



A GP guide to becoming Dementia Friendly

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Acknowledgements

Wakefield CCG is committed to improving the experience and outcomes of people living with dementia and their families and carers. This guide has been produced in partnership with the Dementia Action Alliance and the Alzheimer's Society. NHS Wakefield CCG would like to thank them for their valued contribution.

As a GP practice what do I need to do to become dementia friendly?

The first action you need to take is to join your local Dementia Action Alliance (DAA). Details on how to do this can be found in this Toolkit.

What is the Dementia Action Alliance?

The Dementia Action Alliance (DAA) is a social movement with one simple aim: to bring about a society-wide response to dementia. It encourages and supports local communities and organisations to take practical **action** to enable people to live well with dementia.

Organisations, businesses and groups sign up as a member of the DAA by thinking of some simple steps that would make them more dementia friendly, and these steps form their action plan. Every member must have at least **three actions** in place.

Members include local businesses, faith groups, schools, housing schemes, libraries, museums, shops, transport providers and health and social care providers. Anyone can join!

Why should my GP Practice become dementia friendly?

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.
- Joining the DAA is completely free and the steps you can take don't have to cost anything either, but could make a positive difference to someone living with dementia.

What action do I need to take?

Step 1

Complete the DAA Action plan on the following link [DAA Local Action Plan for Wakefield GPs](#). Actions 1 and 2 are mandatory and have already been added onto the Action Plan for you (see Appendix 1).

Step 2

Choose and add a third action from the list provided in Appendix 2 **OR** you could choose to implement them all if you are keen to do more than the minimum DAA requirement.

Step 3

Once you have compiled your Action Plan email it together with your logo to your local DAA Coordinator or to the CCG Dementia Coordinator (contact details below).

Here are two examples of what other GP Practices have put in their Action Plans: [Northgate Surgery, Pontefract](#) and [The Grange Medical Centre](#). These are also available in Appendix 3 and 4 at the back of the guide.

Step 4

Deliver your actions. Order your literature, update your website and book your training.

Step 5

Update your plan annually.

Step 6

Let us know how you are getting on.

What next

If you want to develop your work towards becoming a dementia friendly GP Surgery further and make even more of a difference to people living with dementia and their families, there is a wealth of information and ideas in the [GP Practices Guidance Notes](#) on the Wakefield and Five Towns DAA webpage.

You can also obtain free signage to make your building a more dementia friendly environment and these are available from your local DAA Coordinator: details are given in Appendix 5.

If you wish to develop the three actions you have already committed to, then the [King's Fund Assessment Tool, Is Your Health Centre Dementia Friendly](#) will prove useful if you want to carry out a more thorough assessment of your GP Practice.

There is also another helpful tool called the [iSpace](#) initiative developed by Wessex Academic Science Health Network.

You can also learn from the award-winning work done by [Dyneley House Surgery](#) in Skipton towards becoming a dementia friendly surgery.

Support available

Contact the DAA Coordinator to arrange your [Dementia Friends](#) session, a free, one hour dementia awareness session for yourself and colleagues.

For support in completing your plan please contact either your local DAA Coordinator, Adrian Barnes-White at a.barnes-white@alzheimers.org.uk, 01924 373264, or Gisela Clark, Dementia Coordinator, at gisela.clark@wakefieldccg.nhs.uk, 601924 317646

Local Membership Form

- By completing this action plan we support the National Dementia Declaration.
- We want to join our local Dementia Action Alliance.
- We commit to the actions below.

Part 1 of 3: Completing actions

Please complete at least 3 actions - you can add more if necessary.

Action 1: Provision of up-to-date literature

What we are going to do:

We will have available up-to-date literature and information in our waiting areas together with information about the local support services for people with dementia which are available in the area.

The following information leaflets can be ordered direct from Alzheimer's Society publications order line 0300 303 5933 or email orders@alzheimers.org.uk

- *Dementia Guide, 25 copies*
- *Memory Handbook 25 copies*
- *Worried about your memory 25 copies*
- *My visitor book 20 copies*
- *Making your home dementia friendly 10 copies*
- *Basic fact sheets, 6 copies*

We will complete this action by _____

Action 2 title: Use technology to raise awareness

What we are going to do:

We will provide information through links on our website, that raises awareness of dementia and also supports people in Wakefield living with dementia and their families and friends:

We will create a page on the Practice's own website giving information about dementia, and put links to the following websites onto an existing page on our website:

- Alzheimer's Society website - <https://www.alzheimers.org.uk/>

- Wakefield and Five Towns local Alzheimer’s Society office
https://www.alzheimers.org.uk/site/custom_scripts/branch.php?branch=true&branchCode=12870
- Carers UK <http://www.carersuk.org/>
- Carers Wakefield <http://carerswakefield.org.uk/>
- Age UK Wakefield <http://www.ageuk.org.uk/wakefielddistrict/>
- Dementia UK – <https://www.dementiauk.org>
- Dementia Friends - <https://www.dementiafriends.org.uk/>;
- DEEP (Dementia Engagement & Empowerment Project) - <http://dementiavoices.org.uk/>;
- Alzheimer’s Society “The dementia guide” (FREE comprehensive guide)
https://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=2526;
- Alzheimer’s Society webpage Living with Dementia publications -
https://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=2580

We will complete this action by _____

Action 3 title: ADD TITLE OF YOUR THIRD ACTION

What we are going to do:

Pick your third action from the following list and add it here. Further details are provided in Appendix 2

- Flexibility around appointment times
- Dementia Awareness Week
- Make the environment more dementia friendly with better signage
- Learn more about how to be dementia friendly
- Raise awareness of dementia

Part 2 of 3: Making a difference

Consider why you want to be a DAA member. How will you establish what actions are important locally for people affected by dementia?

