

Surrey GP Carers Registration Survey Report 2018



“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 2018



Surrey Heartlands

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Background

The partnership between the six Surrey based Clinical Commissioning Groups (CCGs); Surrey County Council (SCC) and the 125 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.

In 2016 as part of a wider funding review Surrey Carers Commissioning Group reluctantly took the decision to no longer commission a standalone GP Carers Awareness Service. It was agreed that in its place a new integrated model would be developed which included all agencies and specifically the SCC Carer Practice Adviser (CPA) role. This aligned to the new Surrey Carers Memorandum of Understanding⁵ 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 wellbeing⁶ 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 Carers⁷ and the General Practice Forward View 2016⁸

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 Surrey “ Together for Carers”

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

⁶ <https://www.scie.org.uk/care-act-2014/assessment-and-eligibility/eligibility/how-is-wellbeing-understood.asp>

⁷ NHS England Commitment to Carers <https://www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf>

⁸ 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 Assessment⁹ can estimate that in 2016 there were 115,216 carers of all ages living (estimated young carers population 14,750¹⁰). In Surrey in 2016, this equates to approximately 10% of the population. Based on the Carers UK Valuing Carers 2015 research¹¹, 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.

Key Findings

The annual survey was circulated to all GP practices in Surrey in January 2017. This year **76** out of a total of **125** practices completed the survey, giving a response rate of **64.6%**. This is the highest response rate to date. The surgeries who did not respond were then contacted again to obtain the number of registered carers, young carers and black & minority ethnic carers.

The overall number of carers in Surrey registered with their GP rose to **24,785** – an increase of **7.17%** on the previous year's total of 23,127. This represents that **21.51%** of the total Surrey carer population are registered as such with their GP.

The number of young carers in Surrey registered with their GP remained largely the same at **261**.

The number of Black and Asian Minority Ethnic (BAME) carer numbers rose to **889** an increase of 51% on the previous year's total of **458**.

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

71 practices have appointed a dedicated practice 'Carers Champion'.

64 practices reported they provided carers information on their public websites.

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 **64** practices achieved the 2% target of carers registered against their practice size holding (51.2% of global numbers) with Practices in East Surrey CCG achieving the highest average of 2.36%.

The figures highlighted in orange indicate where we have used the previous year's figures, because a practice has not supplied current data. The figures highlighted in red are where we have not heard from a practice in over two years.

⁹ Surrey Carers JSNA

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

¹⁰ Surrey Young Carers JSNA <https://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=1813>

¹¹ Carers UK Valuing Carers 2015 <https://www.carersuk.org/for-professionals/policy/policy-library/valuing-carers-2015>

East Surrey

Surgery Name	Patient List Size	Est No of carers	No of carers registered February 2017	No of carers registered March 2018	% of patients registered as carers March 2018	% increase of carers registered Feb 2017 to March 2018	No of young carers coded Feb 2017	No of young carers coded March 2018	No of BAME registered carers February 2017	No of BAME registered carers March 2018
Birchwood Medical Practice	16,437	1644	316	405	2.46%	28.16%	4	7	0	4
Caterham Valley Medical Practice	9,533	953	143	226	2.37%	58.04%	0	4	0	12
Elizabeth House Surgery	5,943	594	161	161	2.71%	0.00%	2	2	2	2
Greystone House Practice	14,293	1429	258	305	2.13%	18.22%	5	13	0	21
The Hawthornes	8,222	822	179	198	2.41%	10.61%	3	3	2	0
Holmhurst	9,831	983	178	178	1.81%	0.00%	4	4	0	0
Lingfield Surgery	10,603	1060	258	284	2.68%	10.08%	2	0	1	0
The Moat House	11,365	1137	350	350	3.08%	0.00%	7	7	0	0
Oxted	16,299	1630	153	296	1.82%	93.46%	8	0	0	0
Pondtail Surgery	7,469	747	245	206	2.76%	-15.92%	1	1	0	5
Smallfield Surgery	6,791	679	100	263	3.87%	163.00%	1	0	0	0
Town Hill Medical Practice	12,733	1273	217	217	1.70%	0.00%	0	0	0	0
Wallingham Green	11,390	1139	266	280	2.46%	5.26%	3	4	30	33
The Wall House	19,764	1976	395	518	2.62%	31.14%	0	0	9	9
Wayside Surgery	4,378	438	179	95	2.17%	-46.93%	1	0	0	0
Whyteleafe Surgery	6,047	605	213	79	1.31%	-62.91%	1	1	5	8
Woodlands Surgery	10,525	1053	217	217	2.06%	0.00%	7	7	0	0
	181,623	18162	3828	4278	2.36%	9.74%	49	53	49	94

