

CARERS INFORMATION PACK

Cator Medical Centre
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Cator Medical Centre is a trading name of Kelsey Healthcare Ltd
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1. Introduction

Cator Medical Centre is committed to supporting the carers of our patients. We believe that carers fulfil a vital role, bridging any gaps between NHS and voluntary sector services and providing practical care, compassion and advocacy for individuals who are perhaps too vulnerable to live independently.

Our mission is to support carers in this vital work, signposting them to information sources so that they can receive the financial, practical and social support they need for their dependents, as well as ensuring that their own health and wellbeing is monitored and maintained.

2. What is a Carer?

A carer is a person of any age (including children) who provides unpaid support to a partner, relative, friend or neighbour who couldn't cope without their help. This could be due to old age, frailty, disability, a serious health condition, mental ill health or substance misuse. Parents of children who are disabled or have a serious health condition are also considered to be carers.

A "Young Carer" is someone below the age of 18 who looks after somebody who has an illness, disability, or is affected by mental ill health or substance misuse. Young carers are particularly vulnerable as they often take on practical and/ or emotional caring responsibilities that would normally be expected of an adult.



“A carer is a person of any age... who provides unpaid support to a partner, relative, friend or neighbour who couldn't cope without their help”

Carers make a significant contribution to the health and care system; however they are not always identified in primary care. Cator Medical Centre aims to ensure that all carers

registered with the practice are identified, supported and appropriately referred as early as possible.

Carers are at risk of health problems varying from stress-related conditions and tiredness to injury caused by lifting. Some studies report very low levels of carers accessing GP services when they have health problems. This may be because they have to obtain respite care beforehand, they can only leave their house at particular times of day or because they simply neglect their own needs.

Cator Medical Centre encourages carers to self-identify so that we may offer extra support.

3. How can Cator Medical Centre help carers?

Carers are encouraged to complete the Carer's Identification Form and return it to the practice; copies are also available from Reception.

We actively maintain a list of Carers.



“The practice makes a pledge to you as carers. We will seek to support you and have a nominated Carers Lead”

The practice will seek to support you as carers by:-

- Having a nominated Carers Lead GP, Dr Christopher Holdridge, to champion your cause and co-ordinate activities in relation to your care and support
- Recognising that you may need help in your caring role and in maintaining your own health and wellbeing
- Respecting, involving and treating you as experts in care
- Showing understanding of your role, and offering suitable flexibility with appointments (prioritisation, longer appointments) for yourselves and the ones you care for
- Providing care, health checks and advice, offering you relevant health screening and doing our utmost to maintain your physical and emotional health and wellbeing
- Seeking your views about how we currently support carers and how we might improve our support to you in future
- Systematically encouraging you to have an annual flu vaccination. This also applies to young carers aged 8 and over
- Giving you the opportunity to be referred to local carers organisations and/ or local authority for information, advice and support
- Providing information and local carers support services/ contact points by means of leaflets, posters and contact lists

- Offering you home visits and/ or telephone appointments if caring responsibilities mean you cannot leave the person at home or bring them with you to the surgery-
- Advising you on safer lifting and other aspects of providing care such as medication.
- Providing you with information about the condition and needs of the person you care for, such as the effects of medication, where that person gives consent
- Being aware of the impact that your ill-health may have upon the person you are caring for
- Actively promoting Carer's week annually

4. How can I get a GP appointment locally? Tips and tricks

Please find below some information regarding appointment booking and services available locally. It may help you to understand the quickest way to get help for yourself or a loved one.

“For problems that really need to be seen right away, we have daily urgent appointments that are bookable from 0800 on the day”



a) Frequently asked questions

I called for an appointment. The receptionist says the next routine appointment is 3 weeks away. I cannot wait that long.

For problems that really need to be seen right away, we have daily urgent appointments that are bookable from 0800 on the day. If you are unable to get an appointment with one of our own practice GPs, the receptionists also have access to GP Alliance appointments, where you will be seen by a Bromley GP with full access to your medical record and who can provide all the services of your own GP at one of 3 local centres.

New routine appointments are also released every day so sometimes you may be asked to call back another time for an appointment.

There is also a new service called [eConsult](#) at Cator Medical Centre whereby a GP can be consulted online, and medications, sick notes and advice can be dispensed electronically within 48 hours.

We regularly review our appointments system, and we will continue to make efforts to reduce waiting times as much as possible.

Surely you just need more doctors that will solve the problem?

We have recruited a number of new doctors and nurses in the last 12 months and also have other highly qualified professionals – Health Care Assistants, a Diabetes Specialist Nurse, a

Clinical Pharmacist, and a Prescribing Nurse Practitioner – to help offer as great a variety and number of appointments as possible. We are recruiting even more clinical staff going forwards.

