



Developing Dementia Friendly GP Practices



Guidance Document



Working to become
**Dementia
Friendly**
2015-2017

NHS
Bury Clinical Commissioning Group

Background

In June 2014, **Bury CCG** embarked on a project to redesign care for people with 'non-complex' dementia so that it becomes part of the mainstream work undertaken by practices. This project worked in partnership with various other services provided by the statutory and voluntary sectors.

Care would be delivered closer to home, mirroring the management of other long term conditions. Each practice identified a Dementia Clinical Lead who would participate in an in-depth education programme and diagnose and manage people without referral to the specialist services.

As part of the consultation taken during the development of the Bury Dementia Action Alliance strategy in October 2015, people delivering and accessing services said that they would like more GP practices to be aware of dementia and how it affects families. This has been supported by the National Dementia Action Alliance's 'Call to Action' and 'I statements'.



Introduction

During 2015/16, Bury practices were encouraged to hold 'Dementia Learning Times Initiative' (LTI) session.

These are sponsored CCG multidisciplinary team (clinical and non-clinical) educational sessions held in practices and aimed to make GP practices more Dementia Friendly.

To support and deliver these sessions, Making Space was awarded funding of £20,000 in July 2015 from the Bury CCG Mental Health Investment Programme 2015/16. Evaluation of the project, including feedback from participants, identified good practice as well as barriers to progress and methods for overcoming them.

To enable other organisations to learn from the Bury Dementia Friendly GP Practices project a summary of the aims, management, benefits and future opportunities is presented in this guidance document.



Aims

1. To improve patient and carer experience at GP practices
2. To improve the quality of life for patients
3. To create a dementia friendly community in and around the practice
4. To improve teamwork within practices
5. To improve care planning for people with dementia
6. To reduce the number of people presenting in crisis at A&E
7. To reduce the number of emergency admissions
8. To reduce the cost of crisis and emergency services



What did the project entail?

Making Space offered each of the 33 Practices in Bury a two-hour session, on a date and time of their choosing, led by an experienced facilitator.

The agenda included:

- General awareness based on a Dementia Friends session adapted for general practice staff
- A discussion about local support for patients and carers
- A discussion about the benefits of people living with dementia engaging in social and physical activities
- Bespoke support to support them to become a dementia friendly practice.

Each practice was provided with a dementia information pack, which included:

- Dementia Action Alliance leaflets
- Bury Dementia Guide booklet for people with dementia and their carers
- Details of dementia groups in the local area
- Dementia and sensory challenges leaflet
- Dementia friendly environment checklist

Each practice was encouraged to join the local Dementia Action Alliance and to link in with activities to support the development of dementia friendly communities.

We also ran focus groups on behalf of the CCG to feed back how patients and carers felt.

Benefits identified:

- Increased awareness of dementia resulting in timelier diagnosis and increased dementia diagnosis rates
- Increased awareness of and uptake of services supporting people with dementia and their carers
- Individuals are understood, respected and supported by all practice staff and the wider community

Some of the ideas practices are planning to introduce:

- Appoint a dementia friend champion within the practice to lead on dementia friendly issues
- Flag on the patient's record that they have dementia/memory issues/a carer
- Offer double appointments as standard (20 minutes) as a person living with dementia needs more time to communicate their needs and understand conversations.
- Use a checklist to review the practice environment. Including waiting rooms, toilets, signage, navigation etc. Follow this by making these areas more dementia friendly
- Hosting dementia friendly clinics
- Provide reminders of appointments for people with dementia, e.g. it may be agreed for staff to telephone on the day of the appointment.
- Continuity of one GP/professional



Some of the ideas practices are planning to introduce:

- Introduction of the 'All about me', 'This is me' or one page profile about the person's life story which is implemented into the care plan
- Improve and update practice website
- Assistance for practices/leads to develop a crisis action plan with support from the Dementia Advisor Service
- Better engagement with local community in dementia related activities, e.g. attendance at local dementia cafes etc
- Use of social media
- Increased involvement of patients and carer
- Encourage more involvement for carers and families in the care of people living with dementia
- Encourage carers to write a summary and list of worries for the GP on behalf of the person living with dementia prior to their appointment



Key learning points

- The majority of GP practices commented on how the session raised their awareness of dementia, including those people who thought they had good knowledge prior to the session.
- Setting up the project and getting practices engaged was slow going initially but has now built up momentum. Getting busy practice managers and GP leads to respond is very difficult but possibly having an invitation in through the CCG may help this for future projects.
- Most staff commented on appreciating a friendly relaxed approach that encouraged them to participate. The activities were well received and facilitated learning in a non-threatening way.
- Identifying a staff member to become a dementia friend champion to ensure sustainability and to attend local DAA meetings proved popular.
- Everyone involved enjoyed being a part of the project.



Contact us

Making Space - who are we?

Making Space is a national charity and leading provider of adult health and social care services. We have been helping adults with care and support needs, and their carers, to lead independent and fulfilling lives for more than 30 years.

Our high quality, person-centred services and accommodation support adults of all ages, with a diverse range of needs, including:

- Mental health conditions
- Learning disabilities
- Dementia
- Older people with age-related concerns

We provide services in the heart of local communities, in the comfort of people's own homes, and specialist care and support services.

Here are some ways you can contact our team.



By phone

If you prefer to speak to someone on the phone.

Call us on **01925 571680**



By email

To email your enquiry please use the following email.

enquiries@makingspace.co.uk



By post

Making Space - Head Office
Lyne House, 46 Allen Street
Warrington, Cheshire WA2 7JB

Contact us

Making Space Dementia SPACE Team

The Making Space Dementia Space team offers a range of consultancy and project management options with regards to culture change, training and developing dementia friendly communities.

If you would like further information on how we can support your projects, please contact us on:

T **077381 48284** or **07966 887 178**

E **dsteam@makingspace.co.uk**

Bury CCG.

Those wanting more information from Bury CCG regarding this project and a copy of the full report can contact Barbara Wright, Commissioning Manager, Bury CCG on:

T **0161 762 3066**

E **barbara.wright6@nhs.net**



National Dementia Action Declaration (2014) Dementia 'I statements' Accessed 20th June 2016
(Available at) <http://www.dementiaaction.org.uk/nationaldementiadeclaration>

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