Guildford and Waverley

Surgery Name	Patient List Size	Est No of carers	No of carers registered Feb 2017	No of carers registered March 2018	% of patients registered as carers March 2018	% increase of carers registered Feb 2017 to March 2018	No of young carers coded Feb 2017	No of young carers coded March 2018	No of registered BAME carers Feb 2017	No of registered BAME carers March 2018
Austen Road Surgery	7,290	729	194	200	2.74%	3.09%	0	0	5	5
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	15,433	1543	440	468	3.03%	6.36%	8	7	6	74
Dapdune House Surgery	11,876	1188	337	39	0.33%	-88.43%	6	2	25	0
East Horsley Medical Centre	10,291	1029	279	285	2.77%	2.15%	3	0	0	0
The Fairlands Medical Practice	12,331	1233	251	284	2.30%	13.15%	3	4	15	6
Grayshott Surgery	12,082	1208	136	277	2.29%	103.68%	0	1	0	1
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%	23	0	0	0
Haslemere Health Centre	18,814	1881	235	365	1.94%	55.32%	2	7	2	32
Merrow Park Surgery	10,807	1081	236	236	2.18%	0.00%	16	16	0	0
The Mill Medical Practice	15,686	1569	259	294	1.87%	13.51%	1	0	0	0
New Inn	2,644	264	29	29	1.10%	0.00%	3	3	0	0
Shere Surgery	7,987	799	197	73	0.91%	-62.94%	4	1	0	0
Springfield Surgery, Elstead	4,054	405	154	162	4.00%	5.19%	1	0	0	0
St Luke's Surgery	10,950	1095	317	317	2.89%	0.00%	14	14	12	12
Village Medical Centre	7,829	783	208	172	2.20%	-17.31%	9	8	3	0
Witley Surgery	11,064	1106	119	119	1.08%	0.00%	0	0	0	0
Wonersh Surgery	10,621	1062	140	131	1.23%	-6.43%	2	0	0	0
Woodbridge Hill Surgery	11,693	1169	314	325	2.78%	3.38%	7	52	37	0
	225,177	22518	4703	4634	2.06%	-1.46%	104	117	111	142

North East Hampshire and Farnham

Surgery Name	Patient List Size	Est No of carers	No of carers registered February 2017	No of carers registered March 2018	% of patients registered as carers March 2018	% increase of carers registered Feb 2017 to March 2018	No of young carers coded Feb 2017	No of young carers coded March 2018	No of registered BAME carers Feb 2017	No of registered BAME carers March 2018
The Ferns Medical Centre	10,747	1075	113	113	1.05%	0.00%	0	0	0	0
Downing Street Surgery	12,581	1258	223	223	1.77%	0.00%	2	2	0	0
Farnham Dene Medical Practice	12,389	1239	222	234	1.89%	5.41%	1	0	3	4
Holly Tree Surgery	5,946	595	144	155	2.61%	7.64%	0	0	0	0
Wey Medical	6,929	693	215	226	3.26%	5.12%	4	1	0	0
	48,592	4859	917	951	1.96%	3.71%	7	3	3	4

North West Surrey

Surgery Name	Patient List Size	Est No of carers	No of carers registered February 2017	No of carers registered March 2018	% of patients registered as carers March 2018	% increase of carers registered Feb 2017 to March 2018	No of young carers coded February 2017	No of young carers coded March 2018	No of registered BAME carers Feb 2017	No of registered BAME carers March 2018
Abbey Practice	11,466	1147	207	249	2.17%	20.29%	5	6	0	3
Ashley Medical Practice	3,294	329	37	37	1.12%	0.00%	0	0	0	0
Bridge Practice	8,103	810	192	192	2.37%	0.00%	0	1	0	11
Chobham & West End	10,823	1082	282	282	2.61%	0.00%	6	0	0	0
Church Street Practice	13,272	1327	275	420	3.16%	52.73%	1	2	0	95
College Road Surgery	3,345	335	46	86	2.57%	86.96%	1	0	0	80
Crouch Oak Family Practice	16,488	1649	500	500	3.03%	0.00%	0	3	0	0
Family Practice St John's Health Centre	12,120	1212	338	338	2.79%	0.00%	0	0	0	0
Fordbridge Road Medical	6,755	676	170	170	2.52%	0.00%	0	0	0	0
Fort House Surgery	12,475	1248	223	223	1.79%	0.00%	3	0	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
Grove Medical Centre	14,101	1410	135	189	1.34%	40.00%	2	0	0	0
Heathcot Medical Practice	18,750	1875	214	122	0.65%	-42.99%	0	0	0	0
The Surgery (Hersham)	8,280	828	158	172	2.08%	8.86%	0	0	0	0
Hillview Medical Centre	13,676	1368	232	232	1.70%	0.00%	5	5	0	0
Hythe Medical Centre	4,899	490	169	169	3.45%	0.00%	0	0	0	0
Knowle Green Medical	7,935	794	86	86	1.08%	0.00%	2	0	0	0
Madeira Medical	8,688	869	94	194	2.23%	106.38%	1	0	0	0

