Puddletown surgery,

Thank you for your submission. We, the panel, were very pleased to see you have provided evidence for all criteria in all levels, including Platinum, which we have reviewed and have provided the following feedback.

The evidence in your bronze section demonstrates an excellent use of processes, systems and data to identify carers and manage their needs. As well above average percentage of carers identified, we were impressed to see how you innovatively used this data to better understand and support carers as a cohort e.g. reporting percentages of those carers who have not turned up for appointments and the percentage of their carers who have accessed Social Prescribing.

It is clear from your submission that the surgery communicates well with its carers. You share information using a variety of digital and analogue methods as well as making use of wider community resources such as Parish magazines and social media posts on local village groups. The consistent use of social media and newsletters means that messages are being continually reinforced and reaching new carers.

Whole practice approach to supporting carers is well embedded with both administrative, and senior clinician Carer Leads in place. It is excellent that the carer-aware culture is further emphasised through Carer Awareness training being part of the staff induction, ensuring all staff have a level of understanding. A well-publicised carers protocol increases staff awareness of the process to supporting a newly identified carer, and there are clear contingencies in place for when the Carers Lead is not available. It was brilliant to see the multiple examples of staff communicating specific carers needs to each other and signposting to colleagues where appropriate. ‘Carers’ are a regular agenda item at multi-disciplinary team meetings and space for safeguarding issues to be raised regularly.

There is a strong emphasis on encouraging your carers to utilise non-medical wellbeing services such as Social Prescribing, as well as referring to other services like Steps to Wellbeing. You use long term condition reviews to identify people with caring responsibilities, demonstrating a proactive approach.

We were so impressed with how the surgery works closely with the voluntary sector and uses community support, regularly hosting carers clinics run by the local carers support organisation, Carer Support Dorset, and providing access to Social Prescribing at monthly drop in’s at The Carers Hub. These services provide an opportunity for a carer to have a personalised conversation about their specific needs as well as making sure the carer is continuing to engage with their primary care service. The panel thought this really demonstrated how your practice realises it *‘doesn’t have to do everything on its own!’.*

In direct response to carers feedback, development of a local peer support group was facilitated by the Puddletown Carers Lead. Carers now meet regularly as a group at a community venue. We thought this was an outstanding example of you thinking creatively to meet the needs of your carers and really listening to what is important to them. In addition, this shows how you truly operate in a way that utilises community support by realising the community is ‘where the carers lives’ and don’t always expect them to come to you!

Although you do not survey your carers annually, the panel thought it was clear you make efforts for carers to have a voice in service developments. There are several carer members of your PPG, and carers from Puddletown were members of the co-produced working group which has led and steered the Better Care For Carers project over the last year and a real testament to Puddletown’s efforts to supporting carers to be involved and heard. You have yourself identified carers feedback as an area of development and the panel support your plans for the future in regard to this.

We felt that you demonstrated an awareness of some of the communities of carers which may have different or additional support needs. You have engaged in training to deepen your understanding of some of these communities and have identified other local organisations who also provide support.

The panel summarised that they felt this was an exceptional submission way beyond what we were expecting in the first year of the scheme. You have evidenced an organisational culture where all staff are encouraged to ‘think carer’, and supporting the health of both the carer and the cared for is clearly a priority. The panel were blown away the sheer enthusiasm and passion for carer support that shines through your submission. The panel concluded that Puddletown have demonstrated evidence which confidentially achieves the criteria set out in Gold. There are specific areas of development, most of which you had already identified yourself, in which if these are addressed, would mean you would be awarded Platinum level next year.

**Award decision: Gold**