need to identify and support our wonderful Carers in their caring roles looking after those in need - vulnerable family members and friends. The current emergency response to Covid -19 has underscored the vital and indispensable role that Carers play and how challenging and daunting this can be in such unprecedented times.

Against this backdrop, this report shows the key role that Primary Care plays in identifying and registering our Surrey Carers -often an important first step in the finding ways to support them. However the Covid-19 emergency response which coincides in part with this period of reporting will have impacted on the degree to which Carers , including Young Carers , have been able to be registered and so the figures for this year will reflect that constraint.

As Independent Carers Lead, I'd like to extend my warm appreciation to the diverse team of colleagues across Care, Health and Faith, Community and Voluntary Sectors who have all played their part with dedication and determination to bring about the welcome progress seen in this report - Thank you .

Dr Sue Tresman
Independent Lead for Carers, Surrey Heartlands



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Background

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

The Surrey Carers Team has been collecting data on the number of carers registered within practice since 2008. There is now a Surrey Carers Key Performance Indicator for primary care (launched July 2019). The annual survey is our approach to evidencing progress to implement the NHS Long Term Plan requirements around carers as well as the Surrey Health and Wellbeing Strategy.

Support for carers is incorporated in the NHS Mandate and the NHS Long Term Plan¹ 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 Understanding² 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 wellbeing³ for carers and young carers both in the Care Act 2014 and Children Act 2014 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 Carers⁴, the General Practice Forward View 2016⁵, the Government Carers Action Plan 2018-2020⁶ and the NHS Long Term Plan.

Based on the 2011 Census and population projections the Surrey Carers Joint Strategic Needs Assessment⁷ can estimate that in 2016 there were 115,216 carers of all ages living (estimated young carers population 14,750⁸). In Surrey in 2016, this equates to approximately 10% of the population. Based on the Carers UK Valuing Carers 2015 research⁹, 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.

¹ NHS Long Term Plan 2019 <https://www.longtermplan.nhs.uk/>

² Surrey " Together for Carers"

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

³ <https://www.scie.org.uk/care-act-2014/assessment-and-eligibility/eligibility/how-is-wellbeing-understood.asp>

⁴ NHS England Commitment to Carers <https://www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf>

⁵ GP Forward View April 2016 <https://www.england.nhs.uk/wp-content/uploads/2016/04/gp-fv.pdf>

⁶ 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

⁷ Surrey Carers JSNA

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

⁸ Surrey Young Carers JSNA <https://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=1813>

⁹ Carers UK Valuing Carers 2015 <https://www.carersuk.org/for-professionals/policy/policy-library/valuing-carers-2015>

GP Carer Quality Markers¹⁰

As part of our commitment to the NHS England Long Term Plan the annual GP Carers Registration Survey 2020 included an optional link to the soon to be launched national GP Carers Quality Markers portal. Our overall target for all practices is 2% of their practice size holding.

Surrey Carers Key Performance Indicator (KPI)

Launched at our Surrey Carers & providers Network Event in July 2019 the new Surrey Carers Key Performance Indicator for primary care provides a quality standard aligned to the national GP Carer Quality Markers which is evidenced in our Surrey Annual GP Carers Registration Survey.



Key Findings

The annual survey was circulated to all GP practices in Surrey in January 2020 and closed 31st March 2020. This year **62** out of a total of **117** practices completed the survey, providing a response rate of **53%**. This is the lowest response rate to date but must be seen in context of the Covid-19 circumstances. Traditionally we would contact practices during March to follow up on data requests but this year 'Business as usual' was suspended at the beginning of March to ensure frontline staff were allowed to focus on the Covid-19 response. Where surgeries were unable to respond to the initial call out, we have used the previous year's data.

The overall number of carers in Surrey registered with their GP has risen to **28,667** – an increase of **3.96%** on the previous year's total of 27,575. This represents that **24.93%** of the total Surrey carer population are registered as such with their GP, up on previous year 23.93%. However, we feel this maybe an under-representation of the true numbers since where surgeries have submitted data almost all reported increases.

The number of young carers in Surrey registered with their GP has also seen a modest increase to **371** from 336 in previous year. This represents 9.43% growth albeit there is still significant inequity between adult and young carers registration and Young Carers registration remains a reason for

¹⁰ <https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers/>

concern across the Surrey system. Registration of young carers is problematic and it is true to state that “ ... young carers are rarely identified by practice teams, and patients are rarely asked who cares for them.” As such under the stewardship of Guildford and Waverley a new GP Young Carers Registration Pilot was launched in 2019. This pilot has been led by Olivia Shaw, Young Carers Lead. A multi-agency group including School Nurses and representatives from our Young Carers Service defined the process for system wide working which included: scoping the issue; developing a pilot, action plan, and implementation strategy directed towards identifying young carers and providing a single point of access for GP Young Carer Registration. A process flow chart was co-designed with partners and implemented but it is fair to say that the practical issues in meeting the challenge of identifying young carers have still to be met. The problems are considerable. First, there is a lack of data gathering and sharing between the various services involved, for example: Schools and Young Carers Services do not routinely support the process of GP Young Carer Registration. The reasons for this may include incomplete assessments and documentation, and restrictions imposed by the Data Protection Act and General Data Protection Regulation (GDPR) as well as staff competencies in using and recording [Gillick Competency Assessments](#). There is an opportunity to collect these approvals at the point of identification and moving forward our ambition is to ensure GP Young Carer Registration is included as an integral step to supporting young carers.

