

GP Practices Guidance Notes



These notes state why and how GP Practices can improve the lives of people with dementia. They also provide guidance on how you can join the Dementia Action Alliance and publically state your commitment by developing an Action Plan.

Why is dementia important to you?

Dementia is important to GP Practices because:

- There are over 850,000 people living with dementia in the UK and this figure is set to rise. 225,000 people develop dementia every year, roughly one person every three minutes. (Alzheimer's Society 2014)
- You can make a big difference by making small changes that require minimum financial resources to implement.
- Undertaking certain actions to support people with dementia contributes towards achievement of QOF targets.
- Working towards a Dementia Friendly Community will improve the experience of patients and their carers.

What can you do?

Join the Dementia Action Alliance

Organisations join the Dementia Action Alliance by implementing a short Action Plan outlining the actions they will take to improve the lives of people living with dementia.

Dementia Action Alliance members from the GP sector include

- Oakley and Overton Partnership, Hampshire
- Dyneley House Surgery, Skipton, North Yorkshire
- The Robins Surgery, Romford, Essex

Example Action Plans

- Colne Valley Family Doctors, Huddersfield
http://www.dementiaaction.org.uk/members_and_action_plans/4229-colne_valley_family_doctors
- Straight Road Doctors Surgery, Harold Hill
http://www.dementiaaction.org.uk/members_and_action_plans/2532-straight_road_doctors_surgery
- Dr KV Gopal GP Surgery, Yorkshire & Humber
http://www.dementiaaction.org.uk/members_and_action_plans/1862-dr_kv_gopal_gp_surgery

Search for more examples of [action plans](#) here:

http://www.dementiaaction.org.uk/members_and_action_plans

Sector case studies

- [Dyneley House Surgery](#) , Skipton, North Yorkshire
http://www.dementiaaction.org.uk/members_and_action_plans/3356-dyneley_house_surgery
The [Guardian](#) article, October 2015
<http://www.theguardian.com/healthcare-network/2015/oct/06/dementia-friendly-gp-practices-model-other-conditions>
- [The Robins Surgery](#), Romford, Essex
http://www.dementiaaction.org.uk/members_and_action_plans/2596-the_robins_surgery
- [Oakley and Overton Partnership](#), Hants
http://www.dementiaaction.org.uk/members_and_action_plans/1572-oakley_and_overton_partnership
The iSPACE initiative
<http://wessexahsn.org.uk/projects/45/creating-dementia-friendly-gp-surgeries-ispac>

Search for more case studies here: http://www.dementiaaction.org.uk/case_studies

Next Steps

A. Become a DAA member by using the following template to create and implement an Action Plan

- Download and complete the form found here:
http://www.dementiaaction.org.uk/assets/0001/0762/DAA_Local_Membership_Form_090614.docx
- If you prefer, request a form to complete and email it to us:
dementiaactionalliance@alzheimers.org.uk
- Use the action plan guidance below to create your action plan:

Answering the following three questions will complete your Action Plan. By completing an Action Plan your organisation will sign up to the National Dementia Declaration and become a member of the Dementia Action Alliance.

The National Dementia Declaration

The National Dementia Declaration lists seven outcomes that all businesses, charities and public bodies can collectively work towards to improve the lives of people with dementia and their carers.

By signing up to the Declaration you will be joining an Alliance of more than 600 organisations to state publicly that people can live well with dementia and that all society has a responsibility for ensuring that this happens.

To read about the history of the [Declaration](#) and download a copy, go to:

<http://www.dementiaaction.org.uk/nationaldementiadeclaration>

Action Plan Template

1. How can your organisation help to support people with dementia and families/carers?

Consider your organisation's role in making a difference in your community. For example:

- Our action plan focuses on prevention, and education for all members of the primary health care team.
- Our role is to facilitate timely diagnosis of people with dementia.
- We will focus on the national strategic aims of preventing well, diagnosing well, supporting well and living well.
- We aim to ensure that the care of people with dementia becomes more people-centred.
- In a difficult economic climate we need to make the case clearly for action on dementia to achieve better outcomes in a cost effective way.

2. What are the challenges to delivering these outcomes for your organisation?

Are there any problems that you need to overcome to do this? For example:

- Ensuring that there is adequate time, space, and priority given to care of dementia is our biggest challenge.
- Lack of resources including time and staff.
- Workload pressures making continuity and regular follow up difficult to maintain.
- Identifying patients with dementia, ensuring that patients in risk groups are asked about their memory and understand the importance of a screening test if there are concerns.
- Many people are reluctant to be labelled with a mental health diagnosis.
- Ensuring care data is shared appropriately with secondary care colleagues and the CCG.
- Lack of understanding and awareness of dementia amongst non-medically trained staff.
- Limited budget is an obstacle for any major changes required on site.
- Maintaining the information packs to ensure they contain up to date information.

