



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



GP Carers Accreditation Cardiff and the Vale of Glamorgan

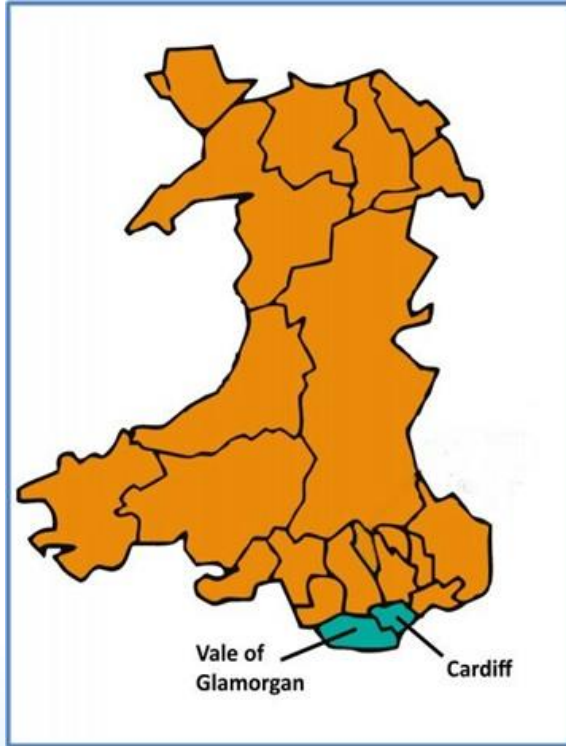
Suzanne Becquer-Moreno
Patient Experience Support Advisor



@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 Wyllyer
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



