

The John Hampden Surgery

Dementia Friendly

September Report

LR/SR

Introduction

This report looks to outline the work The John Hampden Surgery has been carrying out over the past few months in order to be rewarded with the Dementia Friendly Practice status.

What have we been doing?

- The John Hampden Surgery held a successful dementia awareness morning at the surgery during dementia awareness week in May. This was attended by both Carers Bucks and The Alzheimer's Society. This event gave patients the opportunity to discuss work being carried out by both Carers Bucks and The Alzheimer's Society for those patients and families living with dementia. It also gave those patients closely affected by dementia the opportunity to discuss what both charities could offer with regards to help and support. Whilst spending the morning with us both groups carried a walk round of the practice spotting opportunities / adjustments that could be made, given their experience, that would support patients with dementia and their carers who attend the surgery. These have been discussed and retained in our Dementia Project folder. They also stopped for a photo call! This event was highlighted and reported on the practice website.



- During June the practice invited Thames Valley into the surgery to conduct dementia awareness training. This was very well attended and 10 out of our 13 members of staff are now trained to dementia awareness tier one. The remaining 3 staff members will be scheduled to conduct training later in the year. The practice additionally invited the local pharmacist and dispenser to attend the afternoon's

session which has now led to the pharmacy and practice liaising sensitively and proactively regarding medication queries / problems from this patient group.

- Dr S Roberts has been actively involved locally with the Dementia Friendly Community and has attended meetings held in Great Missenden to support and raise awareness surrounding this campaign. Through the involvement with the Dementia Friendly Community The John Hampden Surgery has been awarded a 'Safe Place' status and is a member of the Safe Place Scheme. This means that we have been recognised as a place where any person in the community can come and seek help or support without worry. This status has been advertised with an official sticker of approval, which is located on our main entrance door (see below). This status has already proved successful as we recently had a patient who suffers from dementia recognise that we were a 'Safe Place' and approach us for help and assistance when she lost her house keys and became locked out of her property. The patient came into the surgery and asked for help as she had noticed we were a 'Safe Place Centre'. The staff assisted in making the lady feel at home here at The John Hampden Surgery until we could get her back into her own home, which we did!



- Our Dementia Support Nurse has been working through our dementia register contacting and offering support since early summer. She has been actively completing the 'This Is Me' documents, which allows patients the opportunity to tell us what is important to them and allows the practice to keep this information on our clinical system for reference. We have currently completed 3 'This Is Me' documents, with many more underway. These have been shared with the named accountable GP.
- The practice has been proactive in making sure all patients who have a diagnosis of dementia are supported under the avoiding unplanned emergency admissions case register. This service looks to reduce emergency admissions in our practice population with reviews being undertaken on a monthly basis at clinical meetings or within a three day window of being alerted that a member of our case management register has attended A+E, MIIU or has an unplanned emergency admission. Care plans are developed for all dementia patients and shared on the Bucks Coordinated Care Record (BCCR) platform which allows patients care plans to be shared and

viewed with other integral services such as; out of hours, the ambulance service. The Bucks Coordinated Care Record is a local record which will assist patients with dementia who may contact one of the above mentioned services for help and will give the person at the end of the phone information relating specifically to that individual and their needs medically and socially. The John Hampden Surgery has completed and shared all 23 dementia registered patients care plans through this platform.

- In addition to all of our dementia patients having BCCRs completed and shared with integral services The John Hampden Surgery also participates in Multidisciplinary Case Meetings on a monthly basis. These meetings allow practice clinicians to discuss patients who may need support with several service providers face to face. These services providers include; social services, mental health, community nursing etc. To date we have discussed 8 of our dementia diagnosed patients at these regular meetings and we continue to review these patients depending on need.
- The practice has also invested in a dementia friendly clock which is located behind our main reception desk. This has proved popular not just with our dementia patients and their carers but all of our patients. This addition came from suggestions raised during the walk rounds carried out by Carers Bucks and The Alzheimer's Society.
- The practice has also invested in making all staff recognisable with name badges. These names badges highlight the member of staffs names and their role within the practice. We have had positive feedback from our patients regarding this addition. This was another point that was raised during our practice walk round and therefore implemented to make all members of staff immediately recognisable.
- The practice is involved in a pilot involving Carers Bucks. This has allowed us to offer patients the opportunity to come to the practice and attend a health screening appointment as well as an opportunity to have a discussion session with a member of the Carers Bucks Team who can help, support and promote services available to someone who is a carer. The carer's sessions have allowed the practice to assist our dementia patients and their carers further. Our current register of carers who support and look after a relative / friend with dementia, whether a patient here at The John Hampden Surgery or not have successfully been invited to attend for a carers health check. We have a Carers Champion within the surgery, Pauline who liaises directly with all the carers and supports them with the appointment booking process.
- The practice continues to promote the awareness of dementia throughout our quarterly newsletter. This is cascaded in house and is available for patients to pick up and take home to read. An electronic copy is also available to read through the practice website. The newsletter allows us to keep our patients up to date with the progress we are making and what we are planning next as we work towards becoming a Dementia Friendly Practice.

Next Steps

The practice will be continuing to make cosmetic changes throughout the surgery over the next coming months with signage being a priority area.

Data and Costs

As at the 30th of September The John Hampden Surgery has an active Dementia register of 23 patients.

Purchases	Costs (£)
Clock	£96.60
Dementia Support Nurse (Apr - Sept) 10 hrs per week @£20 p/h	£5600
Badges and Lanyards	£81.33
Dementia Training Day Materials	£50.00
Carers Clinic Administration (from July) 2 hours per week @ £10 p/h	£280
Total Costs	£6107.93
