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**(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:

* An invite from the surgery Patient Participation Group.
* Information regarding prescriptions and red flag symptoms.
* 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.

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 new 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).

If you have any ideas or contacts that you feel other carers would benefit from please share these with us.

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 as 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 and same day face to face 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 for Stratford House Surgery

Out of hours care is commissioned by Birmingham Cross City CCG. If you require medical treatment when the surgery is closed, please telephone the surgery your call will automatically be diverted to our out of hour’s service. Out of hours calls will be dealt with by PrimeCare. 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](http://www.nhs.uk).

Alzheimer’s and dementia drop in service.

Erdington Medical Centre and Eaton Wood Medical Centre hold a regular drop in service. This service is run along with the Alzheimer’s society and an elderly care specialist pharmacist for patients and their carers and its intended that MMP will expand this service to all sites. If you require any more information or a list of dates and times please ask your surgery team.

**Consent to Share Information with a Carer/Relative**

**PATIENT DETAILS**

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**CARER DETAILS**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**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 that are 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**

Committed to offering appropriate services to the wide range of individuals who find themselves in the position of needing to provide informal, unpaid care to other people. Services include: Advice, information and signposting; emotional and practical support, needs assessments, carers emergency response, Short Breaks for carers and disabled children, carer support groups training and volunteering.

**Contact: 0333 006 9711 or Email:info@birminghamcarershub.org.uk**

**Carers Direct-**

Website: <http://www.carers.org/>

Telephone: 0300 123 1053

# **Solihull Carers Centre-**

TS1 Pinewood Business Park  
Coleshill Road  
Solihull  
Birmingham  
B37 7HG

Tel: 0121 788 1143  
Email: [centre@solihullcarers.org](mailto:centre@solihullcarers.org)   
Website: <http://www.carers.org/local-centre/solihull>

### Carers UK Adviceline

**Open Monday to Friday, 10am to 4pm**.  
Note: listening service only available on Mondays and Tuesdays.

Telephone: **0808 808 7777\***

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

# Website: <http://www.carersuk.org/forum>

###### [Birmingham Carers Centre](http://www.carersuk.org/help-and-advice/get-support/local-support/birmingham-carers-centre) 130 Colmore Row Birmingham B3 3AP

Tel: 0121 675 8176  
Email: [info@b-c-a.org.uk](mailto:info@b-c-a.org.uk)   
Website: [www.b-c-a.org.uk](http://www.carersuk.org/www.b-c-a.org.uk)

# **Birmingham Carers**

# Tel: 0121 303 4044

[**Full details >>**](http://www.carersuk.org/help-and-advice/get-support/local-support/birmingham-carers-centre)

###### [Carers Advocacy Service (Birmingham)](http://www.carersuk.org/help-and-advice/get-support/local-support/carers-advocacy-service-birmingham) 169 Newhall Street Birmingham B3 1SW

Tel: 0121 212 1727  
Email: [birmingham@carersadvocacy.org](mailto:birmingham@carersadvocacy.org)

###### [Crossroads Care Birmingham & Solihull](http://www.carersuk.org/help-and-advice/get-support/local-support/crossroads-care-birmingham-a-solihull) Alcester Road Moseley Birmingham B13 8JL

Tel: 0121 449 1485  
Email: [birmingham.solihull@crossroads.org.uk](mailto:birmingham.solihull@crossroads.org.uk)   
Website: <http://www.xroadsbham.org.uk>

**Age Concern Birmingham**

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

Telephone: 0121 362 3650

**Dementia UK**

Website: **www.dementiauk.org**

**Admiral Nurses**

Specialist dementia nurses who offer emotional and practical support for families affected by dementia

[*South Birmingham and Solihull Admiral Nurses*](http://www.housingcare.org/service/ser-info-6826-south-birmingha.aspx)  
Little Bromwich Centre,   
150 Hobmoor Road,   
Small Heath,   
Birmingham  
B10 9JH   
**Contact:** 0121 301 5440/ 0121 685 7670

**Alzheimers Society**

Website: www.alzheimers.org.uk/

### Birmingham & Solihull Office

### Ground & First Floor, Unit 7-9 Olton Wharf, Richmond Road Solihull B92 7RN

**Tel:** 0121 706 4052

**Email:** [birminghamandsolihull@alzheimers.org.uk](mailto:birminghamandsolihull@alzheimers.org.uk)

**www.mariecurie.org.uk‎**

Are You A Carer & Need Support? Find free support with Marie Curie

[**www.gov.uk/carers**](file:///c:\Users\Admin\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.IE5\B8958PBR\www.gov.uk\carers)

A guide to the benefits, tax credits and other financial support you may receive as

a carer - including Carer's Allowance and the carer premium.

