

## 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

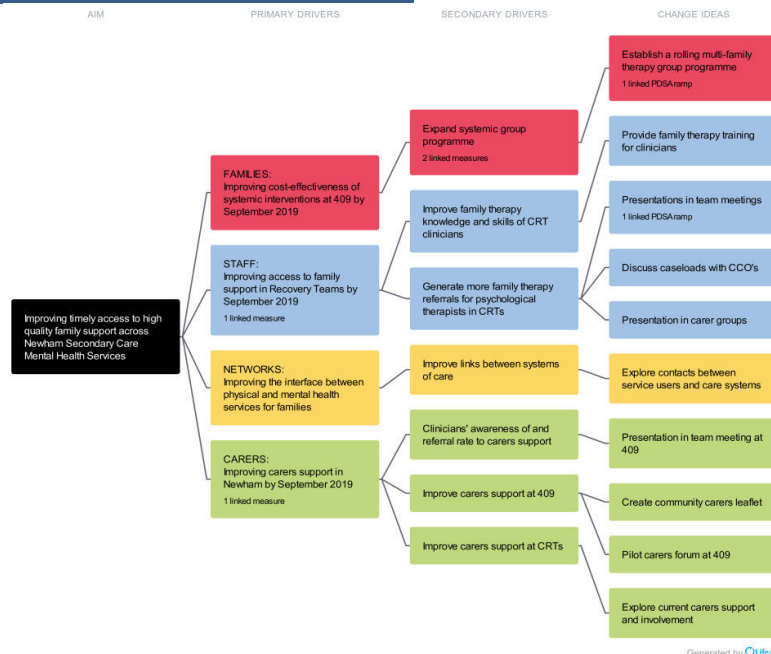
## QI SRRP Methodology

### 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