The number of Black and Asian Minority Ethnic (BAME) carer numbers increased to **2,086** from the previous year’s total of 1,442. This represents an **increase** of 30.87% however although a welcome improvement this only represents 11% of the overall BAME Carer Population (Surrey BAME population 16.5%).

To reflect our commitment to the Armed Forces Covenant the Surrey Carers Team works closely with MOD Medical Centres. This year the number of carers registered at MOD Pirbright remains largely the same as in previous years (15 adult carers, 6 young carers, 2 BAME carers) however due to the deployment cycle these carers are likely to be new to our records. There were 13 GP Carers Breaks Payments made during 2019/20, 11 from MOD Pirbright and 2 from MOD Sandhurst. Additionally, there were 4 Armed Forces Young Carer referrals made to our young carers service.

Aligned to the NHS Long Term 2019 we included within our survey the link to the new national GP Carer Quality Markers portal. The portal is expected to go live in 2020 and Surrey practices have been the first in the country to pilot this new service. The section was optional, and 12 practices completed the full survey. They include:

- Downing Street Group
- The Ferns Medical Practice
- Fountain Practice
- Goldsworth Medical Centre
- Hillview Medical
- Madeira Medical
- Mill Medical Practice
- Oxted Health Centre
- The Ferns Medical Practice
- Packers

- Parishes Bridge Medical Practice
- Rowan Tree Practice
- Springfield

Juggling work with care can be challenging. To help raise awareness of what support is available to practice staff who have caring responsibilities outside their day job we are promoting carer friendly employment practice across our system. For the 2020 survey we asked which practices were registered with Carers UK [Employers for Carers Service](#). 14 practices stated they were registered. Following cross referencing with Carers UK the following practices listed below were verified.

- Downing Street Group Practice
- Lingfield Surgery
- Moat House Surgery
- Packers
- Tattenham Health Centre
- The Integrated Care Partnership

4 areas achieved an average of 2% or higher of carers registered with the remaining 2 areas only marginally below the target 2%. In real terms **74** practices achieved the 2% target of carers registered against their practice size holding. This is up from the previous year's figure of 60. Practices from East Surrey CCG achieving the highest average of 2.60%.

Finally, although not part of the annual survey the number of GP Carer Prescription continues to rise Year on Year. During 2019-20 there were 4,810 dispensed of which 2,267 were for GP Carer Breaks. Both figures represent an increase of 5% on the previous years. (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. Figures highlighted in red, we suspect represent a reporting error. Please note that due to Covid-19 we did not follow up with practices this year.

East Surrey

Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2019	Adult Carers registered March 2020	% of patients registered as carers March 2020	Young Carers registered March 2019	Young Carers registered March 2020	BAME Carers registered March 2019	BAME Carers registered March 2020
Birchwood Medical Practice	17,100	1710	417	417	2.44%	15	15	6	6
Caterham Valley Medical Practice	9,883	988	246	246	2.49%	5	5	15	15
Elizabeth House Surgery	5,973	597	164	172	2.88%	3	3	0	0
Greystone House Practice	14,707	1471	317	315	2.14%	6	9	10	24
The Hawthornes	8,595	860	209	209	2.43%	1	1	110	110
Holmhurst	9,943	994	146	146	1.47%	2	2	10	10
Lingfield Surgery	10,612	1061	293	343	3.23%	2	2	0	10
The Moat House	11,763	1176	304	311	2.64%	14	20	29	30
Oxted	16,682	1668	301	323	1.94%	6	8	15	6
Pondtail Surgery	7,363	736	208	223	3.03%	0	0	6	6
Smallfield Surgery	7,087	709	337	363	5.12%	11	9	0	5
Town Hill Medical Practice	12,481	1248	217	313	2.51%	0	1	0	8
Wallingham Green (Inc Chaldon Rd)	26,898	2690	362	548	2.04%	3	3	46	95
The Wall House	6,897	690	562	562	8.15%	5	5	11	11
Wayside Surgery	5,373	537	110	110	2.05%	0	0	0	0
Whyteleafe Surgery	6,034	603	66	66	1.09%	1	1	5	5
Woodlands Surgery	10,134	1013	209	209	2.06%	6	6	0	0
Total	187,525	18753	4468	4876	2.60%	80	90	263	341

Guildford and Waverley

Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2019	Adult Carers registered March 2020	% of patients registered as carers March 2019	Young Carers registered March 2019	Young Carers registered March 2020	BAME Carers registered March 2019	BAME Carers registered March 2020
Austen Road Surgery	7,786	779	203	218	2.61%	0	0	8	0
Binscombe Medical Centre	10,813	1081	237	237	2.19%	2	2	6	6
Chiddingfold Practice	4,691	469	55	55	1.17%	0	0	0	0
Cranleigh Medical Centre	16,276	1628	515	528	3.16%	7	11	0	0
Dapdune House Surgery	11,706	1171	373	356	3.19%	2	0	25	12
East Horsley Medical Centre	10,392	1039	212	220	2.04%	3	0	0	0
The Fairlands Medical Practice	13,026	1303	305	305	2.34%	4	4	12	12
Grayshott Surgery	12,096	1210	291	316	2.41%	2	2	3	0
Guildford Rivers practice	2,972	297	86	86	2.89%	0	0	6	6
Guildowns Group	22,506	2251	480	480	2.13%	0	0	0	0
Haslemere Health Centre	19,002	1900	365	365	1.92%	7	7	32	32
Merrow Park Surgery	11,929	1193	236	236	1.98%	16	16	0	0
The Mill Medical Practice	15,953	1595	337	276	2.11%	0	0	8	0
Shere Surgery	8,038	804	121	177	1.51%	3	5	0	4
Springfield Surgery, Elstead	4,199	420	173	179	4.12%	2	2	0	0
St Luke's Surgery	11,049	1105	317	317	2.87%	14	14	12	12
Village Medical Centre	8,006	801	213	242	2.66%	7	10	1	4
Witley & Milford Medical Partnership	11,894	1189	388	388	3.26%	1	1	0	0
Wonersh Surgery	10,567	1057	152	152	1.44%	2	2	1	1
Woodbridge Hill Surgery	14,122	1412	307	356	2.17%	11	12	33	52
Total	227,023	22702	5366	5489	2.36%	83	88	147	141