Maybury Surgery	2,397	240	42	42	1.75%	0.00%	0	0	0	0
Orchard Surgery	2,855	286	39	39	1.37%	0.00%	0	0	0	0
Ottershaw Surgery	5,381	538	119	119	2.21%	0.00%	0	0	8	8
Packers	4,718	472	69	69	1.46%	0.00%	0	0	0	0
Parishes Bridge Medical Practice	10,669	1067	184	207	1.94%	12.50%	0	5	0	6
Pirbright Practice, Old Vicarage	3,756	376	29	29	0.77%	0.00%	0	0	0	0
Red Practice Walton HC	9,439	944	150	150	1.59%	0.00%	2	0	19	0
Rowan Tree Practice	11,098	1110	111	111	1.00%	0.00%	0	0	0	0
Sheerwater Health Centre	3,167	317	42	42	1.33%	0.00%	0	0	0	0
Shepperton Medical Centre	13,103	1310	464	374	2.85%	-19.40%	1	1	0	0
Southview Surgery	10,134	1013	316	325	3.21%	2.85%	5	4	120	119
St Davids Health Centre	13,213	1321	180	127	0.96%	-29.44%	3	3	0	19
Staines & Thameside Medical	4,124	412	51	51	1.24%	0.00%	1	0	0	11
Staines Health Group	12,388	1239	212	110	0.89%	-48.11%	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	9,640	964	384	384	3.98%	0.00%	1	1	0	0
The Studholme MC	16,103	1610	321	434	2.70%	35.20%	0	5	0	0
The White Practice Walton HC	3,468	347	84	84	2.42%	0.00%	0	0	0	0
The Yellow Practice Walton HC	4,603	460	89	89	1.93%	0.00%	0	0	0	0
Upper Halliford MC	3,186	319	62	62	1.95%	0.00%	0	0	0	0
Wey Family Practice	10,505	1051	256	303	2.88%	18.36%	2	0	0	0
	369,853	36985	7278	7528	2.04%	3.43%	41	36	147	352

