



(SURGERY)
(part of the Midlands Medical Partnership)
(Surgery Address)

Telephone:

Fax:

(A list of the Partners is available for inspection at the above address)

<Today's date>

<Patient Name>

<Patient Address>

Dear Patient or Carer,

We are writing to you because your medical records suggest you have a carer or are currently a carer.

Please find attached our updated MMP Carers Pack containing

- Useful numbers and websites for organisations nationally and locally who may be able to provide help and support for carers and those who require a carer.
- Information regarding the carer's emergency response service provided by the Birmingham Carers Hub.
- An invite from your MMP Patient Participation Group to their dementia awareness event in association with Age UK and The Alzheimer's Society on 24/10/2018
- Information regarding prescriptions and appointments.
- Consent form for a patient to give your GP permission to share information from their medical records with a carer or relative

As a carer you are entitled to an annual influenza vaccination. Please contact reception for more details on how to book an appointment.

We would also encourage you to have a health check with our nursing team.

If you feel you would like more information or need support from the surgery for example assistance with appointments, home visits or allowing others to discuss your medical records please feel free to contact us and discuss your needs.

You may find it helpful to know our online system is operational, this system allows you to book appointments, order repeat medications, view test results and change contact details. To access this system please bring a form of ID to reception and ask for your log in details. (This service is not available for children under 16).

MMP's core purpose is "to work within a culture of quality to constantly improve the care and service we give our patients." If you have any queries, concerns or ideas to improve our service please contact us. We understand this is one of our key areas for our patients and strive to continue excellent care for our patients who have or provide care.

Yours Sincerely

Midlands Medical Partnership

What is a Carer?

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

A young carer is a person under the age of 18 who carries out caring tasks and assumes a level of responsibility for another person.

How can we help?

MMP supports and promotes excellent care for carers and our patients who require care. Please discuss your situation with your GP and nursing team who will be happy to assist you with needs you have. The reception team will endeavour to aid you where they possibly can; if you encounter problems because of your situation as a carer or someone who has a carer please speak to the surgery team who will advise you on the assistance and support we can provide directly or they can provide signposting to help and guidance from other providers.

Prescriptions

Requests can be made on-line, via a pharmacy or in person at reception. House bound patients only can request prescriptions over the telephone.

Online requests for prescriptions will need a log in; if you require your own log in please request a sign up form from reception. If you require a log in for someone you care for we may require a consent form giving you permission to use the log in, please speak to the surgery team who will be happy to discuss this with you.

Electronic prescriptions are available please speak to a member of our reception team to nominate a pharmacy of your choice. Electronic prescriptions remove the need for you to collect a paper prescription from the surgery. Your completed prescription will be sent to the pharmacy you choose. However some medication cannot be sent via electronic prescriptions these are prescriptions that your surgery asks you to sign for when you collect, the surgery will be able to give you more information on this.

For repeat prescription requests please allow at least 3 working days (speak to a member of the surgery team for more information).

Appointments

All MMP surgeries offer pre-bookable, same day face to face and extended hours consultations with a health care professional. Telephone appointments with a clinician are also available.

Home visit requests are taken at all sites for house bound patients only, a clinician may contact the patient prior to visit to determine the nature of the illness

A doctor is assigned daily for any urgent care issues; the designated doctor will make an assessment and decide the appropriate course of action

We offer a full range of appointments with other clinical staff who may be best suited to deal with your problem, when requesting an appointment you may be asked the nature of your problem by a receptionist so they can assign the correct clinician.

If you require an interpreter please make the reception team aware of your requirements at the time of making the booking.

If you are unable to attend your scheduled appointment please contact the surgery immediately so that your appointment can be re-allocated.

Out Of Hours Service

Out of hours care is commissioned by MMP. If you require medical treatment when the surgery is closed, please telephone 0300 555 9999. Your call will automatically be diverted to our out of hour's service. Out of hours calls will be dealt with by Birmingham & District GP Emergency room (BADGER), a cooperative of local general practitioners. The practice retains overall 24 hour responsibility for the care of its registered patients.

Out Of Hours Guidance

Please call 111 for medical guidance and advice or visit www.nhs.uk.

MMP Dementia drop in service – in partnership with Alzheimer's Society

All MMP sites hold regular drop in cafes for our patients and their carers. The Alzheimer's Society are available to talk to and will provide support. Please contact reception for more information.

Consent to Share Information with a Carer/Relative



PATIENT DETAILS

Name _____

Address _____

Post Code _____

Telephone _____

Mobile _____

Date of Birth _____

CARER DETAILS

Name _____

Address _____

Post Code _____

Telephone _____

Mobile _____

I give permission for my relative/carer to have access to my medical records and personal details held by MMP and for staff to discuss this with my relative/carer.

(Delete as appropriate) This permission relates to all / part of my records.

Where permission is restricted to part of the records only the areas included are:

Specific exclusions are:

I understand that this consent will remain in force indefinitely. However, my doctor may, at my request, override this authority to allow access to my medical records at any time.

Patient Signed _____

Date _____

I will treat any information provided confidentially , I will not disclose information to a third party without agreement and will only use the information in the best interest of the person that I care for.

Carer Signed _____

Date _____

MMP- PATIENT PARTICIPATION GROUP

ARE YOU OR YOUR CARER A PATIENT AT MIDLANDS MEDICAL PARTNERSHIP?

If you or your carer are a patient at an MMP Surgery then we at the PPG would love to hear from you.