North East Hampshire and Farnham

Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2019	Adult Carers registered March 2020	% of patients registered as carers March 2020	Young Carers registered March 2019	Young Carers registered March 2020	BAME Carers registered March 2019	BAME Carers registered March 2020
Downing Street Surgery	12,551	1255	251	263	2.10%	3	3	12	3
Farnham Dene Medical Practice	12,539	1254	273	304	2.42%	2	0	6	2
Ferns Medical Centre	10,680	1068	133	203	1.90%	1	1	0	2
Holly Tree Surgery	6,194	619	166	166	2.68%	0	0	3	3
River Wey Medical	7,062	706	242	218	3.09%	3	3	17	25
Total	49,026	4903	1065	1154	2.35%	9	7	38	35

North West Surrey

Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2019	Adult Carers registered March 2020	% of patients registered as carers March 2019	Young Carers registered March 2019	Young Carers registered March 2020	BAME Carers registered March 2019	BAME Carers registered March 2020
Ashley Medical Practice	3,905	391	37	37	0.95%	0	0	0	0
Chertsey MC (Bridge Practice)	20,550	2055	511	580	2.82%	15	17	23	26
Chobham & West End	11,414	1141	317	349	3.06%	7	6	8	8
Church Street Practice	14,162	1416	316	99	0.70%	3	3	13	3
College Road Surgery	3,230	323	86	86	2.66%	0	0	80	80
Crouch Oak Family Practice	16,815	1682	500	500	2.97%	3	3	0	0
Family Practice St John's Health Centre	11,671	1167	632	644	5.52%	4	2	16	0
Fordbridge Road Medical	6,802	680	170	170	2.50%	0	0	0	0
Fort House Surgery	11,335	1134	254	254	2.24%	5	5	0	0
Goldsworth Park Health Centre	12,350	1235	261	356	2.88%	0	5	0	170
Groves (Hinchley Wood)	15,622	1562	110	110	0.70%	1	1	5	5
Heathcot Medical Practice	19,263	1926	166	202	1.05%	2	2	1	2
The Surgery (Hersham)	8,590	859	172	200	2.33%	0	1	0	18
Hillview Medical Centre	14,545	1455	468	473	3.25%	7	6	64	2
Hythe Medical Centre	7,266	727	169	169	2.33%	0	0	0	0
Knowle Green Medical	8,356	836	113	113	1.35%	3	3	0	0
Madeira Medical	8,591	859	124	203	2.36%	1	1	3	14
Maybury Surgery	3,080	308	31	31	1.01%	0	0	18	18
Orchard Surgery	2,599	260	39	39	1.50%	0	0	0	0
Ottershaw Surgery	5,519	552	160	160	2.90%	1	1	9	9
Packers	4,984	498	69	137	2.75%	0	0	0	5
Parishes Bridge Medical Practice	10,176	1018	207	229	2.25%	5	5	6	19

Pirbright Practice, Old Vicarage	4,022	402	29	73	1.82%	0	6	0	3
Red Practice Walton HC	9,478	948	174	174	1.84%	3	3	2	2
Rowan Tree Practice	11,280	1128	111	160	1.42%	0	8	0	24
Sheerwater Health Centre	2,946	295	520	49	1.66%	0	0	14	0
Shepperton Medical Centre	12,921	1292	397	422	3.27%	3	4	5	14
Southview Surgery	10,708	1071	354	336	3.14%	5	6	127	126
St Davids Health Centre	14,058	1406	164	159	1.13%	3	4	50	35
Staines Health Group	12,525	1253	110	110	0.88%	0	0	0	0
Stanwell Road Surgery	8,704	870	104	104	1.19%	0	0	0	0
Sunbury Health Centre	18,969	1897	351	351	1.85%	0	0	0	0
Sunny Meed Surgery	11,576	1158	175	175	1.51%	0	0	11	11
The Studholme MC	16,382	1638	520	549	3.35%	0	9	0	250
The White Practice Walton HC	3,640	364	57	57	1.57%	0	0	2	2
The Yellow Practice Walton HC	4,826	483	86	101	2.09%	4	7	11	7
Upper Halliford MC	3,347	335	62	62	1.85%	0	0	0	0
Wey Family Practice	11,100	1110	322	334	3.01%	0	1	0	0
Total	377,307	37731	8448	8357	2.21%	75	109	468	853