Surrey Downs

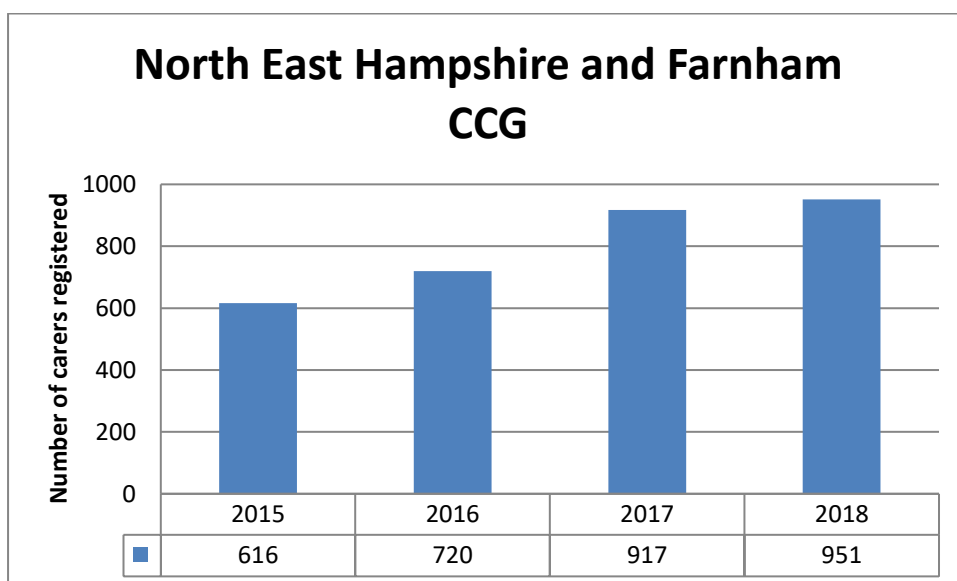
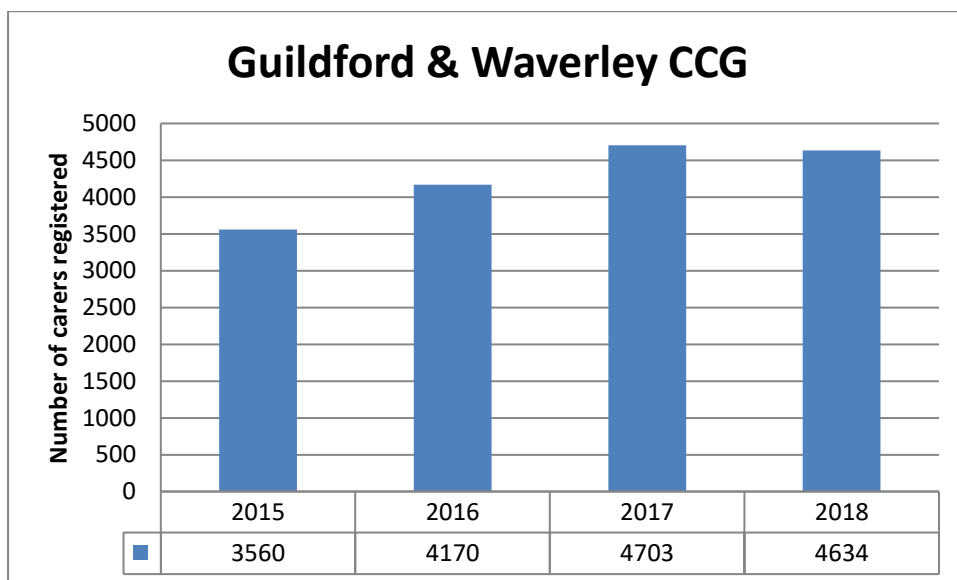
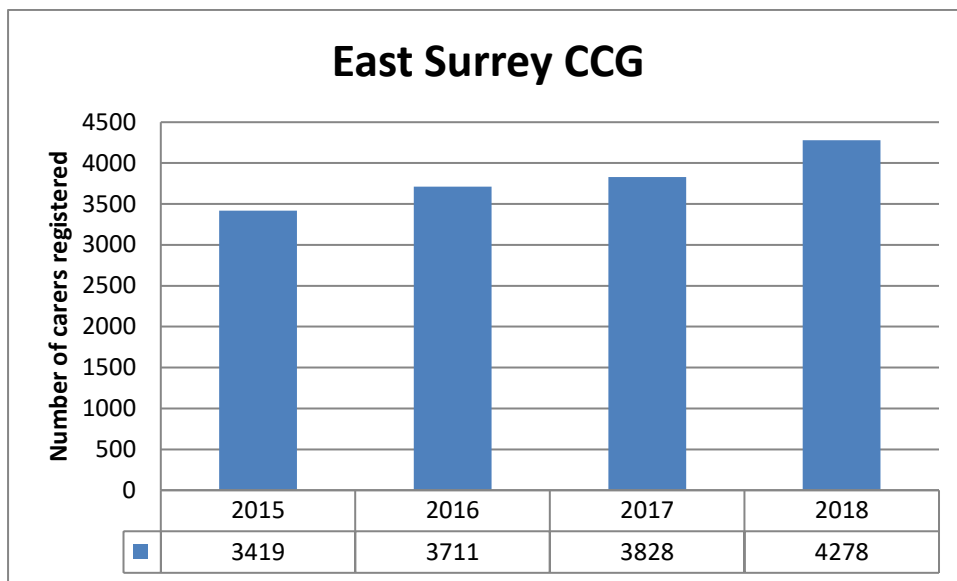
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Ashlea Medical Practice	20,142	2014	504	678	3.37%	34.52%	0	1	12	10
Ashley Centre Surgery	9,840	984	153	153	1.55%	0.00%	0	0	0	0
Brookwood (Tan Med & N Holm)	11,940	1194	176	247	2.07%	40.34%	0	0	0	0
Capelfield Surgery	7,891	789	101	140	1.77%	38.61%	0	0	0	0
Cobham Health Centre	13,176	1318	107	107	0.81%	0.00%	0	0	0	0
Derby Medical Centre	14,309	1431	214	197	1.38%	-7.94%	1	0	0	0
Dorking Medical Practice	9,494	949	191	234	2.46%	22.51%	2	0	5	1
Eastwick Park Medical Centre	7,520	752	62	139	1.85%	124.19%	0	0	7	0
Esher Green Surgery	9,737	974	80	156	1.60%	95.00%	0	0	0	0
Fairfield Medical Practice	10,349	1035	266	372	3.59%	39.85%	2	1	4	4
Fountain Surgery	8,963	896	187	285	3.18%	52.41%	0	0	0	0
Glenlyn Medical Centre	22,412	2241	117	133	0.59%	13.68%	2	2	0	0
Heathcote Medical Centre	11,982	1198	87	122	1.02%	40.23%	0	0	0	0
ICP - The Old Cottage Hospital	33,283	3328	526	596	1.79%	13.31%	3	3	0	0
Lantern Surgery	5,679	568	81	70	1.23%	-13.58%	0	0	0	0
Leith Hill Practice	7,896	790	184	163	2.06%	-11.41%	0	0	3	3
Littleton Surgery	4,342	434	31	129	2.97%	316.13%	0	0	0	0
Longcroft Clinic	11,303	1130	297	297	2.63%	0.00%	0	3	0	0
Medwyn Surgery	11,468	1147	162	185	1.61%	14.20%	6	8	0	12
Molebridge Practice	5,992	599	120	120	2.00%	0.00%	2	1	0	4
Nork Clinic	7,840	784	118	148	1.89%	25.42%	0	2	0	0

