



CARERS' CHARTER

Ancora Medical Practice greatly value the very important work of family and friends caring for people who either use this service, or are themselves patients of the practice.

We believe that a carer is someone of any age who provides unpaid support to a family member or friend who could not manage without the help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Ancora Medical Practice wants to work in partnership with carers to ensure we carry out our role more effectively, and to listen to what you say so that we might work more efficiently. To achieve this we are committed to the principles outlined in this 'Carers' Charter'.

As a carer you will be:

- Recognised, identified and valued for your caring role and be treated with dignity and respect.
- Once identified, offered appointments which fit in with your caring role both for yourself and the person you care for, wherever possible.
- Able to arrange consultations or treatments to minimise disruption to the caring routine
- Able to have your own needs recognised and to be supported to maintain your physical, mental and emotional health and wellbeing

- Included (with the permission of the person you care for) as a valued partner in the planning and delivery of their treatment and care.
Where permission is withheld your views will be taken into account by the practitioner
- To choose the level of care and support you are able to offer depending on age and disability.

We will

- Listen to you and respect your perspective
- Take note of what you tell us to help inform best clinical decisions.

To be identified as a carer please complete the form at reception or on-line

To access additional help please contact the Family Carer Team in North Lincolnshire Adult Services on 01724 298393.