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University Health Board



# GP Carers Accreditation Cardiff and the Vale of Glamorgan

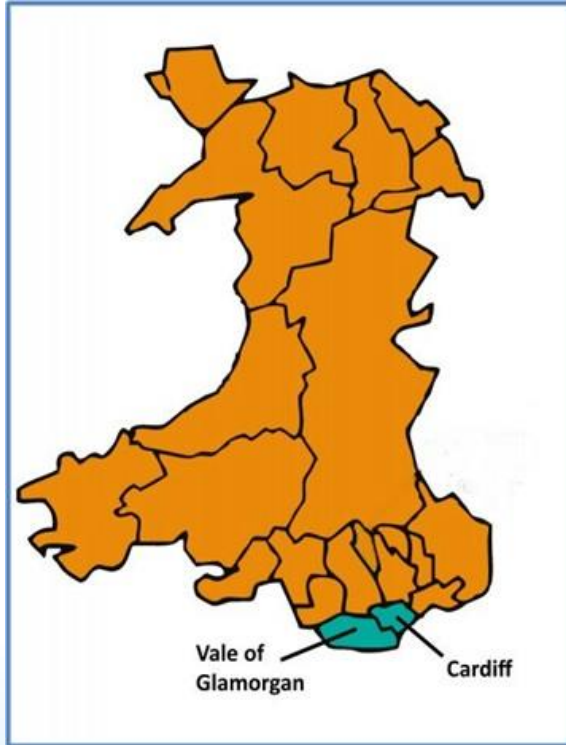
Suzanne Becquer-Moreno  
Patient Experience Support Advisor



@CV\_UHB



# Background



- Approximately 52,000 carers in Cardiff and Vale
- 8.1 billion per year in Wales
- A Healthier Wales Plan – Carer closer to home
- 4 in 5 carers first point of contact is Primary Care
- 50% were not offered further advice, information or support



# GP Carers Accreditation

Cardiff and Vale of Glamorgan  
GP Carer Accreditation Scheme

*This is to certify that*

*Llanedeyrn Health Centre*

has achieved the **Bronze Award**

on 10/8/2017

Cardiff and Vale of Glamorgan GP Carer Accreditation Scheme

*This is to certify that*

*Radyr Medical Centre*

Has achieved the **Silver Award**

On 05/09/2018

*In recognition of their work in supporting informal carers*

Lance Carver  
Director of Social Services  
Vale of Glamorgan Council

Ruth Wallier  
Executive Nurse Director  
Cardiff and Vale University Health Board

Claire Marchant  
Director of Social Services  
Cardiff Council

- **Understand** - Assigned members of staff who will take responsibility for understanding and addressing carers needs.
- **Inform** - Awareness raising amongst colleagues, sharing knowledge about carers
- **Identify** - Carers to be identified
- **Listen** - carers are listened to a, consulted and given time and space to talk.
- **Support** - Carers are supported and signposted to resources and services.



# GP Champions



# Partnership Working



# Successes and Challenges

- **66%** GP surgeries engaged
  - **23** have bronze level
  - **26** working towards bronze
  - **3** have silver level
- Identification & Impact
  - Engagement from practices





# Key Learning

- **Patience and Persistence**
- **GP Champion Engagement**
- **Healthy Competition**



# Next Steps



- Increase engagement
- Health and Social Care Accreditation
- Continue to work with GP Champions