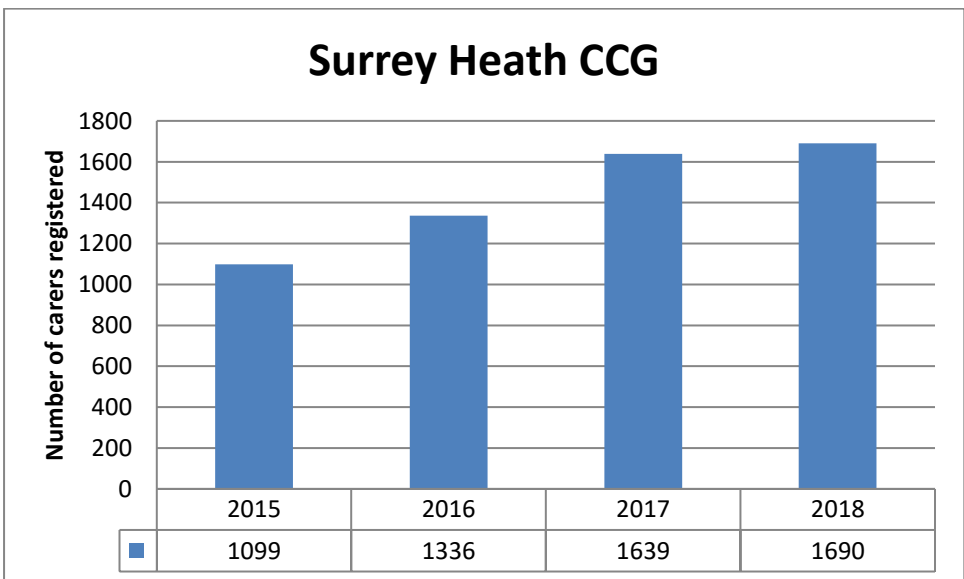
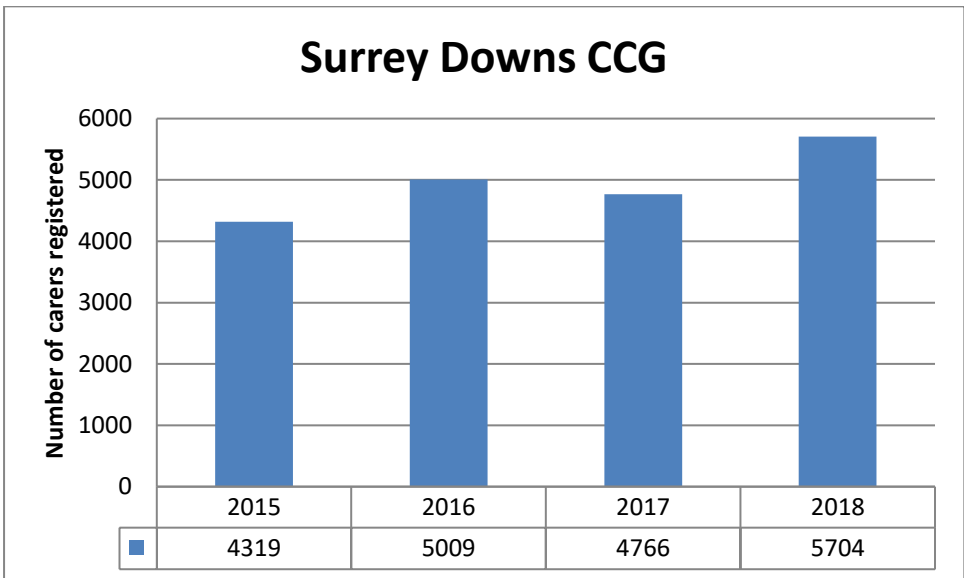
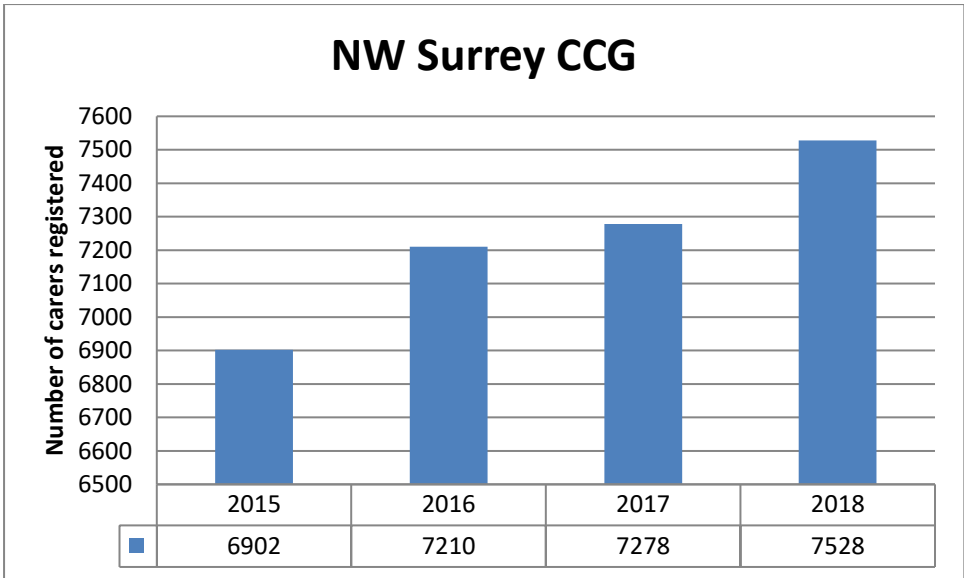
Oxshott Medical Practice	7,209	721	17	75	1.04%	341.18%	0	0	0	0
Riverbank Surgery	1,926	193	79	79	4.10%	0.00%	0	2	7	0
Shadbolt Park House Surgery	8,376	838	76	92	1.10%	21.05%	1	0	0	7
Spring Street Surgery	6,882	688	80	80	1.16%	0.00%	1	0	0	0
St Stephen's House	5,699	570	48	82	1.44%	70.83%	0	1	0	4
Stoneleigh Surgery	2,881	288	180	180	6.25%	0.00%	0	0	11	0
Tadworth Medical Centre	9,437	944	146	71	0.75%	-51.37%	2	0	22	11
Tattenham Health Centre	6,640	664	156	156	2.35%	0.00%	0	2	0	22
The GP Centre (Thorkhill)	5,022	502	107	107	2.13%	0.00%	4	0	4	0
The Vine Medical Centre	6,317	632	113	111	1.76%	-1.77%	0	1	0	0
	305,947	30595	4766	5704	1.86%	19.68%	26	27	75	78

