

CARERS CHAMPION TRAINING

This is the first person in the Ipswich & East Suffolk area that has completed our Carers Champion training.

Her name is Laura Langford and she works as a Health Care Assistant at The Birches Medical Centre in Kesgrave.

The practice is also the first Carer Friendly Surgery in the area.



CARER FRIENDLY SURGERY - BILDESTON HEALTH CENTRE

Bildeston Health Centre are now a Carer Friendly Surgery and Carer Friendly Dispensary.

Susan Doggett, Carer Lead Champion said: "I have worked very closely with SFC, and GP Services, Family Carer Adviser, and feel I have gained knowledge and confidence in becoming Bildeston's Health Centre Carers Lead Champion. This has helped me connect with carers who visit the Surgery and who want to access support in their caring role both from the Surgery and from SFC".

"We are thankful to receive our Certificates and 'Carer



Friendly Surgery' and 'Carer Friendly Dispensary' status".

Louise Bissett, Practice Manager & Carer Champion said:

"We have worked closely with SFC for several years, running our Carers Group together. We have always had a Carers Lead within the Practice – a friendly face, voice on the end of the phone that family Carers can talk to, get advice or be signposted to other services. The Carers Lead also acts as a liaison with the GP's. Our Carers Lead Champion keeps our carers register and Practice Carers noticeboard up to date. Of late we have been working with SFC to become a 'Carer Friendly Surgery' and Carer Friendly Dispensary', with a number of staff now becoming Carer Champions. Our CQC reports have always reflected how hard we work with family carers, receiving an 'Outstanding' in our very first CQC inspection".

"Becoming a 'Carer Friendly Surgery' and 'Carer Friendly Dispensary' will mean our staff will be upskilled and our family carers will receive the help and support they thoroughly deserve".

