



Primary Healthcare

GP Surgery

Most GP surgeries have a range of services to support carers, including:

- A way to register as a carer – a note on your medical record can explain why you need home visits or have certain health issues.
- Ability to book a double appointment – this will give you and the person you care for more time with your GP.
- Being able to request a home visit if you or the person you care for are unable to get to the surgery.
- Access a free flu and Covid jab
- Able to request a puncture-resistant 'sharps box'
- A member of staff who is a Carers Champion – someone to give you additional advice and information on support available to carers in your area.

It might be helpful to think about:

- Preparing for an appointment – writing down questions before you go means that you will not forget to ask anything.
- Asking your local surgery for extra training if you provide medical care.
- Making note of the GP out of hours service telephone number for when the surgery is closed. The number is on your surgery answer machine.

111 is a 24 hour telephone advice and information line staffed by nurses and health information advisers. The website also has a lot of information on local organisations that can help you as a carer or the person you care for 111.wales.nhs.uk

Prescribed Medications

If you are involved with helping the person you care for with their medication you should ask your GP for advice on what has been prescribed. All prescription medication also comes with an information sheet, which gives details on the medication and its potential side effects.

If you still have questions, talk to the pharmacist when collecting the prescription. Pharmacists have detailed knowledge and can advise on any over-the-counter medications that should not be taken at the same time as prescription medication.

If you are administering medication, speak to your GP or a district nurse for advice. You should not be expected to do this without some guidance.

There is also an additional leaflet available called 'A carers Guide to Managing Medicines' which should be available from your GP surgery.

District Nurses

Sometimes the person you care for may need additional nursing care and support in the home. This could be because they are unable to visit the GP surgery, as they are permanently or temporarily housebound. In these circumstances the hospital, GP or another agency will refer them to the District Nursing service (Tel 029 2044 4501). This service offers nursing care, advice and support helping to enable individuals to maintain their own independence and achieve self care.

Following a referral from hospital, GP or another agency, a District Nurse will perform a health needs assessment with you and the person you care for, at home, to discuss the help that the person you care for needs.

The service they provide may include:

- Wound care
- Care at end of life
- Bladder or bowel management
- Information or referrals to other community-based services

Opticians

If you care for someone who is not able to visit an optician unaccompanied due to physical or mental disability, they may be eligible to have a free NHS eye test at home.

In Cardiff & Vale, Specsavers Healthcall provide a home service for those eligible. To find out if the person you care for is eligible call 0800 198 1132 or go to www.specsavers.co.uk

Dental Services

Community Dental Services (CDS) provide treatment for people who may not otherwise seek or receive dental care, such as people with learning disabilities, elderly housebound people, and people with mental or physical health problems or other disabling conditions that prevent them from visiting a dentist.

The CDS accepts referrals from a wide range of health care professionals including General Dental Practitioners, medical practitioners, hospital staff, health visitors, social workers and carers of disabled people. All referrals for treatment are screened to ensure they are appropriate for the service and there are certain eligibility criteria. For more information and to download guidance on how to make a referral visit <https://cavuhb.nhs.wales/>



Cardiff and Vale University Health Board
Unpaid Carers Information Service

Bwrdd Iechyd Prifysgol Caerdydd a'r Fro
Gwasanaeth Gwybodaeth i Ofalwyr Di-dâ

We are here to help



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