Surrey Downs

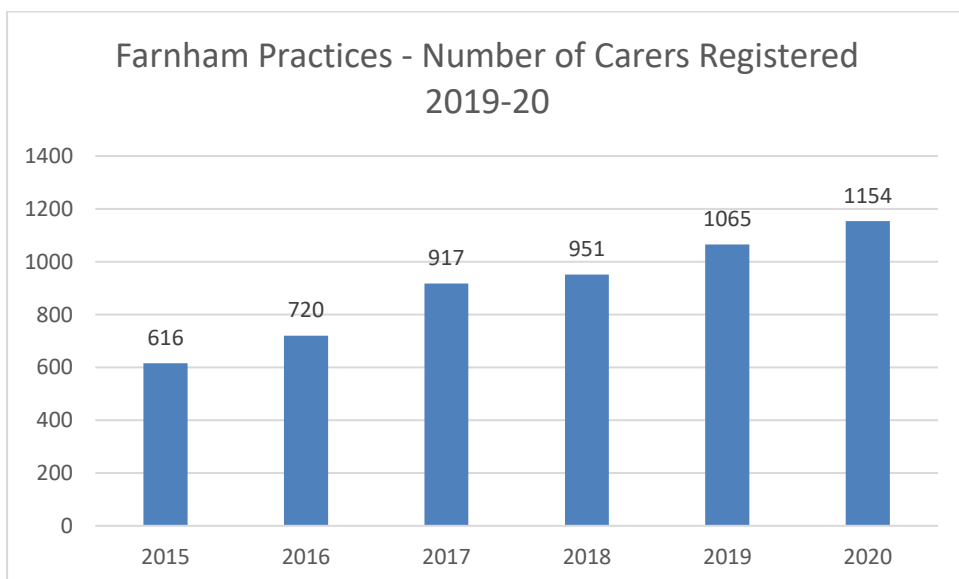
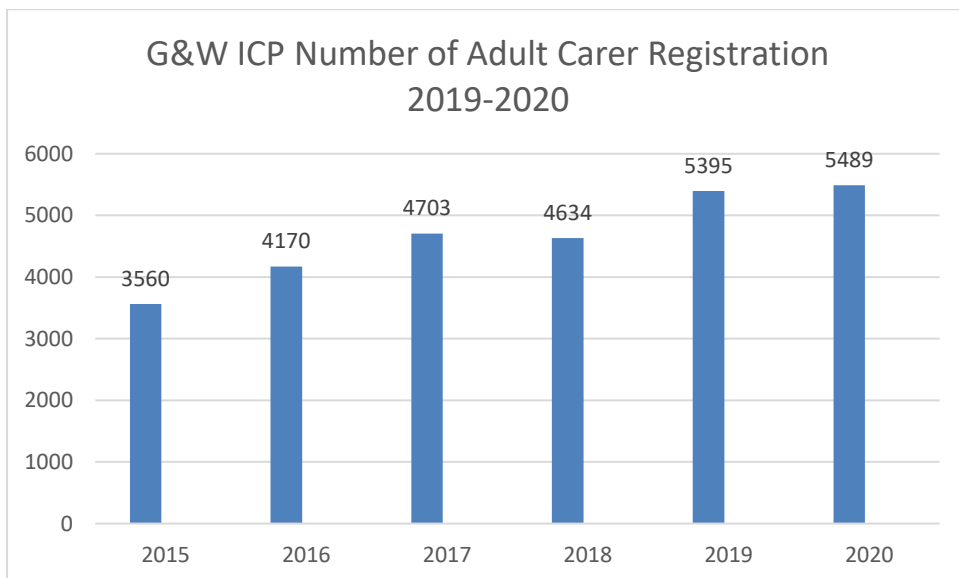
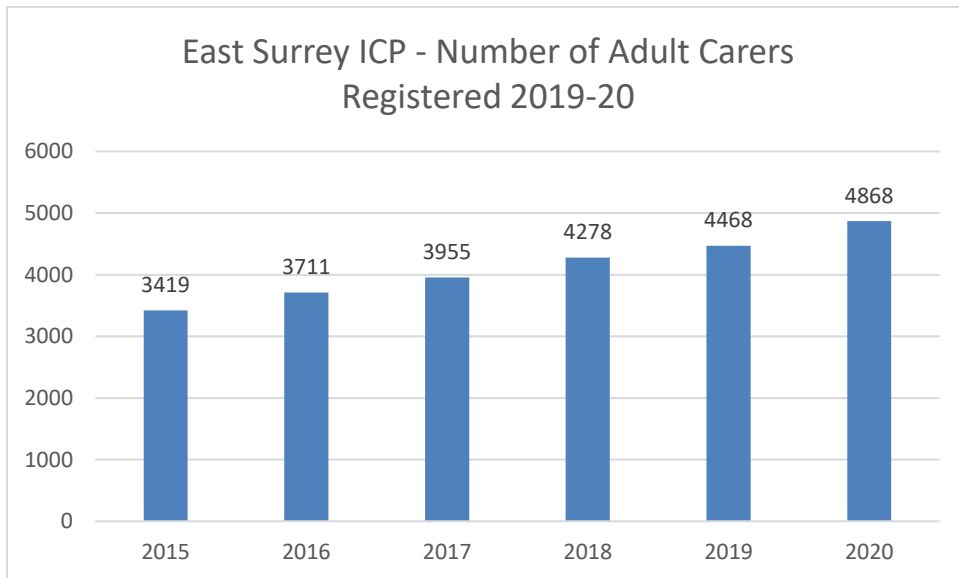
Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2019	Adult Carers Registered March 2020	% of patients registered as carers March 2020	Young Carers registered March 2019	Young Carers registered 2020	BAME Carers registered March 2019	BAME Carers registered March 2020
Ashlea Medical Practice	20,252	2025	736	797	3.94%	1	1	59	400
Ashley Centre Surgery	9,994	999	176	193	1.93%	2	2	0	15
Brookwood (Tan Med & N Holm)	12,208	1221	278	283	2.32%	1	1	2	0
Capelfield Surgery	7,980	798	150	150	1.88%	0	0	0	0
Cobham Health Centre	13,232	1323	107	107	0.81%	0	0	0	0
Derby Medical Centre	14,594	1459	228	284	1.95%	0	0	0	18
Dorking Medical Practice	11,192	1119	100	266	2.38%	7	1	11	0
Eastwick Park Medical Centre	7,935	794	145	145	1.83%	0	0	2	2
Esher Green Surgery	11,106	1111	179	179	1.61%	0	0	0	0
Fairfield Medical Practice	10,416	1042	372	439	4.21%	1	5	4	7
Fountain Surgery	9,333	933	304	329	3.53%	0	1	10	11
Glenlyn Medical Centre	21,354	2135	133	133	0.62%	2	2	0	0
Heathcote Medical Centre	11,858	1186	122	122	1.03%	0	0	0	0
ICP - The Old Cottage Hospital	33,083	3308	717	829	2.51%	8	8	0	13
The Grove MC (Lantern Surgery)	5,763	576	282	114	1.98%	2	1	22	8
Leith Hill Practice	7,938	794	215	215	2.71%	2	2	9	9
Littleton Surgery	4,192	419	129	129	3.08%	0	0	0	0
Longcroft Clinic	10,990	1099	297	297	2.70%	3	3	0	0
Medwyn Surgery	11,984	1198	210	242	2.02%	8	12	72	2
Molebridge Practice	5,516	552	120	120	2.18%	1	1	4	4
Nork Clinic	8,064	806	145	145	1.80%	1	1	0	0
Oxshott Medical Practice	7,656	766	88	89	1.16%	0	1	4	6
Shadbolt Park House Surgery	7,646	765	92	55	0.72%	0	0	7	8