Surrey Heath

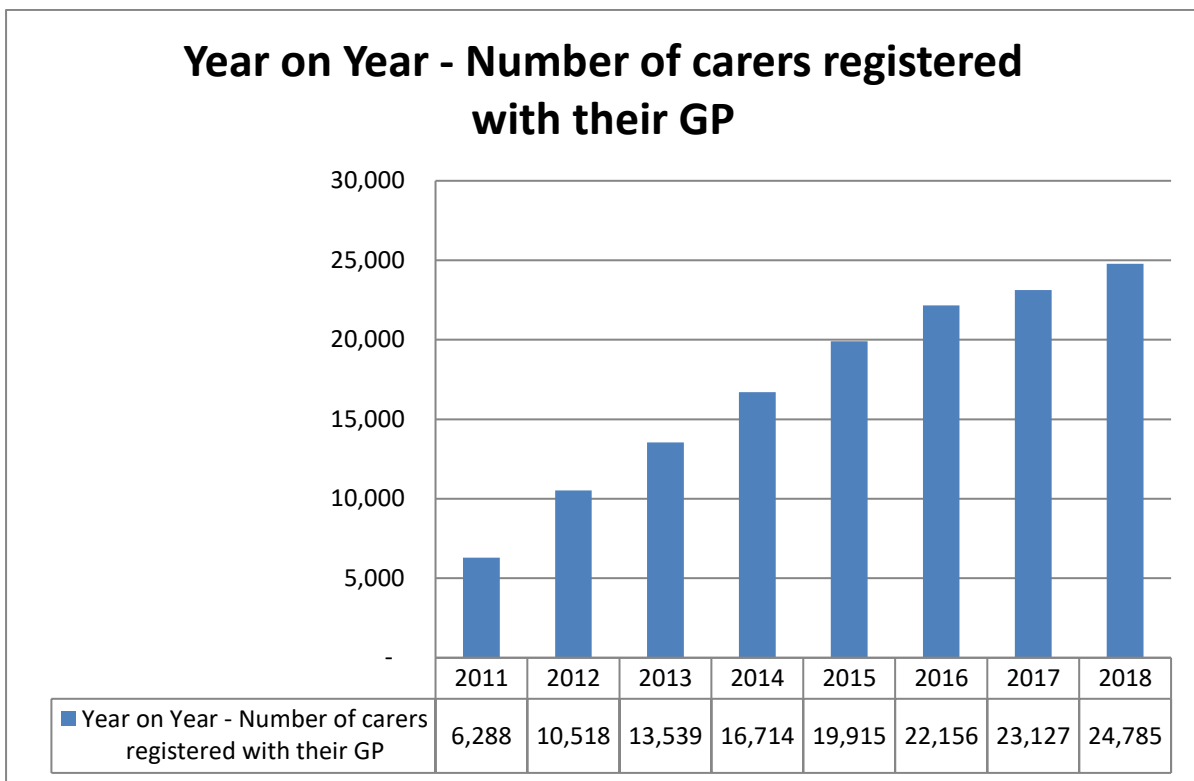
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Camberley Health Centre	9,895	990	230	219	2.21%	-4.78%	10	9	0	15
Frimley Green and Ash Vale	27,820	2782	620	620	2.23%	0.00%	5	5	46	46
Heatherside Surgery	6,104	610	33	33	0.54%	0.00%	0	0	0	0
Lightwater Practice, All Saints	12,018	1202	70	80	0.67%	14.29%	1	2	0	0
Park House Surgery	6,815	682	86	86	1.26%	0.00%	0	0	0	0
Park Road Surgery and Old Dean	14,302	1430	164	207	1.45%	26.22%	4	7	0	61
Station Road Practice	7,558	756	168	168	2.22%	0.00%	0	0	0	0
Upper Gordon Road Surgery	11,978	1198	268	277	2.31%	3.36%	6	5	16	0
	96,490	9649	1639	1690	1.75%	3.11%	26	28	62	122