Here you need to add a brief paragraph outlining what your GP practice is going to do to become dementia friendly. This is the 'introduction' to your three actions.

Examples are also given for this in **Appendices 3 and 4** under the heading of Action Plan, point 1 which begins:

'The National Dementia Declaration lists seven outcomes that the DAA are seeking to achieve for people with dementia and their carers'.....

What difficulties might you face, and how will you overcome them?

Here you need to add a brief paragraph outlining what challenges your practice may face whilst becoming Dementia Friendly.

Examples are also given for this in **Appendices 3 and 4** under the heading of Action Plan, point 2 which begins:

'What are the challenges to delivering these outcomes from the perspective of your organisation?'

Part 3 of 3: Your contact details

Organisation name:

--

Organisation type - please tick the relevant words that best reflect your organisation

- | | | | |
|---|---|--|------------------------------------|
| <input type="checkbox"/> Arts | <input type="checkbox"/> Health | <input type="checkbox"/> Public sector | <input type="checkbox"/> Utility |
| <input type="checkbox"/> Care | <input type="checkbox"/> Hospitality | <input type="checkbox"/> Recreation | <input type="checkbox"/> Voluntary |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Medical | <input type="checkbox"/> Research | <input type="checkbox"/> Other |
| <input type="checkbox"/> Emergency Services | <input type="checkbox"/> Membership | <input type="checkbox"/> Retail | |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Pharmaceutical | <input type="checkbox"/> Transport | |

Contact name:	Title:
Address:	
Telephone:	
Email:	
Website address:	
What does your organisation do? Here you need to add information about the geographical area of your GP practice covers together with the number of patients you have and the services you supply. Then first paragraphs of Appendices 3 and 4 will give you an idea of what information other GP practices has included.	
Can we share your contact details with other DAA members? YES / NO	
Area your organisation covers:	

Please **attach your organisation logo** and return this form to:

dementiaactionalliance@alzheimers.org.uk

Thank you very much for joining your local Dementia Action Alliance.

By joining as a local member your organisation will be given a page on the DAA's website

www.dementiaaction.org.uk

Example Actions to cut and paste into your Action Plan:

<p>Flexibility around appointment times</p>	<p>Many carers find it difficult to attend an early morning appointment with a person living with dementia; therefore where possible we aim to offer flexibility around appointment times. We will also try to offer longer appointments so that the person does not feel rushed.</p>
<p>Dementia Awareness Week</p>	<p>We will raise awareness of dementia during Dementia Awareness Week (3rd week in May). Information for Dementia Awareness Week will be available early in 2017.</p> <p><i>Suggestion: Could your Patient Participation Group do this as a project?</i></p>
<p>Make the environment more dementia friendly with better signage</p>	<p>Using a dementia-friendly environment checklist, we will review our environment by looking at seating, signage and facilities to ensure it is as accessible as possible.</p> <p><i>Suggestion: As a quick win, you can request free signs that can make your surgery easier to navigate as of tomorrow! Ask your DAA Coordinator for a set. You will find an example and a list of the signs that are available in Appendix 4.</i></p>
<p>Learn more about how to be dementia friendly</p>	<p>We will hold a Dementia Friends Session for staff on a GP Practice Training Day.</p> <p><i>Remember: You can contact the Local DAA Coordinator who will help you arrange this – it is a free session delivered by a volunteer Dementia Friends Champion and it is one hour long</i></p>
<p>Raise awareness of dementia</p>	<p>One member of our staff will do the free one-day training to be a Dementia Friends Champion. They will then be able to deliver Dementia Friends sessions locally and to all new staff.</p>

Northgate Surgery, Pontefract

Northgate Surgery is a GP practice with responsibility for approx. 12,000 patients within the Pontefract and surrounding area. We provide the healthcare, support and guidance for everyone registered with Northgate Surgery, and as a membership practice of Wakefield CCG. We are striving towards supporting patients to live longer, happier and healthier lives. We offer a wide range of services.



Updated: 30 August 2016

Location: Yorkshire and Humber

Sectors: Care, Health, Medical

Local Alliances: Wakefield and Five Towns Dementia Action Alliance, Yorkshire & Humber Dementia Action Alliance

[Member website:](#)

Action Plan

1. The National Dementia Declaration lists seven outcomes that the DAA are seeking to achieve for people with dementia and their carers. How would you describe your organisation's role in delivering better outcomes for people with dementia and their carers?

Ensuring our staff is dementia awareness trained. Raise awareness of dementia to patients and people visiting our surgery via message boards, leaflets and displays. We also aim to make our surgery a safe and dementia friendly environment for patients and visitors.