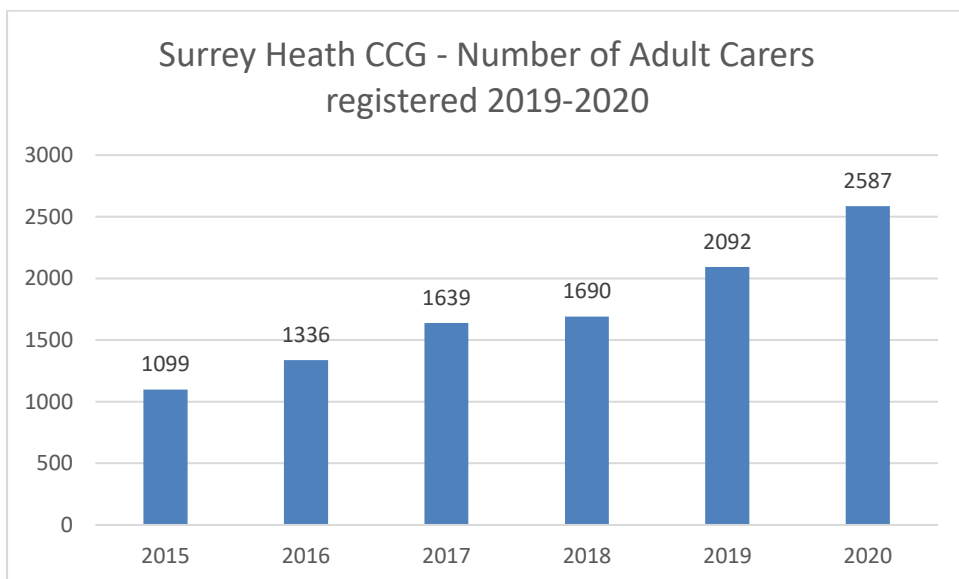
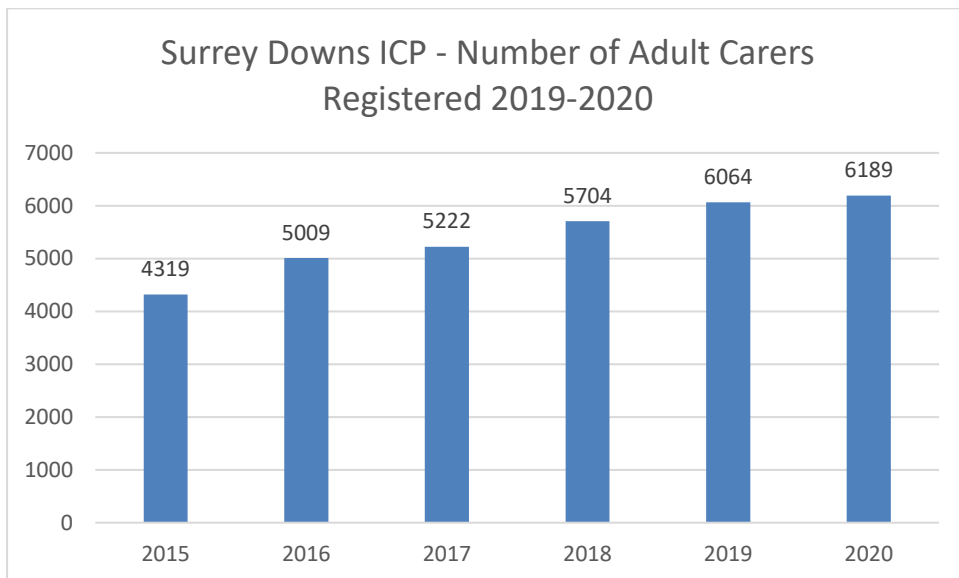
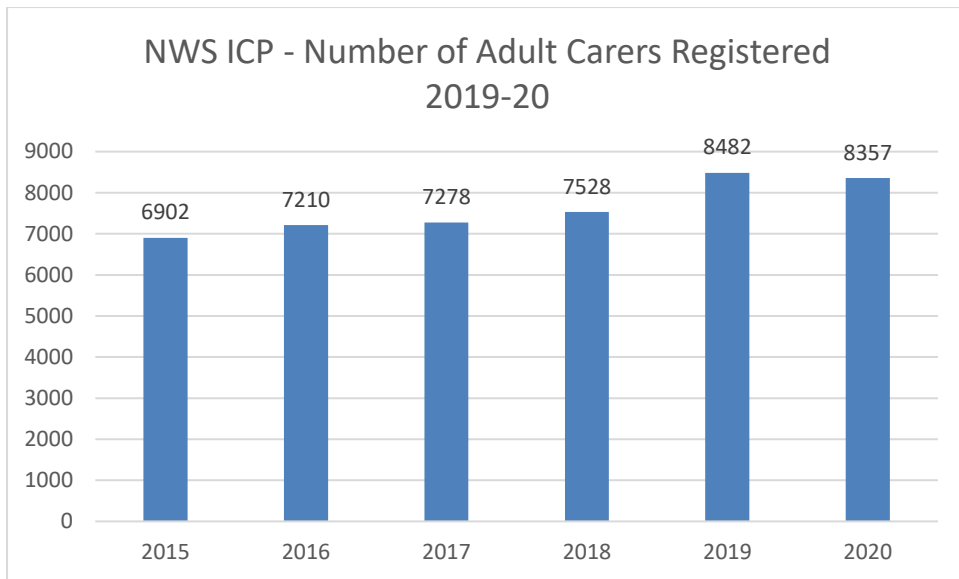
Spring Street Surgery	6,692	669	61	61	0.91%	0	0	0	0
St Stephen's House	5,943	594	106	129	2.17%	1	0	1	5
Stoneleigh Surgery	4,341	434	48	48	1.11%	0	0	8	8
Tadworth Medical Centre	9,448	945	71	71	0.75%	0	0	11	11
Tattenham Health Centre	7,069	707	56	56	0.79%	2	2	22	35
The GP Centre (Thorkhill)	5,184	518	107	107	2.06%	0	0	0	0
The Vine Medical Centre	6,276	628	111	55	0.88%	1	0	0	8
Total	309,239	30924	5885	6189	2.00%	43	44	248	570

