

**NHS North Tyneside Clinical Commissioning Group Response to Overview and Scrutiny Recommendations
Completed Action Plan**

Carers' Support and Respite Provision

In accordance with Local Government legislation, NHS bodies and relevant health service providers are required to provide a response to the recommendations of the Overview, Scrutiny and Policy Development Committee within 28 days. In providing this response North Tyneside Clinical Commissioning Group is asked to state whether or not it accepts the recommendation and the reasons for this decision. North Tyneside Clinical Commissioning Group must also indicate what action, if any, it proposes to take.

Overview and Scrutiny Recommendation	NTCCG Commentary	NTCCG Decision (Accept or reject)	Action to be taken (if any) and timescale for completion
Recommendation 1: That North Tyneside Clinical Commissioning Group and the Council's Adult Social Care continue to work with primary care services and GPs to increase the number of carers identified, receiving an assessment and timely advice and information.	North Tyneside CCG will continue to honour the requirements set out in the North Tyneside Commitment to Carers Document which includes proactively working with partners to increase to uptake of carer's assessments. Key levers for this are set out in recommendation 2 and 3.	Accept	See recommendations 2 and 3.
Recommendation 2: That North Tyneside Clinical Commissioning Group encourages all GP practices to appoint a designated Carers' Champion.	North Tyneside CCG has recently commissioned North Tyneside Carers Centre to produce a survey monkey to all GP Practices (see attached). The survey asks specific questions about the level of support and information available to patients at a Practice Level including whether the Practice has a GP	Accept	Closing date for Survey Monkey responses -15 July 2016. Working Group to be established with the North Tyneside Local Authority Carers Lead, North Tyneside CCG Commissioning Lead and North Tyneside Carers Centre Lead to take the results following the Survey Monkey and develop an action plan to support, educate and encourage the benefits in having a

Appendix 2

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	champion. The closing date for all responses is the 15 July 2016.		Carers Lead in GP Practices. This includes refreshing the current Carers Lead role description.
<p>Recommendation 3: That North Tyneside Clinical Commissioning Group and the Council's Adult Social Care, explore opportunities to produce signposting information, similar to the laminated key, for distribution by GP practices.</p>	<p>North Tyneside Carers Centre has developed on behalf of North Tyneside CCG and North Tyneside Local Authority a laminated signposting sheet that will be available to GPs as from July 2016.</p>	Accept	<p>Laminated Signposting Sheet to be available as from July 2016. North Tyneside Carers Centre will notify and distribute sheets to all GP Practices.</p>
<p>Recommendation 18: That the Council and North Tyneside Clinical Commissioning Group, as part of contract monitoring, request evidence from social and health care service providers on how they are supporting and engaging with carers.</p>	<p>North Tyneside CCG has used the recently completed self-assessment tool to benchmark health's contribution to supporting carers. It is proposed that following initial consultation across all key stakeholders on the initial findings, an improvement plan will be developed on those areas where there is currently insufficient evidence. It is also proposed that the self-assessment tool is undertaken annually as a quality marker to measure progress made over the year.</p> <p>In addition, North Tyneside CCG has been working with the North Tyneside Carers Centre in</p>	Accept	<p>Following Presentation to the Health and Well-being Sub Group, North Tyneside CCG will share the findings of the self-assessment exercise plus recommendations to all stakeholders – July/August 2016</p> <p>An improvement plan will be in place in September 2016.</p> <p>A provider based self-assessment audit tool will be available to all health and social care providers as from November 2016.</p>

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	developing a provider self-audit tool. This will be available to coincide with National Carers Rights week in November 2016.		
<p>Recommendation 19: That North Tyneside Clinical Commissioning Group presents the self-assessment for carers and any action plan/s to address areas of concern to the Adult Social Care, Health and Wellbeing Sub-committee.</p>	<p>The completion of the self-assessment tool will be presented to the Health and Well-being Sub Group in July 2016</p>	<p>Accept</p>	<p>July 2016</p>