Individual CCG Year on Year Graphs

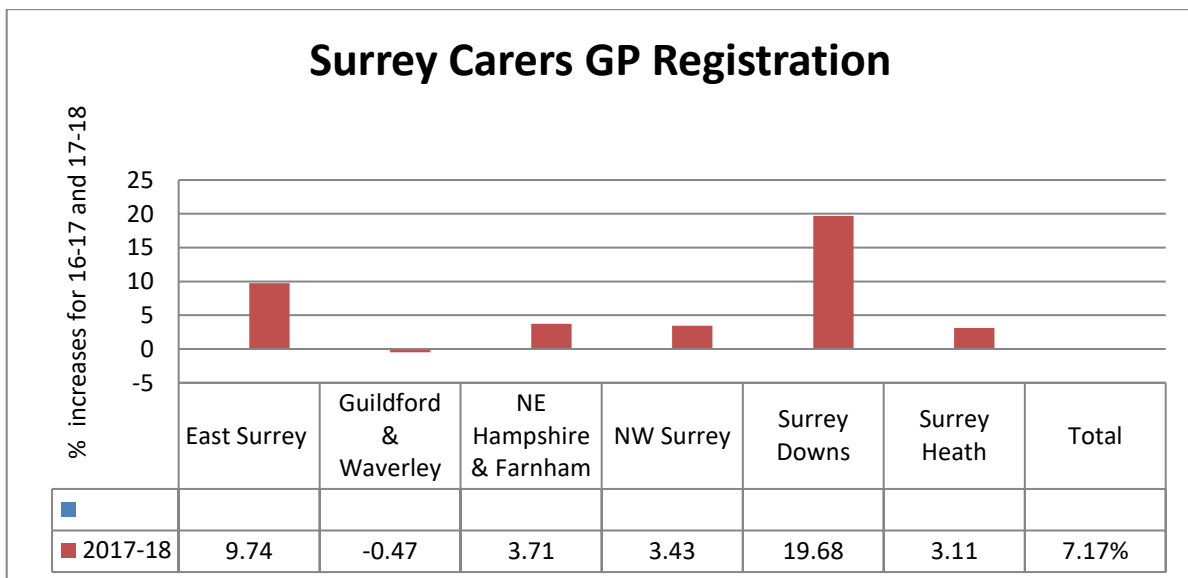




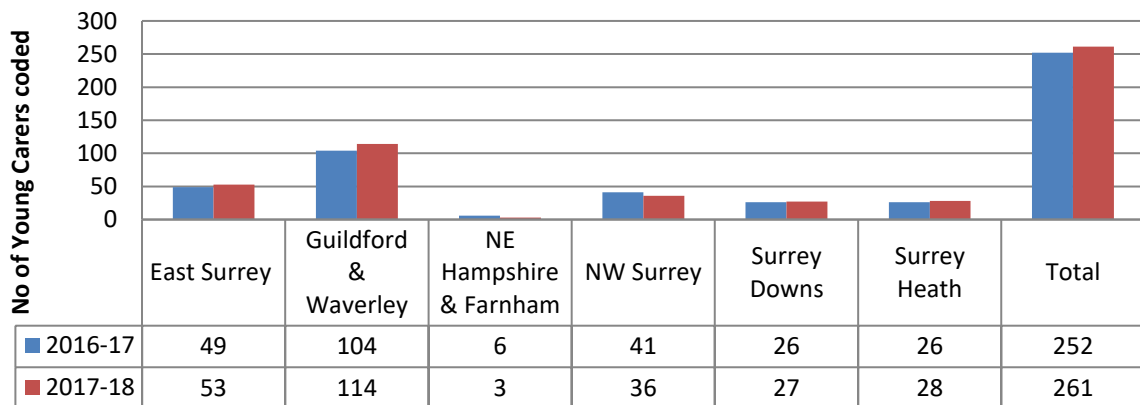
Summary – Year on Year Global



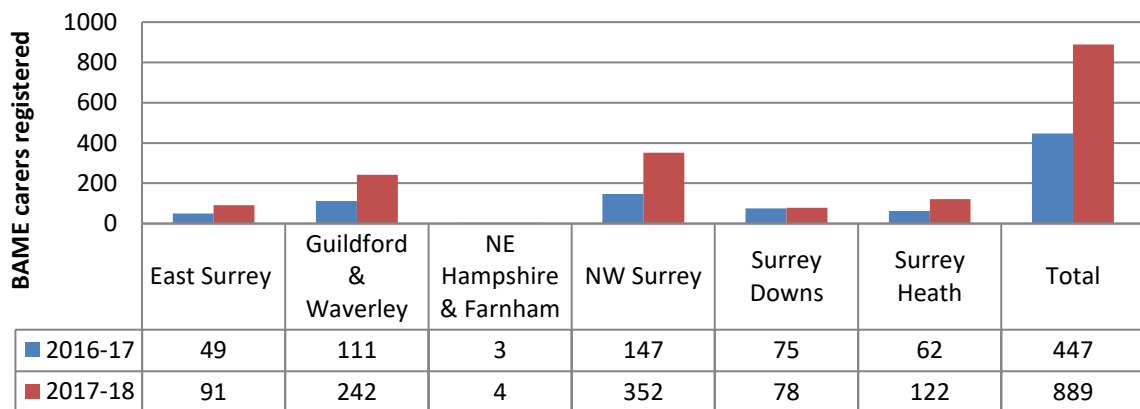
Summary – Year on year % increase by CCG



Surrey Young Carers Registration - April 2018



Surrey BAME Carers Registration



Next Steps and Recommendations 2018-19

1. GP Quality Markers for Carers

As part of the Next steps on the Five Year Forward View, NHS England has been working with partners, including the Surrey Carers Team, to develop a framework of quality markers to support general practice in becoming more carer-friendly. It is intended that the quality markers will help to:

- reduce carer ill health and promote positive carer health and wellbeing;
- reduce carer and family breakdown;
- reduce unwarranted variations in carer support, and;
- reduce avoidable demand on services and meet demand more appropriately.

The quality markers include a number practical ideas that will help to embed the identification and support of carers within practices, working with their local carers' organisations, which will

mean more carers are supported earlier providing real benefits for carers, patients, and practices alike and helping avoidable costs. This is due to be published in May 2018.

On Tuesday 20th March a partnership event was held at Christ Church Woking to launch these new GP Quality Markers which also provide evidence of good practice in supporting carers for CQC inspections. 30 professionals attended the forum which was Chair by David McNulty (Chair Surrey Heartlands STP) and supported by Dr Sue Tresman (Vice Chair Guildford and Waverley CCG). The forum was live streamed by Carers World Radio and resources will be circulated to all practices later this week.

Recommendation:

