

QI Project and QI SRRP Aim

- **Improve** carers' support in Newham
- **Raise** clinicians' awareness about importance of carers support
- **Increase knowledge** about carers' support in the borough
- **Increase confidence** of clinicians supporting carers

Why is this important to Service Users and Carers?

Being a carer has an impact on mental and physical health. One of the areas identified for improvement is better information for clinicians so that they can support carers better.

We did:

- Developed an information leaflet
- Sought feed back from carer
- Joint presentation with carer of leaflet and personal experience in Team Meeting at 409

QI SRRP Methodology

Mixed methods approach:

Quantitative: A pre – post audit of clinicians knowledge and confidence in referring to carers' support using questionnaires

Qualitative: short semi-structured interviews with clinicians to gain more in depth understanding of possible barriers

Change idea/Hypothesis: Providing information and presenting leaflet at 409 will improve clinicians' knowledge about cares' support and increase confidence in supporting carers.

Data (Quantitative/Qualitative)

Qualitative: 9 short semi -structured interviews with members of 4 different teams were conducted

Quantitative: 15 clinicians filled in pre and post presentation questionnaires at the August Team Meeting

Learning and Recommendations

- All clinicians rated cares support as important or very important
- Greatest barrier identified was “not knowing what's out there”
- Clinicians valued leaflet and experience of hearing a carers' personal story
- Joint presentation of leaflet and carers experience increased the level of confidence in a) talking to carers, b) providing information to carers and c) referral to carer's support services
- Recommendation for the future: More frequent information sessions including carers

