



**healthwatch**  
Devon

**Becoming a  
dementia friendly  
GP Surgery**

**A pocket guide**



in partnership with

Exeter Dementia  
Action Alliance

# Purpose of this booklet

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- To enable health centres to adopt dementia friendly practice
- To help ensure people with dementia have a positive experience of primary care
- To help enhance quality of life for people with long term conditions



# Background

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There are over 850,000 people living with dementia in the UK. This figure will increase to over a million by 2021.

Dementia is the biggest health and social care challenge of this century.

We are recommending GP Practices across Devon to consider some feasible adaptations to the surgery environment. By supporting a compassionate approach to your patients, we hope to enable a more positive experience for people visiting your surgery.

***Sometimes small changes can make a big difference to people's lives***

# Environment

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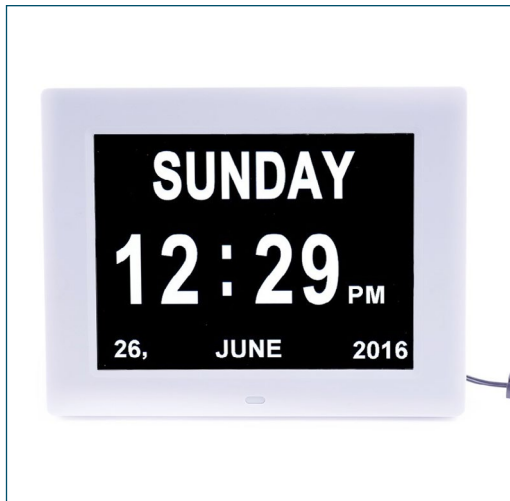
People living with dementia can find it difficult to understand signage and require additional help to find their way. Small changes can have a big impact on improving accessibility.

## Signage

Consider dementia friendly signs around your building. You can buy your toilet signs through the Exeter Dementia Action Alliance. All proceeds go towards a more Dementia Friendly Exeter. To order email [carriecclarke@btinternet.com](mailto:carriecclarke@btinternet.com).

You could also display a dementia friendly clock in the waiting room

## Example sign and clock



Available from the Alzheimer's Society  
[shop.alzheimers.org.uk](http://shop.alzheimers.org.uk)

# Appointments

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Here are some suggestions about how to book appointments in a more dementia friendly way.

- Ensure your **appointments system is user friendly**
- **Offer double appointments.** Communication and understanding is often an issue for people living with dementia - give people extra time to enable better consultation.
- Remind the patient with a dementia diagnosis, or their care partner, of their appointment via a **pre appointment telephone call** if required.



# Supporting your workforce



Ensure all staff are Dementia Friends and encourage a member of staff to become a **Dementia Friends Champion**

A Dementia Friends Champion can deliver the **free 45 minute Information Session**

or staff can view the **Dementia Friends video** online

To find sessions in your area, please visit: [dementiafriends.org.uk](https://dementiafriends.org.uk)





# Community Engagement

**Support your community  
and lead the way**

**Work in partnership  
to inspire change and  
promote inclusivity**

**Join your local Dementia  
Action Alliance**

To find out more go to  
[dementiaaction.org.uk](http://dementiaaction.org.uk)



# Testimonials

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A few small changes can make a big difference to people with dementia and their families - GP practices putting these simple changes into practice mean better patient experience and represent a wholly worthwhile approach to improving the lives of people with dementia and their care partners.

Jenny Richards, Joint Commissioning Manager  
Social Care Commissioning, Northern, Eastern and Western Devon Clinical Commissioning Group,

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The Exeter Dementia Action Alliance is a joined up approach across many different types of organisations to support people with dementia. Primary care is a critical part of this network, and this initiative provides a simple and pragmatic framework to help practices support their patients with dementia.

Dr David Kernick, Chair of Governors, West Exe School

# Resources

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## Watch our film

Exeter Dementia Action Alliance shares their work towards Dementia Friendly Communities.

[youtube.com/watch?v=MpYtJf7D6QU](https://youtube.com/watch?v=MpYtJf7D6QU)



## Alzheimer's Society - Devon Support Service

The Society provides a range of support services for people with dementia, their families and their carers.

Please call our Exeter office 0300 123 2029 or email [devon@alzheimers.org.uk](mailto:devon@alzheimers.org.uk)

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[exeterdaa@outlook.com](mailto:exeterdaa@outlook.com)  
[exeterdementia.org.uk](http://exeterdementia.org.uk)

[www.healthwatchdevon.co.uk](http://www.healthwatchdevon.co.uk)  
Registered Charity Number: 1155202

These organisations are working towards becoming dementia friendly, and you can be too!



LEXICON®  
Luxury Living. Clinical Excellence.

**DAA** Dementia  
Action Alliance



**ramm**  Exeter  
City Council

Devon Partnership   
NHS Trust

 **EXETER  
PICTUREHOUSE**



Working to become  
**Dementia  
Friendly**  
2016-2017

