

## How to become a Dementia Friendly GP Practice.

To be Dementia Friendly, a GP Practice should consider the following:

### 1) People

The first stage is to give staff some basic information, so invite **ALL** staff to attend a “Dementia Friends” awareness session.



This looks at

- what Dementia is,
- how to recognise it
- and (more importantly) how to manage people with it.

### 2) Buildings

The practice should consider how they can improve their buildings to make it more Dementia Friendly.

Attached to this document is a summary sheet giving guidance on some of the things to be considered. It’s a “jogger” from Bristol DAA which summarises the work carried out on this by Stirling University. Full details are available on their website.

Examples of signage/labelling can also be found on several websites, just enter “dementia friendly signs” into your web browser.

### 3) Processes & Procedures

The practice should consider how it **communicates** with patients having Dementia and their carers. e.g

- Is the fact that a patient has Dementia marked on their **IT record**?
- Is the carer named?  
(assuming the patient has a **carer**, some do not!)
- If the patient does not have a carer, how will the surgery communicate with the patient?
- How are **appointments** made with these patients and carers?
- How will you do your best to ensure the patient can keep the appointment?
- Will you give **reminders**, either by phone or text for example?
- Can you give people with Dementia “**Double appointments**”?

### 4) Transport

An appointment may be made with a patient, but will they be able to travel to the surgery. Are they able to get a bus, or travel by car or be brought in by a carer, family member, taxi or volunteer driver?

### 5) Helping People to “Live with Dementia”

On being given a diagnosis of Dementia, the person with the disease and the carer may not be able to cope and wonder what to do next. Bristol DAA has produced a fridge magnet with an explanatory letter advising them of the first four things they should do, A copy of the letter to the carer is appended. Fridge magnets can be obtained from Bristol DAA.

All GP surgeries in Bristol have been given a supply of “packs” containing a fridge magnet and explanatory letter. Further packs can be obtained from Bristol DAA.

### 6) GP Surgery Toolkit

Appended to this document is a Dementia Toolkit for GP Surgeries.

Although there will be a cost to these suggestions, it is felt that those costs will be minimal. If the surgery becomes “Dementia Friendly”, it will probably be friendly to everybody.