

Seven Steps to becoming a Dementia Friendly Pharmacy Practice

Over 800,000 people in the United Kingdom have dementia and this number is rising. There is currently no cure and as dementia is a progressive disease the symptoms will get worse. The Alzheimer’s Society recently reported that dementia costs over £26 billion a year. The Dementia Friends initiative was launched by the Alzheimer’s Society to raise awareness of dementia and how people can be supported to live well with dementia. Pharmacy teams are ideally positioned to help patients and their carers to make positive choices about their health, optimise their use of medicines and signpost to other forms of support.

The Greater Manchester Pharmacy Local Professional Network has developed a framework for pharmacy teams to work through to become a Dementia Friendly Pharmacy. The framework is categorised into seven elements:

- The pharmacy environment
- The pharmacy team
- Public health messages including lifestyle
- Over the counter medicines
- Prescription ordering and collection / delivery of medicines
- Medicines adherence
- Signposting

	Element Description	Element met	Notes
1	Pharmacy Environment		
	Is there a quiet area available for discussion?		
	Have you considered whether you could make any adjustments to make the pharmacy environment more accessible for people with dementia? This may include reviewing signage, lighting and flooring http://www.dementiaaction.org.uk/assets/0000/4336/dementia_friendly_environments_checklist.pdf		
2	Pharmacy Team		
	At least one member of staff has undertaken training and signed up to become a Dementia Friend		
	The pharmacist has undertaken and recorded a continuing professional development (CPD) activity related to dementia		

	The team has undertaken vulnerable adults training and knows how to report concerns		
	The team has discussed how individual patients with dementia could be better supported in the pharmacy		
	The team considers adding a note on the PMR system to remind them about what support methods have been put in place for individual patients		
	The contact details of a relative or carer are routinely collected, in case of queries		
	The team considers liaising with other community pharmacies if a patient you don't normally dispense for arrives at your pharmacy where there are concerns		
	Public Health and Lifestyle		
	Do you provide advice and information about:		
	Regular exercise		
	Smoking		
	Alcohol		
	Diet		
	Over the Counter medicines		
	Have you considered how to deal with patients who make repeated requests for items already purchased?		
	Do you check a patient's change with them?		
	Do you help a patient choose between medicines?		
	Prescription ordering, collection and delivery		
	Do you regularly support patients to complete their repeat request slip e.g. by explaining using plain terms e.g. heart tablet, blood pressure tablet, colour or description of tablet?		
	Do you support patients to complete the exemption declaration (or pre-payment form if < 60yrs)?		
	Do you have the ability to set calendar reminders to prompt patients to order?		
	Consider how you would help patients who are over ordering prescription items – are patients potentially over dosing or losing their medication.		
	Do you check with the GP practice if a patient is over ordering?		
	Do you have another system for checking proof of identity if a patient cannot remember their address? Do you need to amend the pharmacy SOP?		
	Consider offering a delivery service and encourage delivery drivers to undertake Dementia Friends training. Ensure they are alert to medicines issues e.g. non-adherence and report these to the dispensary team. Think about phoning patients to remind them when the delivery driver is coming and deliver at the same time each week with a note for the patient		

	Consider if the patient is suitable for the repeat dispensing service		
	Consider if the patient is suitable for ETP?		
6	Medicines Adherence		
	When explaining about medicines do you check that the patient understands what you are talking about – do you physically show the patient the medicines?		
	Can you provide adherence aids such as reminder charts?		
	Do you put specific times of administration on medicine labels e.g. breakfast time, lunchtime that fit with how the individual takes their medicines?		
	Do you include the indication on the medicine label e.g. for pain relief, when known?		
	Can you provide medicines in a monitored dosing system (MDS) in line with Royal Pharmaceutical Society guidance?		
	Do you put a clear start date on MDS so that the patient knows when to start using a pack?		
	Do you flag to the patient, to reduce confusion that the manufacturers brand as changed colours and/or shapes of the medication and packaging?		
	Do you record medicines returned in MDS so that an adherence intervention can be made if on-going non-adherence?		
7	Signposting		
	Does the pharmacy have leaflets available about dementia?		
	Do you have information about local support groups for patients and carers?		
	Do you have website addresses and telephone numbers for national support groups?		
	Do you routinely refer patients to the: <ul style="list-style-type: none"> • The pharmacist • The GP (for example if patients are deteriorating or showing signs of dementia)? 		
	Are you aware of and connected to the local Dementia Action Alliance (DAA)/Dementia Friendly Communities initiative? (Contact Jennifer.burgess@alzheimers.org.uk for information).		