Surrey Heath

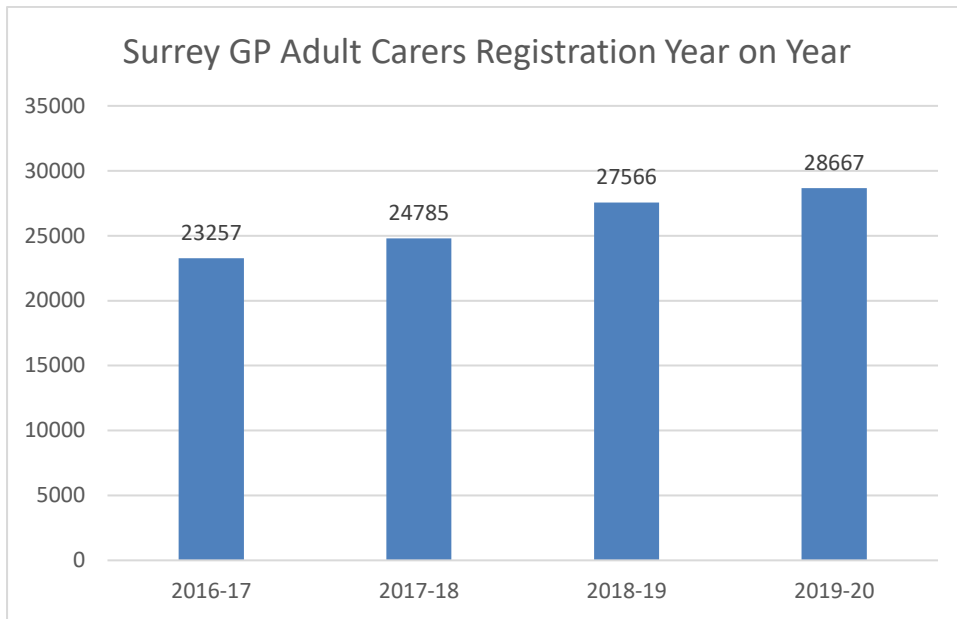
Surgery Name	Patient List Size	Est No of carers	Adult Carers registered March 2019	Adult Carers registered March 2020	% of patients registered as carers March 2020	Young Carers registered March 2019	Young Carers registered 2020	BAME carers registered 2019	BAME carers registered 2020
Frimley Green & Ash Vale (Bartlett)	27,965	2797	717	769	2.75%	10	7	36	36
Camberley Health Centre	10,147	1015	33	281	2.77%	0	11	0	0
Lightwater Practice, All Saints	12,707	1271	71	288	2.27%	1	3	1	1
Park House Surgery	6,863	686	373	139	2.03%	8	4	0	0
Park Road Surgery and Old Dean	21,187	2119	207	590	2.78%	7	6	61	61
Station Road Practice	7,826	783	182	192	2.45%	0	0	16	16
Upper Gordon Road Surgery	11,501	1150	311	328	2.85%	4	6	29	29
Total	98,196	9820	1894	2587	2.63%	30	37	143	143