Why are new appointments released daily; why are they not all released at once?

Many appointments are “embargoed” i.e. blocked for a time; this is so that they can be released on an ongoing basis, for people who become newly unwell as time goes on.

There are no or very few appointments showing for online booking through Patient Access

Not all the appointments we have are visible online. This is so that those patients who are not internet users will not be disadvantaged by this.



“Not all the appointments we have are visible online”

I would like to see my medical notes / blood results online. How do I do this?

This can be set up by contacting the practice. The point of contact is Administration Manager, Elm House Surgery/Cator Medical Centre, 379 Croydon Road, BR3 3FD.

The doctor has asked to see me but there are no available appointments. I am worried something is wrong but cannot see anyone to find out

No one likes to be called in by the doctor and it is easy to assume the worst. However clinical staff do bear this mind and will only ever call you in on a routine basis (where it is possible you may not be seen for a number of weeks) if the issue is genuinely routine in nature. Often they will give a brief explanation for the receptionist to pass on to you. If it is a medically important matter, they will make arrangements for you to be seen urgently, or will likely telephone you to discuss.

I just called for an appointment and the receptionist asked me if it was urgent. How do I know?

All practices need a way of offering both routine and urgent appointments and determining which cases fall into which group. We generally trust patients to use their judgement in deciding whether the problem will wait until the next available routine appointment, whenever that might be, or whether it will not. As a general guide, the two main criteria we suggest are relevant are PAIN and/or DISTRESS.

I don't really need to see a doctor just to speak briefly on the telephone

We do not offer telephone consultations as a matter of course, but some individual doctors may be happy to respond to messages left for them at reception. This is entirely at their discretion though.

Cator Medical Centre is currently trialling [eConsult](#), a new service whereby a GP can be consulted online, and medications, sick notes and advice can be dispensed electronically.

If there are long waits why don't you close the practice to new patients or reduce the size of the practice catchment area

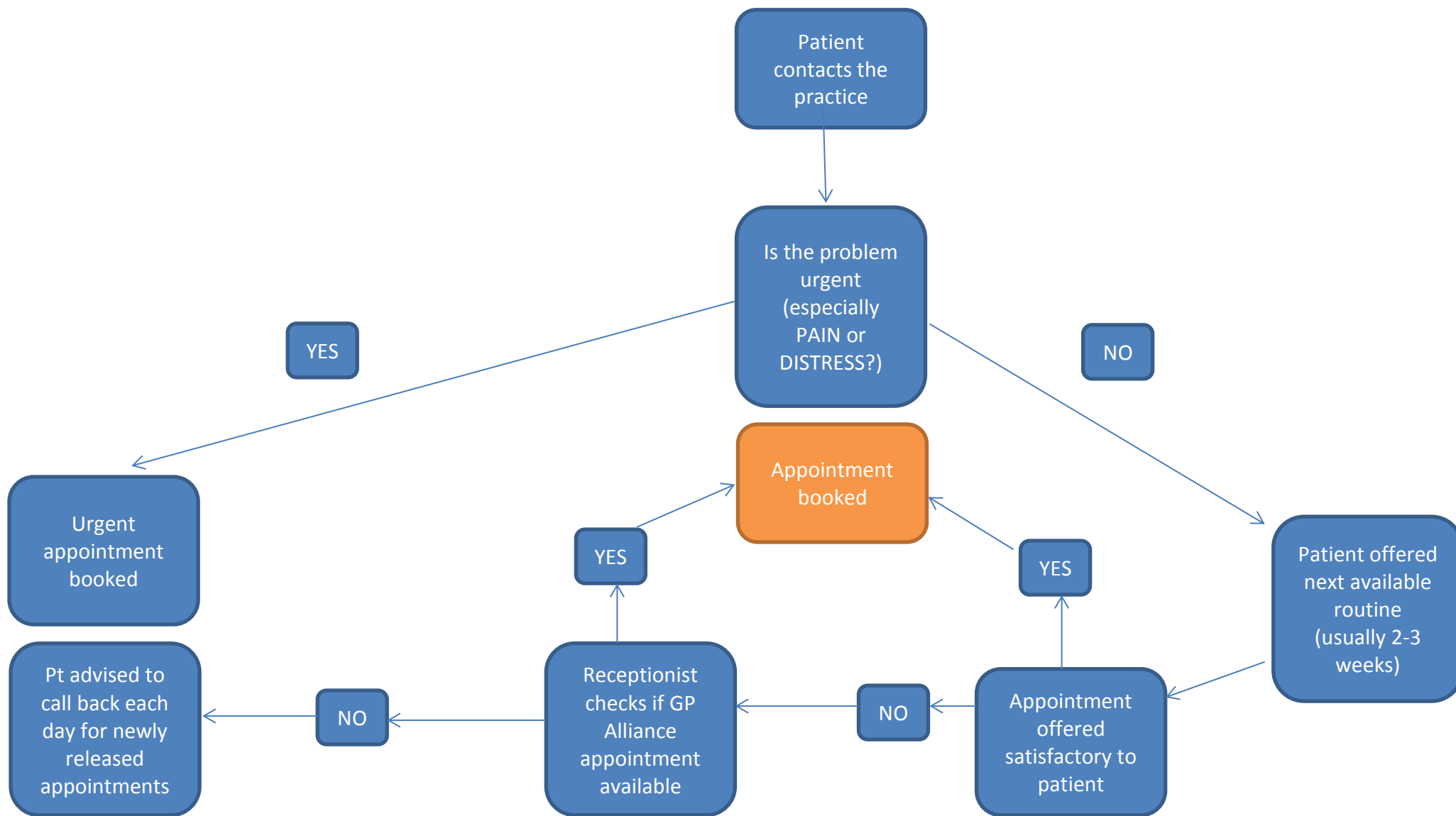
Both of these matters are governed by our contract with the local Clinical Commissioning Group and NHS England and we are not able to change them at a practice level.