[**www.mind.org.uk**](http://www.mind.org.uk)

carers-friends-and-family-a-guide-to-coping

*Explains how to cope as a carer, giving practical suggestions for what you can do*

*and where you can go for support.*

**Birmingham Citizens Advice Bureau (CAB)**

Provides free, independent, confidential and impartial advice to local residents.

**CAB and Residential Carers** - this service is for people living in care/residential homes and their families or carers. We assist people and their families who are thinking of going into care and worried about their assets and their financial circumstances. We advise on their benefit entitlements in a care home and the effect on their house/savings. We try to help residents of a care or residential home to self-fund their accommodation.

**CAB and Working Age Dementia** - this service gives advice to people under the age of 65 on the following: welfare benefits, debt, employment rights-flexible, voluntary work, carers' rights and other issues the Citizens Advice Bureau would assist with. The service is for dementia patients and their families or carers.

**CAB and Advocacy** - the Advocacy Service provides short-term crisis advocacy by acting on behalf of the carer to enable their views and opinions to be heard. Advocates will confidently discuss your issues, provide information to enable and empower carers to make informed decisions and offer practical assistance with letters, telephone calls and appointments with professionals.

**CAB and Benefits** - many carers are unaware that the existing benefits system can help them gain funds which can ease the burden of caring, or remain in work etc. In fact, it's worth having the assessment because even if the other benefits cancel out a Carers Allowance, a positive assessment e.g. an 'underlying entitlement' provides access to top-ups of other benefits, as well as enhanced National Insurance contributions. Many of our carers this applied to seemed to have recognised or realised this, and do not seem to have received appropriate advice.

**Birmingham CAB maintains a telephone help line staffed by case workers. The telephone number is: 0844 477 1010**

**Line open 10.00a.m. to 4.00p.m. Monday - Friday (Bank holidays excluded)**

**Call Charges 5p per minute from a BT land line, charges from mobiles and other suppliers may vary**

**Training for Carers**

Jobcentre Plus Commitment to Carers provides:

•Advice and support for carers wanting to return to the labour market

•Programme provision tailored to carers' needs

•Funding for replacement care to help carers take part in programmes

•Advisors trained to recognise carers and understand their circumstances

The Adults and Communities Carers Employment service 'Opening Doors for Carers' (ODfC) has links with Jobcentre Plus, employment and training services and is based within the Carers Centre.

**Birmingham Job Centre Plus**

**Address: 65-67 Summer Row, Birmingham B3 1LB**

**Telephone: 0845 604 3719**

[**Full details >>**](http://www.carersuk.org/help-and-advice/get-support/local-support/crossroads-care-birmingham-a-solihull)

## Carers Emergency Response Service

**What is it?**The Carers Emergency Response Services, known as CERS, is a FREE back up service to provide support to carers in Birmingham in the event of an emergency.  To use this service you first need to register for it.  Following registration, the CERS Team will assess the needs of the person being cared for and put a plan in place.  Contact details to be used in case of emergency will then be provided.

Emergencies may be due to the sudden illness of a carer, or difficulty returning home to provide the care that is needed at the appropriate time.  Back up care is provided ‘at home’ for up to two days, allowing time for alternative arrangements to be made with family or friends. Registered carers can also benefit from a planned sitting service, enabling them to attend important appointments, such as a hospital appointment.

**Quality Guaranteed**  
Our Carers Emergency Response Service is regulated by the Care Quality Commission.   All care and support staff are qualified and experienced in caring roles.  Assessments and emergency action plans are drawn up by our skilled team and determine how appropriate care and support should be delivered in the event of an emergency.  The service operates 24 hours a day, seven days a week and can provide support for up to 48 hours (72 hours on Bank Holidays), after which if necessary, longer term care can be arranged.

#### Register today with CERS by calling 0121 442 2960 or email on info@cers.org.uk.