



(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.
- Information regarding prescriptions and appointments.

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 please contact us. We have a social prescribing team who can support you further

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 MMP help?

MMP supports and promotes excellent care for carers and our patients who require care. Your clinical team are here and 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 via the dedicated prescription line on option 3.

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 and extended hours consultations with a health care professional.

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 clinician is assigned daily for any urgent care issues and 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 will be asked the nature of your problem by a receptionist so they can assign the correct clinician.

Our clinical team includes Advanced Clinical Practitioners, Clinical Pharmacists, Paramedics, Physician Associates, Musculoskeletal First Contact Practitioners, Mental Health Practitioners, Care Co-ordinators, Social Prescribers, Practice Nurses, Health Care Assistants and Technicians and GPs.

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, call the surgery line and press option 2, this will automatically divert you 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.

Contact Details for Local and National Carers Associations

Birmingham Carers Hub

Birmingham Carers Hub is a partnership of not-for-profits, who have come together under the management of Forward carers, to deliver support and services for unpaid Carers in Birmingham.

The Carers Support includes:

- Information and advice line
- One to one support - such as welfare entitlements
- Accessing grants and carer breaks (subject to availability)
- Carer emergency back-up service [CERS] and the carer's passport (partner in care card)
- Training for carers and carer support groups
- Wellness provision for carers
- Signposting to other agencies for further assistance
- Online communities through the hubs Facebook and Twitter



It also offers specialist services:

- Young adult carer services providing free help and advice for carers aged 18 to 25 delivered through YMCA Sutton Coldfield.
- Safeguarding support
- Information on the Birmingham disabled children's register

Telephone: 0333 006 9711

Email: info@birminghamcarershub.org.uk

Website: www.birminghamcarershub.org.uk

Email: info@forwardcarers.org.uk

Website: www.forwardcarers.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.

Telephone: 0121 442 2944

Email: info@midlandmencap.org.uk

Website: www.midlandmencap.org.uk



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.

Telephone: 0121 442 2960

Website: www.birminghamcarershub.org.uk

Website: www.dementiaroadmap.info

Partner in Care Card or Carers Passport.

This is a card available **FREE TO CARERS** and helps in the following ways:

1. Identifies you as a carer, to be used to access services that request for proof of registration.
2. In an emergency, it will give details of your chosen in case of emergency contact.
3. The card enables you to access local offers and other hundreds of other online discounts

Website: www.birminghamcarershub.org.uk

Dementia Services through the Birmingham Carers Hub

Dementia – Caring for Carers:

Provides expert advice to carers exclusively so that they can freely and confidentially share their experiences. There is access to free online learning sessions and face to face workshops. Access is through the **Birmingham Carers Hub website** to register.

Telephone: 020 3096 7894

Website: www.birminghamcarershub.org.uk

Birmingham Carers Hub Specialist Dementia Service:

This is an advice line operated by **Age Concern Birmingham**, based in Boldmere, which offers a dementia specialist person centred service, supporting carers who provide care to someone with dementia. For information, help and advice, call:

Telephone: 0333 006 9711

Email: dementiacarers@birminghamcarershub.org.uk

Support Groups at a venue:

Age concern Birmingham hosts a dementia café for carers who support a loved one living with dementia held at;

Communitéa Café, Boldmere, 76-78 Boldmere Road, Sutton Coldfield, B73 5TJ

These are held every Tuesday 10am – 12pm

Support Groups online:

Virtual support groups are held every Tuesday and Thursday from 11a.m to 12pm and Tuesday evening at 6:30 pm via Zoom. These can be accessed via the Birmingham Carers Hub website.

Website: www.birminghamcarershub.org.uk

Carers UK information, support and advice

They provide information, support and advice to carers. The information and advice provided 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



Telephone: 0808 808 777 (Monday-Friday 9am-6pm)

Email: advice@carersuk.org

Website: www.carersuk.org

Age UK Advice Line

Offers support, advice and information including money and legal, health and well-being, care and support and work and learning.

Telephone: 0800 678 1602
Free to call 8am – 7pm 365 days a year
Website: www.ageuk.org.uk



Kids

They 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.

They 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. They 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
Website: www.kids.org.uk

Alzheimer's Society

National Dementia Helpline

Telephone: 0300 222 11 22

Birmingham & Solihull Local Office 7.67km
Unit 7-9 Olton Wharf Richmond Road
Solihull
West Midlands
United Kingdom
B92 7RN

Telephone: 0121 706 4052
Email: birminghamandsolihull@alzheimers.org.uk
Website: www.alzheimers.org.uk

Admiral Nurses

Admiral Nurses provide the specialist dementia support that families need.

Call our Admiral Nurse Dementia Helpline from 9am to 9pm Monday to Friday, and from 9am to 5pm during the weekend.

Telephone: 0800 888 6678
Email: helpline@dementiauk.org
Website: www.dementiauk.org



Marie Curie

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

Telephone: 0800 090 2309
Email: westmidlands.hospice@mariecurie.org.uk
Website: www.mariecurie.org.uk



Carer's Trust

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

Email: info@carers.org (general enquiries)
Website: www.carers.org



MIND

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

Telephone: 0300 123 3393

Email: info@mind.org.uk

Website: www.mind.org.uk/information-support/helping-someone-else



Address: Mind Infoline
PO Box 75225
London
E15 9FS

The Waiting Room

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

Website: www.the-waitingroom.org

