iSPACE: dementia friendly surgeries spread, adoption and patient engagement

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iSPACE

An innovative programme, originally developed by Hampshire GP, Dr Nicola Decker, to better manage the pathway of patients with dementia (and their carers) through primary care

In two years, 50% of Wessex GP surgeries have completed the steps to become dementia friendly.

- **153 surgeries** are dementia friendly
- **2,969 surgery staff** have received dementia training
- a further **244 people** have received talks about dementia and the project
N Decker video
What did we do at Friarsgate?

- Arranged an all practice education session for 2 hours over a lunchtime
- Forged close links with the Dementia Advisory Service and Age UK who can support our patients
- Got our proactive team involved
- Sent out This is Me passports to all patient registered with dementia
- Developed a carers Health check
- Got our PPG to do an audit of the communal areas to see how signage could be improved - see improved toilet signage!
- Arranged for further Dementia friendly training for all reception staff
- Put on a dementia evening education session for patients and carers with the support of our PPG at a local nursing home
- Case history
Engaging patients in their care

• Have you been offered a review? “yes, this covered progression of the disease, social contacts, physical health, carer (spouse) consulted regarding concerns”

• “I write a letter to the GP a couple of days before the appointment – let him know how it is and it saves time at the appointment my husband isn't aware but it helps” - Carer of a man living with dementia

• “you need to know the little things about people – how is your grandson – it all helps break the ice and staff should use it more”
Adoption & spread: iSPACE in Wessex and the 6Cs

- **Content**: which is accessible and provides sound and objective clinical, technical and economic information which demonstrates the benefits/advantages for adoption.
- **Context**: identification of who are the potential adopters? Is there a strategic fit? Is the organisation ready? Competing priorities?
- **Credible champion** to drive change: achieve engagement, maintain momentum and publicise observed benefits as they are found.
- **Clarity**: complexity of adoption, clear accessible message with challenges identified, procurement and implementation guidance, ability to retain core components for fidelity but adapt to local situation.
- **Co-production** is powerful - patients, carers and staff need to be engaged early and often.
- **Adoption and spread** is a **Contact** sport.

### Identify Dementia Champion
- Implement iSPACE plan
- Sign up for Dementia Action Alliance
- Start dementia patients’ spreadsheet

### Staff
- Clinical meetings and training sessions
- Review Dementia QOF template
- Encourage staff
- Continuity of care

### Partnership
- Identify carers
- Support carers with information
- Include carers in appointments, treatment, referrals, and encourage carers

### Assessment
- Formal assessment
- Early support after diagnosis
- Audit all codes to ensure appropriate Dementia coding

### Care Plans
- "This is me"
- Encourage patient awareness of natural stages of Dementia
- Identification of patients where dementia is progressing

### Environment
- Lighting
- Colouring
- Signage
- Wayfinding

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**Dementia Friendly**
Impact one year after iSPACE: how does it feel?

“We are now able to enhance patient and carers’ experience of accessing our services, to build better relationships and improve the quality of the services we provide.” - Practice Group Operations manager, Portsmouth

“The GP incorporated him into the conversation and respected him.”
- A Portsmouth carer about a patient’s appointment

“It has revolutionised the [patient’s] annual review. We used to just do blood pressure, weight, and it felt like a tick box exercise. Now we have This Is Me, take details of the carer and give information about local services. Doing iSPACE has improved our care.” - Southampton Practice manager

“Eight months later, I’d just like to say how useful the staff felt that their dementia training was. They have certainly put it to use by helping patients on a day-to-day basis, and looking out for ‘signs’ without drawing attention to the situation.” - Dorchester Practice manager

“It’s a godsend. Since we’ve been part of the dementia programme, we’re not so isolated. We’re not so stuck at home. We are able to get out more and feel part of the village.” - North Hampshire carer

“This work will give us a good basis on which to give ongoing support to people living with dementia in our community.” - Sherborne Practice manager
This is impacting on over **15,000 people** living with dementia via surgeries that are caring for over 1.4 million people.

This work has been mainstreamed to the CCGs who are embedding this in the primary care quality teams.

All resources are available on Wessex AHSN’s website: [wessexahsn.org.uk/isspace](http://wessexahsn.org.uk/isspace)