To enable the implementation of these GP Quality Markers we will:

- Promote the new guidance to primary care providers
- Establish a virtual primary care 'Carers Lead' network and continue to recruit practice carer leads.
- Work with our primary care programme managers within the Surrey Heartlands STP and two neighbouring STPs to ensure GP Carers Quality Markers are implemented as part of their workstream.
- Optimise on the opportunity that devolution presents to encourage more carer friendly practice
- Develop a GP information leaflet for GP Carer Breaks Service
- Include GP Carer Quality Markers within future annual registration surveys

2. Integrated Model

The Surrey Carers Team will be hosting a primary care integration workshop for Carer Practice Advisers on the 15th May 2018.

Recommendation

To enable a more integrated approach to 'carer friendly practice' we will:

- Allocate individual practices to all of our CPAs.
- Develop an on line information asset for the CPAs.
- Provide progress reports to Surrey Carers Commissioning Group, within team appraisals and via NHS Carers monitoring.

3. Carer and Young Carer Awareness Training

We will continue to provide multi agency Carer awareness including young carers training on request and on a rotational basis.

Recommendation

- Review training tools and resources for delivery to NHS primary care including MoD defence medical centres.
- Promote the NHS Young Carers Pledge and Young Carers Guardian Angel Pin.

- Promote training opportunities across the primary healthcare system including features for 'Practice Focus' and Locality Hubs.

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- Dr. Sue Tresman - Vice Chair & Lay Member for Guildford and Waverley CCG Quality and Clinical Governance
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