Individual CCG Year on Year Graphs

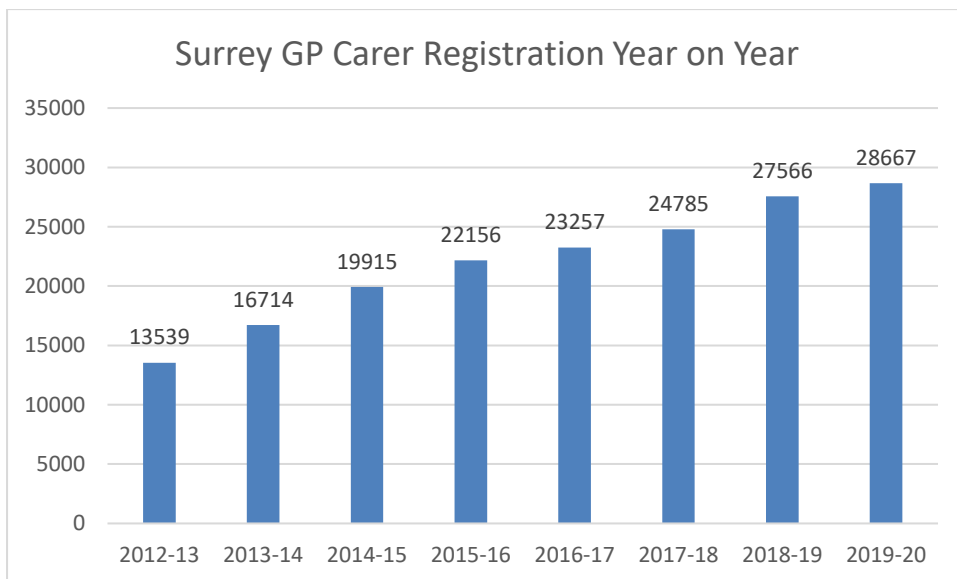




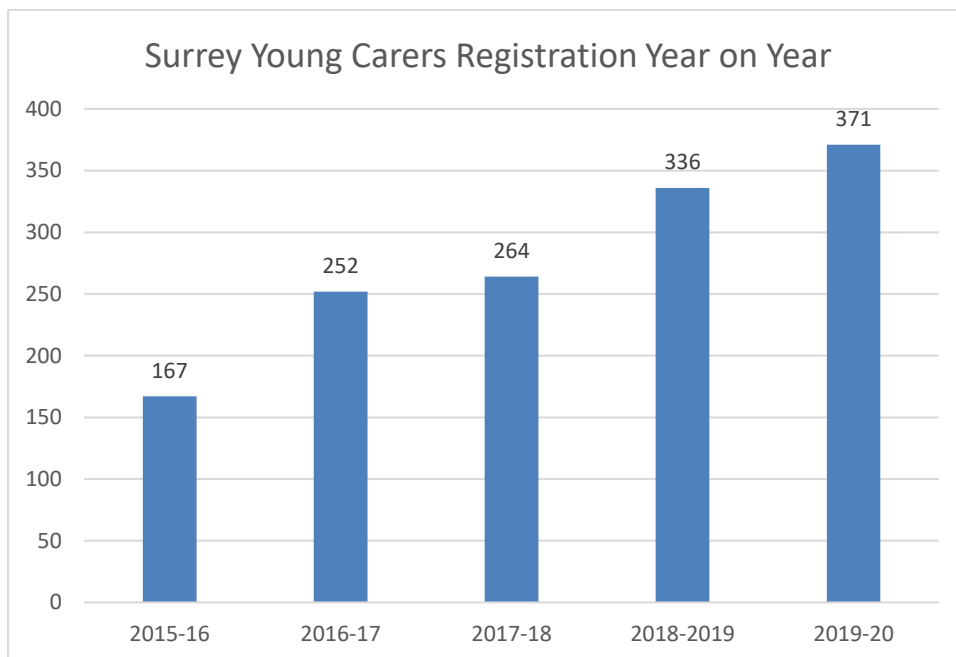
Summary – Year on Year Global



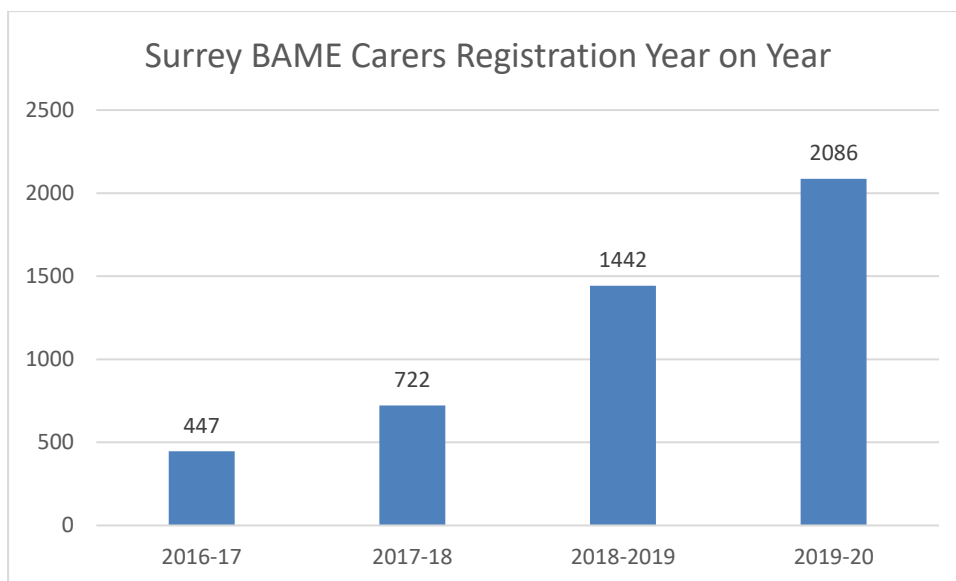
Summary – Adult Carers Registration Year on Year



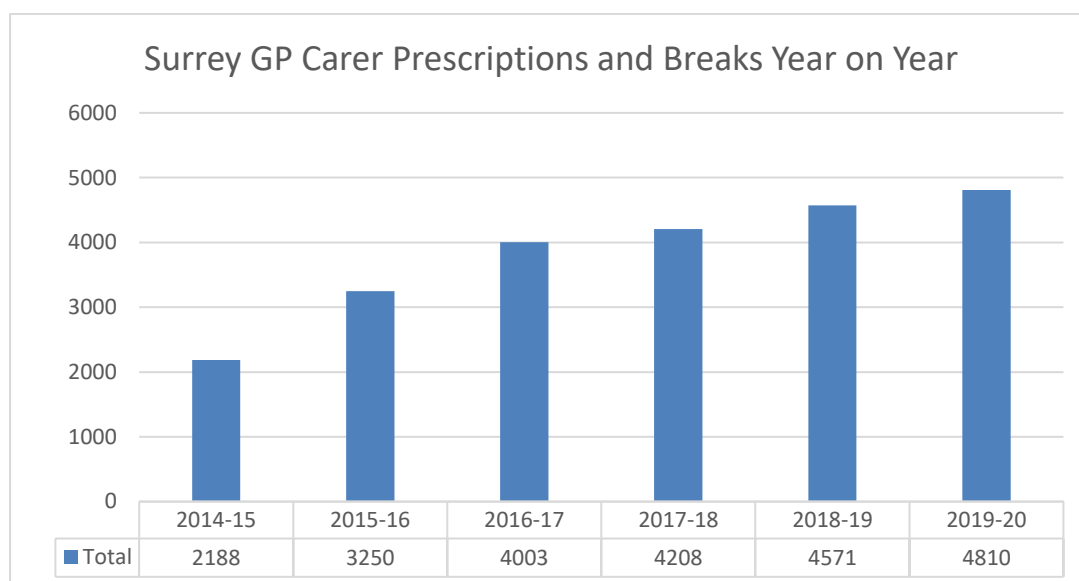
Summary - Young Carers Registration Year on Year



Summary – BAME Carers Registration Year on Year



Summary of GP Carers Prescriptions – Year on Year



Next Steps and Recommendations 2020-21

1. Primary Care Carer KPI

As part of our commitment to deliver on the NHS Long Term Plan we will continue to promote our Primary Care KPI which is reflected in current annual Carer Registration Survey and optional GP Quality Marker Survey.

Furthermore, to achieve our System Ambitions and our Surrey Heartlands 5 Year operational plan for Carers we will promote:

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

Acknowledgements

The authors of this report would like to thank the following:

All the practice managers and practice carer champions who took part in the survey. Without your dedication and support none of the progress that has been made would be possible.

Ron Critcher, SCC Adult Social Care, Carer Policy and Development Officer who built the survey and provided technical support.