We have 4 PPGs which consists groups of patients and medical centre staff who meet to promote and maintain constructive two-way communication between patients and the Medical Centre thereby helping the Medical Centre to provide appropriate services in the most efficient of ways for the benefit of all. Membership of the Group is open to all registered patients and/or their carers.

Its objectives are:

- To enhance communication between the patients, doctors and staff of the Medical Centre
- To act as a representative group that can be called upon to advise on & influence the provision of health and social care in the local area.
- **We do not deal with patient complaints, practice business, or staff issues.**

The Group meets quarterly and welcome new members, whether existing or newly registered patients. If you are interested in attending meetings, and/or would like to be put on the PPG mailing list please contact us by leaving your email address and/or telephone number at reception, and we will be get in touch.

The next meeting date is available at reception or on the PPG notice board at your surgery.

There is also some information about the PPG on the practice website.

www.mmpmedical.com

Contact Details for Local and National Carers associations.

Birmingham Carers Hub

The Information and Advice service is available for anyone caring for an elderly, sick, disabled or frail friend or family member within Birmingham. Our specialist team can provide advice and information on:

- Information and advice line
- One to one support – from assisting with welfare entitlements to counselling
- Accessing grants and carer breaks (subject to availability)
- Carer emergency back up service – CERS
- Training for carers
- Carer support groups
- Wellbeing provision, for some ‘me-time’ away from caring
- Out of school activities for children with additional support needs
- Signposting to other agencies who can assist carers
- Online communities through our Facebook and Twitter



Birmingham Carers Hub

Telephone: 0333 006 9711

Website: <http://www.forwardcarers.org.uk>

Email: info@birminghamcarershub.org.uk

Carer Sitting Service

Midland Mencap run a sitting service whereby a trained person sits with someone so the carer can take some time away from caring



Call the team on 0121 442 2944 or email HCS@midlandmencap.org.uk to enquire further

Carers Emergency Response Team

Birmingham Carers Hub runs the Carers Emergency Response Service known as ‘CERS’. We like to think of it as the City’s 4th emergency service. CERS is a FREE emergency back-up service for those caring for a dependent family member, neighbour or friend living in Birmingham.

We’re here to step in if you are unable to provide care in the event of unforeseen circumstances such as illness or an accident. Once registered, we will assess your caring situation and agree an emergency back-up plan. You’ll receive a dedicated emergency contact number for times of crisis so CERS can spring into action when you need them most.

Back up care is provided ‘at home’ for up to two days, allowing alternative arrangements to be made with family, friends or social services. You can also benefit from a planned sitting service, so you can get to important appointments, such as at the doctors or hospital.

Carers UK information, support and advice

We provide information, support and advice to carers. The information and advice we provide covers a range of subjects relating to caring including:

- Benefits and tax credits
- Carers employment rights
- Carers assessments and how to get support
- Services available to carers
- How to complain effectively and challenge decisions



You can email us or contact us and we will respond to your enquiries within 5 working days, although it can often be sooner.

Our telephone helpline providing information is open on Mondays and Tuesday between 10am and 4pm - 0808 808 7777

Email: advice@carersuk.org

Age UK Advice Line

Call: 0800 055 6112

Free to call 8am – 7pm 365 days a year



Kids

We provide support to young carers under the age of 18, whose lives are restricted in some way because they are supporting a person who is ill, has a disability, mental illness or misusing a substance. This could include a parent, sibling or close family member. This allows the young carer to take time out for themselves, socialise and cope with the demands placed on them as carers.

We run regular clubs where young carers can safely talk about how they feel, meet other young carers, get support, advice and information as well as have some fun away from their caring responsibilities. We also provide holiday activities and occasional weekends away.

The services also provides accessible links to youth counselling and other agencies who can give expert advice and information on all issues that affect young carers.

KIDS West Midlands:

249 Birmingham Road,

Wylde Green,

Sutton Coldfield,

West Midlands

B72 1EA

Telephone: 0121 355 2707



Alzheimers Society

National Dementia Helpline
0300 222 11 22
Birmingham & Solihull Local Office 7.67km
Unit 7-9 Olton Wharf Richmond Road
Solihull
West Midlands
United Kingdom
B92 7RN
Email: birminghamandsolihull@alzheimers.org.uk
Telephone: 0121 706 4052
Website: www.alzheimers.org.uk



Admiral Nurses

Admiral Nurses provide the specialist dementia support that families need.



Call our Admiral Nurse Dementia Helpline on 0800 888 6678 from 9am to 9pm Monday to Friday, and from 9am to 5pm during the weekend. Or send an email to helpline@dementiauk.org.

Marie Curie

Caring for a friend or family member with a terminal illness can be both rewarding and challenging. Our information can help you know what to expect – from day-to-day caring to looking after your own needs.

Website: www.mariecurie.org.uk
Support Line: 0800 090 2309



Carer's Trust

The Carers Trust Network supports carers locally through a unique UK-wide network of Network Partners.

Website: www.carers.org



MIND

It can be hard to know what to do when supporting someone with a mental health problem. Our information is aimed at helping friends, family, carers and others to give support and take care of themselves too.

Website: www.mind.org.uk/information-support/helping-someone-else/
Phone number: 0300 123 3393



The Waiting Room

An online directory of local health and wellbeing services. Other local carer organisations are detailed

Website: <https://www.the-waitingroom.org/>
Full details >>



Let's talk
about
dementia



Leading the fight
against dementia
**Alzheimer's
Society**

Dementia Awareness
Wed 24th October.
9.30am – 12.00

Acocks Green Library

Shirley road, Acocks Green.

Sponsored by MMP Dudley Park Medical Centre PPG