3. How can you overcome these challenges?

Make sure your Action Plan is practical and achievable for your organisation. Include timescales where possible. Your Action Plan will be published on the [Dementia Action Alliance](http://www.dementiaaction.org.uk/) <http://www.dementiaaction.org.uk/> website.

Examples of Action Points from current members:

- In the first quarter of the year we will hold a [Dementia Friends](#)* awareness session for our staff and volunteers.
- We will encourage a member of staff to become a [Dementia Friends Champion](https://www.dementiafriends.org.uk/DF_WEBC_RegisterChampionIntro) https://www.dementiafriends.org.uk/DF_WEBC_RegisterChampionIntro and deliver short awareness sessions to their friends, family, colleagues and members of the community.
- We will review the environment and signage in our public spaces using a [dementia friendly workplace](#) checklist, https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=2619 and take action to ensure they are as accessible as possible.
- We will take part in our Local Dementia Action Alliance and attend meetings where possible.

* Dementia Friends <http://www.dementiaaction.org.uk/> is a free initiative run by Alzheimer's Society to raise awareness of dementia issues.

Examples of Action Points from other GP Practices:

- Encourage early diagnosis: patients who are in high risk groups are asked about their memory and offered a screening test if there is any concern. This is followed up by early and appropriate referral to a memory clinic offering advice and support.
- Make information available for patients who are concerned about their memory, including [Worried About Your Memory](#) leaflets
https://www.alzheimers.org.uk/site/scripts/download_info.php?downloadID=52&fileID=339.
- Seek early consent from people with dementia for carers/family members to be involved with their care; e.g. consent to discuss diagnosis and care plan, consent to be present during consultations, consent for carer to meet GP separately about the patient. Refer patients and carers to the publication [Acting on behalf of a person with dementia](#)
https://www.alzheimers.org.uk/site/scripts/download_info.php?downloadID=1600.
- Develop post diagnostic support to meet national best practice.
- Refer newly-diagnosed patients with dementia to available support and appropriate social care services.
- Facilitate appointments: we will book a double appointment for patients with dementia and use an Appointment Reminder system. We will make every effort for them to see the same GP every time and encourage carers to attend appointments.
- People with dementia will bring a [This is me](#)
https://www.alzheimers.org.uk/site/scripts/download_info.php?downloadID=399 record of their individual needs and preferences, and reviews of their care by health professionals.
- Health promotion and prevention: we will educate patients about lifestyle factors to reduce their risk of developing dementia, and will have up-to-date literature available including [Worried About Your Memory](#) leaflets.
- Involve the Patient Participation Group in working towards a Dementia Friendly Practice.
- Commit to research and collaboration with others.
- Include useful links on our website to information, advice and support resources.
- Work towards becoming recognised as a Dementia Friendly Community and support Dementia Awareness Week by promoting the event.

B. Participate in your Local Dementia Action Alliances (LDAA)

As a member of the DAA, you can take part in your local alliance. These are groups of organisations working together to make their community more dementia friendly.

To find your local alliance, contact us or visit: http://www.dementiaaction.org.uk/local_alliances.

If there is no local alliance in your area you can help create one by contacting your DAA regional lead. Find your regional lead using the link below, or [Regional Leads](#).

C. Reference information

- [Creating a dementia friendly workplace](#)
https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=2619
- [How to help people with dementia - a customer facing staff guide](#)
https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=2061
- [Talking to people with dementia a telephone guide](#)
<http://www.southglos.gov.uk/documents/Talking-to-people-with-dementia-a-telephone-guide.pdf>

D. Training

- [Alzheimer's Society training and resources](https://www.alzheimers.org.uk/professionals) <https://www.alzheimers.org.uk/professionals>
- [Dementia training centre](http://dementiatrainingcentre.co.uk) <http://dementiatrainingcentre.co.uk>
- [Social Care Institute for Excellence](http://www.scie.org.uk/dementia/) <http://www.scie.org.uk/dementia/>
- [Care Skills Academy: Dementia awareness](http://careskillsacademy.co.uk/courses/dementia-awareness)
<http://careskillsacademy.co.uk/courses/dementia-awareness>
- [Royal College of Nursing](https://www.rcn.org.uk/clinical-topics/dementia/understanding-dementia) <https://www.rcn.org.uk/clinical-topics/dementia/understanding-dementia>

E. Checklist for dementia friendly environments

You can use a range of checklists to ensure your physical environments are as dementia friendly as possible. This one includes practical advice, for instance around signage or lighting.

http://www.dementiaaction.org.uk/resources/5031_dementia_friendly_environments_checklist

Contact details

Contact us for help or guidance when writing your action plan, or to get involved with your Local Dementia Action Alliance.

National team: dementiaactionalliance@alzheimers.org.uk

Regional leads: http://www.dementiaaction.org.uk/contact/regional_leads