

Dementia Friendly Surgeries Help Sheet



The Bristol Dementia Wellbeing Service would like to help GP surgeries to become more dementia friendly. We recognise that time in GP surgeries is at a premium, so we have put together this Help Sheet to support staff in their understanding of dementia and to make surgeries easier for patients with dementia to navigate.

What are the benefits for general practice?

A dementia-friendly general practice has benefits including:

- reducing missed appointments
- improving quality of care and support for people with dementia
- improving quality of care and support for other patients, especially other vulnerable groups such as learning disabilities, older adults
- supporting national frameworks and standards for dementia including the NHS England Well pathway for Dementia and the ICB improvement and assessment framework
- fulfilling Care Quality Commission requirements
- increasing dementia awareness and understanding for all practice staff, as well as contributing to personal development and job satisfaction.

Supporting staff and developing a dementia friendly practice

Anyone can go onto the Dementia Friends website www.dementiafriends.org.uk and click 'become a dementia friend' to watch a short 5 min long online video.



The video gives an awareness of how dementia may affect someone and what people can do in the day to day to better be able to support people affected by dementia. We encourage all staff to watch this video or to use this as part of mandatory training.

Applying Dementia Awareness to general practice, systems, awareness, patient diagnosis and care

Quick Wins

- ✓ Have an alert on patient record system for all those with a known diagnosis of dementia. An alert on patient records can highlight the need to text or ring on the day of the appointment
- ✓ Flexible appointments or double appointments wherever possible
- ✓ Improve signage around building - ensure your signage is clear. There are free signs from Alzheimer's Society. Be aware that people may need support with orientation to the consultation room, treatment room, toilets and exit out of the building (link to free signage below)

- ✓ Consent to share details with carer/ family member obtained early, including arranging correspondence addresses
- ✓ Post diagnostic support referrals - ensure sure you have referred on to the Bristol Dementia Wellbeing Service for further support for the person with dementia and their family / carers
- ✓ Information displays - information on dementia and local support. Make sure that these are not too cluttered. Consider a dementia information board
- ✓ If you have a patient's group, encourage people affected by dementia are invited to be part of it and to contribute from their perspective.
- ✓ With permission identify and include carers in patient's notes, flag carer status on systems, refer carers to carer support or Local Authority for carers assessment.



Longer Term

A guide to making general practice dementia friendly. This is a toolkit developed by Alzheimer's Society, although the project as a whole is no longer operational. This toolkit can be used to consider different areas of the surgery and changes that might be made.

https://www.alzheimers.org.uk/sites/default/files/2019-04/2017_dementia_friendly_general_practice_toolkit_guide_notts_derby_project.pdf

Free Downloadable Materials

- Facts sheets www.alzheimers.org.uk/get-support/publications-factsheets
- To access free dementia signage and position in your surgery:
Dementia friendly signage:
<https://www.alzheimers.org.uk/dementia-professionals/resources-professionals/resources-gps/dementia-friendly-signage>
- Short films explaining dementia available in 6 different languages
www.bristoldementiawellbeing.org
- The local charity, Bristol Dementia Action Alliance, may be able to offer an environmental walk-around <https://bdaa.org.uk/>



For further information

www.bristoldementiawellbeing.org

www.alzheimers.org.uk/get-support/publications-factsheets