2. What are the challenges to delivering these outcomes from the perspective of your organisation?

Being a large surgery with a large number of staff, making sure that training is available

to all members of staff. We hope to include regular updates.

Getting access to awareness raising material.

We will consider Dementia patients when making any premises changes.

2. Actions

- **Improve our understanding of Dementia**

We have arranged a Dementia Friends workshop for all staff to attend, members of staff that were not available on this day have been provided with the link to complete the online version of the workshop.

Status:

Delivery

- **Raise awareness of Dementia**

To have regular notice boards offering patients and visitors up to date information about support and services in the local area to people with dementia and their carers.

Status:

Implementation

- **Dementia friendly environment**

We have updated the signage in the building to make it clearer. We have also added clinicians' names to room doors.

Status:

Delivery

The Grange Medical Centre

We are a GP Practice with over 14800 patients with surgeries in Hemsworth, Kinsley & Upton that also accept patients from the Fitzwilliam, South Kirkby, South Hiendley & South Elmsall areas. The Hemsworth Surgery also has on site an endoscopy unit, level 3 theatre and x ray facilities as well accommodating the Community Nursing team.



Updated: 22 August 2016

Location: Yorkshire and Humber

Sectors: Health

Local Alliances: Wakefield and Five Towns Dementia Action Alliance, Yorkshire & Humber Dementia Action Alliance

[Member website:](#)

1. Action Plan

1. The National Dementia Declaration lists seven outcomes that the DAA are seeking to achieve for people with dementia and their carers. How would you describe your organisation's role in delivering better outcomes for people with dementia and their carers?

The Practice will have in place the knowledge and processes which will allow our patients to have confidence that they will be offered choice, control or influence over decisions involving their care.

We will work alongside other agencies within the community and nationally to provide services that meet the needs of patients and those that provide their care to ensure that life can still be lived.

The Practice will seek to work in partnership with local bodies to promote dementia awareness in the community so that patients can feel valued.

2. What are the challenges to delivering these outcomes from the perspective of your organisation?

Time constraints and different work patterns with administrative & clinical staff.

The identification of those patients that are providing care for someone with dementia.

Possible cost & time required to carry out any necessary changes to surgery facilities following assessment for the site being dementia friendly.

Time constraints & procedures required to be undergone to implement changes.

2. Actions

- **Increasing the awareness of dementia within the GP Practice and wider community.**

The Practice will become members of the Wakefield Dementia Action Alliance.

Practice staff to participate in dementia friends training and with our partners we will raise awareness of dementia within the community. Each Practice base will maintain a 'How to help people with dementia: A guide for customer-facing staff' in it's the reception areas.

Status: Initial Scoping, Planning

- **The Practice will assess how dementia friendly its facilities are to its patients and their carers.**

A 'walk through' to take place using the 'Is your health centre dementia friendly assessment tool'. This to be carried across all 3 Practice sites to assist in the identification of areas where changes may be necessary to improve the patient experience. The Practice will seek to make changes identified by the assessment tool.

Status: Planning

- **The Practice will have processes in place to ensure carers of patients with dementia are supported fully and offered physical & emotional health checks, including being offered the flu vaccine.**

The Practice will introduce processes in which those patients diagnosed with dementia and their carer's are offered physical & emotional health checks. Processes will be put into place to ensure carers feel supported or are made aware of how to get support when required.

Status: Planning, Implementation

- **The Practice is to offer a place of safety for vulnerable adults including those with dementia and ensure its employees are aware of adult safeguarding procedures.**

The Practice to join the local authority's 'Safer Place Scheme' and promote registrations to vulnerable adults including those diagnosed with dementia.

As well as the Practice being a place where vulnerable adults may come for help or assistance, the Practice will promote individual registration to the 'Safer Place Scheme'.

The Practice to ensure all employees have undergone basic adult safeguarding training.

Status: Planning

- **The Practice to seek to develop policies which either support any employee diagnosed with dementia or is carer for a relative with dementia.**

The Practice to develop policies which support any employee diagnosed with dementia in line with Equality Act 2010 and examines how its employees that are carers of people with dementia can be supported in this role in the workplace.

Status: Planning

Here is an example of the signs that are available from **your local DAA Coordinator**:



Here is a list of what signs are available:

Parking

Parking (left arrow)

Parking (right arrow)

Disabled Parking

Disabled Parking (left arrow)

Disabled Parking (right arrow)

Toilets

Toilets (left arrow)

Toilets (right arrow)

Disabled Toilet

Disabled Toilet (left arrow)

Disabled Toilet (right arrow)

Ladies Toilet

Ladies Toilet (left arrow)

Ladies Toilet (right arrow)

Gents Toilet

Gents Toilet (left arrow)

Gents Toilet (right arrow)

Lift

Lift (left arrow)

Lift (right arrow)

Lift (inside sign)

Event Room

Event Room (left arrow)

Event Room (right arrow)

Refreshments

Refreshments (left arrow)

Refreshments (right arrow)

Way Out

Way Out (left arrow)

Way Out (right arrow)