

*Providing information, sharing idea's and supporting and thanking carer champions and all health professionals during this challenging time.*

Jane Brown contact details: 07706 285975 or [jane.brown@carersinherts.org.uk](mailto:jane.brown@carersinherts.org.uk)

## *Carer Champion Training sessions – Virtual – 1 hour*

I have arranged 3 virtual training sessions in November for Carer Champions or any members of the GP surgery team who may find this training useful. The training will include:

**Carer Awareness**

**Role of the Carer Champion**

**How to refer**

**Services and support available to carers**

**Q & A session**

**Friday 6th November at 11.00am**

**Wednesday 11th November at 12.30pm**

**Tuesday 17th November at 1.30pm**

**Email me to book your place and I will send through the Zoom link.**

Loiza Lad, our longest serving Carer Champion is moving on to a new challenge. Loiza has done great work in supporting carers at Parkfield Medical Centre in Potters Bar and was part of the initial pilot that developed the champion role within surgeries some years ago. She has worked closely with other GP champions in Potters Bar and hopes to keep a connection with the local carers group. She has shared her knowledge with colleagues and commented that more staff within the surgery are now aware of carers issues and referring for support. She will be greatly missed and we wish her every success for the future.



## *Urgent request—Please respond*

Surgery telephone lines are extremely busy during these unprecedented times. There have been recent occasions where our Carer Planning team have needed to contact a surgery about a specific carer, whether it be to inform a surgery about a “make a difference” break or some other reason and have been unable to get through. If surgeries have an email address that is regularly monitored please can you provide me with the details, alternatively advise of a direct line for professional use through to the surgery team so that contact can be made quickly and avoid delays.

Also if any surgeries have made any changes/updates to your websites around the support you are providing for carers please let me know as I would be really interested to take a look, or if you are planning some changes and would like idea's I am happy to help.

## *Carers Learning Event— 15th September 2020*

I recently attended a Carers Learning event organised by HVCCG. The event was an opportunity for carers and carer organisations to come together and share learning from experience during COVID 19. The event was attended by carers, carer organisations, voluntary sector organisations, NHS staff and social care staff. All attendees were given the opportunity to discuss shared experiences and learning from both Covid 19, and also the content and provision of a carer wellbeing check.

Two more events have been arranged for the whole of the county.

### **Young Carers event—27th October 2020**

### **Parent carers event—6th November 2020**

Outcomes of these meetings will be fed into the locality delivery boards and I will also include on the agenda for the next round of champion meetings. Please get in touch if any carer champions would like to attend the above meetings.



### *Spotlight on our Carer Champions*

Each bulletin I will be including a spotlight on our GP Carer Champions so that we can find out more about the people in the surgeries supporting carers. Thank you to those that have contributed so far, your spotlights will follow in the coming months, and I will be in touch with more of you in the future so watch this space.

### **Joely Dodds**

Joely works at The Baldock Surgery as a General Practice Nurse. She was aware that part of her role was to be the surgery Carer Champion when she was interviewed and has been at the surgery for nearly 20 months. Over the last year she has gained a clearer understanding of her role as champion.

Joely enjoys exercise and going to the Gym in her spare time along with a glass of red wine and a slice of lemon cheesecake. She sees her greatest strength as compassion along with it being her greatest weakness. She enjoys best the opportunity of one to one conversations with carers and recalls once supporting a gentleman who was dealing with a huge variety of services for his wife including dieticians, frailty nurses, physio's and was feeling overwhelmed. Joely stated "carers need the opportunity to talk and feel like they are being listened to". He found the opportunity to off load to her very useful.

Joely would advise any new Carer Champions to take up any training opportunities available, don't be afraid to ask for help and make sure you are given the time to attend meetings so that you can meet other champions and share ideas.

## *Carer Champions—Meeting dates for your diary*

**Lower Lee Valley**—Thursday 12th November @12.30pm

**Bishop Stortford & Villages**—Tuesday 10th November @12.00noon

**Stevenage**—Tuesday 17th November @12.00noon

**Watford**—Tuesday 24th November @12.30pm

**Dacorum**—Tuesday 1st December @ 1.00pm

**Welwyn & Hatfield**—Thursday 19th November @ 12.30pm

**St Albans & Harpenden**—Wednesday 9th December @ 12.30pm

**Upper Lee Valley**—Wednesday 2nd December @ 1.30pm

**Hertsmere**—Wednesday 25th November @ 1.30pm

**North Herts**—Thursday 10th December @ 12.30pm

**Zoom invites will be sent out nearer the time.**

## *Leaflets and carewaves*

The next issue of Carewaves will be coming out in early November. We will be sending out 2 hard copies for champions and surgery use but we will not be sending out the usual quantities as we are aware surgeries are unable to give out to patients or have them on display. If any surgery requires additional copies for a specific reason please get in touch and we will send them out.

If any surgery has these passport application forms please can you dispose of them as they are no longer in use. We have updated this form and as and when you get to the stage that you can distribute them to patients again please get in touch and we will gladly send them out to you.



## *Carers Hubs—Courses and Workshops*

Carers Hubs, along with various workshops and courses are running, mostly virtually. More details can be found [here](#) or call our office on number below.

**Carers must call to book their place for all virtual events as spaces are limited on:**

**01992 58 69 69**