

We provide a range of general and specialist health services to patients at Hertford County Hospital in Hertford, Lister hospital in Stevenage, Mount Vernon Cancer Centre in Northwood and the QEII hospital in Welwyn Garden City. We treat around 500,000 people a year, a significant proportion of whom will be carers, or be cared for by someone else. Many of our employees are carers, and we are keen to engage with carers in the development of our strategic plans. We want to hear feedback from carers about their experience of our services.

Our Commitment

We will;

- Offer practical support to carers from our dedicated 'Carers Lead' post in our Integrated Discharge Team
- Listen to carers, and act on the feedback we receive from carers about their experience of our services through the use of our Carers Survey
- Recognise and value carers, by offering carers certain benefits including discounts at catering outlets, reduced parking charges and flexible visiting hours
- Seek the views of carers when we develop our strategic plans
- Identify and refer carers to appropriate carer support organisations

To achieve this, we need to work on;

- Delivering carer awareness training to our workforce
- Directly referring carers we identify to carer support organisations
- Continuing with our quarterly carer focus groups where carers can meet and support each other
- Embedding our policy to record a carer relationship
- Implementing our carers policy

Measuring Our Commitment

We will measure;

- The number of carers identified and signposted to appropriate support
- Percentage of carers who say we helped them to carry on caring

You can find out more about our [Commitment to Carers here](#).

Signed by:



Angela Thompson.



Nick Carver, Chief Executive

Angela Thompson, Director of Nursing & Patient Experience



*Supporting carers to care as part of Hertfordshire's **Health** and **Wellbeing** Strategy*