b) Full list and description of local primary care services



“Primary Care” refers to medical care that can be accessed without refer, chiefly General Practice, but also services such as Walk-In and Urgent Care Centres and GP Access Hubs”

- i) **Cator Medical Centre** – most patients and carers will initially contact their own GP practice for medical needs. A flow chart for better understanding of our appointments system is included below
 - ii) **Urgent Care Centre** – A walk-in service based within the Beckenham Beacon for urgent problems. Please note that this service will not have access to a patient’s medical records, and cannot organise investigations or make onwards referrals
 - iii) **The GP Alliance** – A local association of GPs working together to provide additional services above and beyond those offered in their individual practices. This includes the local “Hub”, in which GPs from all over Bromley see patients any practice in the area. Access is via the patient’s own practice reception, who are allocated a number of appointments at the hub for use when their own lists are full
 - iv) **The Beckenham Primary Care Network** – A network of six General Practices: Cator Medical Centre, Elm House Surgery, St James’ Practice, Manor Road Surgery, Cornerways Surgery and Eden Park Surgery, working together to provide coordinated services for patients. This includes additional extended hours appointments with doctors and nurses, which are accessed through the patient’s usual GP surgery reception.
- c) Cator Medical Centre’s appointment booking algorithm**
Patients have previously commented that they are confused as to how we organise appointment booking at the practice. For transparency, below is our internal flow chart for appointments:



5. Carers Contact Directory

LOCAL RESOURCES	CONTACT DETAILS
Bromley Well Provides support to the people of Bromley who are caring for others	https://www.bromleywell.org.uk/ Tel: 0300 330 9039 E-mail: spa@bromleywell.org.uk
Bromley Well Young Carers Supporting young carers aged 4 to 19 to manage caring relationships whilst enjoying childhood	https://www.bromleywell.org.uk/our-services/young-carers/ Tel: 0300 330 9039 E-mail: spa@bromleywell.org.uk
Bromley Dementia Support Hub Provides friends & families caring for someone with dementia with information, support & skills to best care for them	https://dementiasupporthub.org.uk Tel: 020 3328 0366
St Christopher's Hospice Provides compassionate palliative care & support to carers	https://www.stchristophers.org.uk/carers Tel: 020 8768 4500
Bromley Carers Assessment	https://www.bromley.gov.uk/info/200050/help_for_adults/1231/getting_social_care_support/4 https://www.bromley.gov.uk/info/200015/care_rs
Oxleas NHS Trust For care of the mentally ill	www.oxleas.nhs.uk
NATIONAL ORGANISATIONS	
Carers UK Provides information and support for carers, including information about benefits	https://www.carersuk.org/ Email:- info@carers.org.uk Tel: 020 7378 4999
Carers Trust Offers practical help & assistance to carers	https://www.carers.org Tel: 0300 772 9600
Citizens Advice	www.citizensadvice.org.uk
Age UK Providing advice & information to people later in life	Tel: 0800 169 65 65 www.ageuk.org.uk
Cruse Bereavement Care Counselling & advice for bereaved people	Tel: 0808 808 1677 E-mail: helpline@cruse.org.uk https://www.cruse.org.uk