

Healthwatch Portsmouth Recommendations

These are our recommendations which we will discuss with partners and key stakeholders to help ensure the voices of Carers are heard, to understand what has been helpful and what they need from services they rely upon.

- **Greater access to short breaks** including breaks that family members can offer should be made available to Carers at short notice to **relieve the pressures** Carers are facing.
- **Better signposting for Carers** (via GP-referred social prescribing services) to primary care based mental health and financial support packages **tailored to their stated needs**.
- A **'carer pathway to access social care services'** to be mapped out (and produced as an explainer via hard copy or URL). **To help carers to better navigate services**.
- The **'Carer pathway explainer'** to be provided to Carers when registering with a GP practice or contacting Portsmouth Councils City Help Desk.
- To review and comment on public **access points to the NHS Responders Scheme** to help address the **access difficulties** experienced by Carers.
- **Information on the Carers Assessment** to be included on each Portsmouth GP surgery website to **raise awareness** and encourage more Carers to register.
- **Prioritise GP appointments in Portsmouth for Carers** to help them access care when they need it to **maintain their own health and wellbeing**.
- To work with the Carers Centre to review why **45% of respondents** said they could not get a Carers Assessment.
- To provide survey respondents **who identified they needed further information** with the email address of the Carers Centre in Portsmouth.
- More support to be offered to Carers, such as **extending 'support bubbles' from family members** to carers during the COVID-19 pandemic to **address their emotional needs**.