



Catherines Well, Milton Abbas, Blandford Forum, Dorset DT11 0AT

Dear Carer,

My name is Kelly, and I am the Carers Lead for Milton Abbas Surgery. As Carers Lead, I am here to signpost carers to information and support available to them.

Firstly, thank you for registering yourself at the surgery as an unpaid carer so that we are aware of the extra pressures you are under. If things change and you are no longer providing care for someone, please let us know and we can update your records.

If the person you care for is over 18 and lives in the Dorset Council area, I would like to encourage you to register with Carer Support Dorset if you have not already done so. Carer Support Dorset can help you to access services and information to make your caring role easier. They are also able to give you access to the Dorset Carers' Card which can save you money. You can sign up online at [www.carersupportdorset.co.uk](http://www.carersupportdorset.co.uk). If you do not have access to the internet, please let me know at the surgery and I can register you.

If the person you care for lives in the BCP Council area, you will need to register with Carers' Resource Information and Support (CRISP) for support. Please call them on 01202 128787 to register or online at [www.crispweb.org](http://www.crispweb.org).

You may or may not be aware, but you are entitled to request a Carer's Assessment from Dorset Council Adult Social Care team. A Carer's Assessment is about what support you need so you can stay well and continue to have a life outside of your caring role that meets your needs. Carer Support Dorset can refer you for an assessment or you can contact Dorset Council direct and ask for one by calling 01305 221016.

The Leonardo Trust have produced a useful booklet called 'If Only I'd Know That'. It contains one carers account of their experiences along with a Carers Information Directory. We have enclosed a copy for you in this pack.

If the person you care for is happy for us to share medical information with you, it would be worth considering completing an Information Sharing Consent Form next time you are both in the surgery. This will enable us to discuss test results, messages from GPs and other information with yourself. Please ask at Reception for more details.

If you or the person you care for needs an appointment at the surgery, please be aware that we can offer telephone appointments as well as in person appointments and can also arrange for a double appointment if you feel that more time with the GP or Nurse would be

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Dr Stephanie Shutt BM BSC  
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helpful. If your cared for person is housebound, or you are unable to leave them to attend an appointment at the surgery, and a home visit is needed then please just let our reception team know and we will see what we can do.

We are happy to take phone call requests for repeat medication, but you may find it quicker and easier for you to order repeat medication by email, online via our surgery website, or via the NHS app. If you are sending an email please include the full name of the patient, DOB, and the details of the medication required. If you need to register for online services, please bring in 2 forms of ID (one photo and one utility bill showing your current address) and our admin staff can arrange that for you. To order via the NHS app, you will need to download the app and follow the instructions.

I wanted to make you aware that we have a dedicated page on our surgery website ([www.masurgery.co.uk](http://www.masurgery.co.uk)) for carers. This page has links to resources and support that you may find useful. You may also find it helpful to follow our surgery Facebook page @miltonabbassurgery for the latest surgery news and information.

In addition to being the Carers Lead, I am also the Social Prescriber at the surgery. Social Prescribing is about connecting people with social, emotional, or practical needs to local sources of help and support. If you are struggling with your mental health, financial worries, carer strain or any other concerns please do not feel that you are on your own – we are here to help. If you need a listening ear about anything that is worrying you or you would like help in finding the support you need, please contact the surgery and they can put you in touch with me or you can send an email to [miltonabbassurgery@nhs.net](mailto:miltonabbassurgery@nhs.net) for my attention.

Finally, sometimes things happen that we are not prepared for, so it's important you know who to call. If you are experiencing a crisis situation with a break down in care arrangements and do not have any provisions in place for replacement care, please contact one of the following:

- If the person you care for lives in Dorset, contact Adult Access Team on 01305 221016 or email [adultaccess@dorsetcouncil.gov.uk](mailto:adultaccess@dorsetcouncil.gov.uk)
- If the person you care for lives in Bournemouth/Christchurch/Poole, contact the Adult Social Care Contact Centre on 01202 123654 or email [asc.contactcentre@bcpcouncil.gov.uk](mailto:asc.contactcentre@bcpcouncil.gov.uk)

Thank you for everything you do as a carer, the NHS could not survive without you. If there is anything that I can help with in the future, please do not hesitate to contact me.

Kind regards,

Kelly

**Kelly Best**

Receptionist/Social Prescribing & Carers Lead

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