Stephen Pugsley (Surrey Independent Living Council; GP Carers Breaks Programme Manager)

The Adult Social Care Practice Advisers who work tirelessly to support carers in the community.

The Surrey Heartlands Primary Care Team including Nikki Mallinder (Associate Director of Primary Care) Shelley Eugene, Sarah Brine, Hannah Yasuda, Helen Snelling, Fairroleigh Hughes, Kate Laverty,

Carers Leads; Joanne Gravier (NW Surrey ICP), Emma Cox (Surrey Downs ICP), Carol Rowley (East Surrey ICP), Gillian Trippner (NEHF CCG) & Cyane Sullivan (Surrey Heath CCG)

Young Carers GP Registration Lead; Olivia Shaw

Carers Lead PHCC Pirbright, Alexander Barracks; Dr Kathy McVeigh

Our senior leadership team including;

- Dr Claire Fuller – Senior Responsible Officer Surrey Heartlands ICS
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- Dr Sue Tresman – Surrey Heartlands Independent Lead for Carers
- Anna Waterman – SCC Head of Commissioning Adult Social Care
- John Bangs – SCC Senior Carers Commissioning Manager
- Jen Kenwood and the NHSE Commitment to Carers Team
- Janice Clark – Co Chair of the Surrey Carers Commissioning Group and Carer

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14.05.20 (v3)