

Quality Payments: February 2019



Dementia Friends

Points available: 2.5 points (£80-£160) available.

Requirements:

- On 15th February 2019, 80% of patient-facing staff must be registered Dementia Friends.
- The 80% is based on headcount, not full-time equivalents, and includes locums and delivery drivers.
- Make sure that 80% of current staff (including locums) are Dementia Friends, if you have had staff changes since June 2018.

Evidence required:

- Keep evidence in the pharmacy of staff registered as Dementia Friends and when they became Dementia Friends. You can use this [PSNC template](#) but if you need to register new staff you may find it easier to follow the organisation route below.

How to become a Dementia Friend

There are several ways to become a Dementia Friend and most pharmacy staff now have already registered. From a pharmacy's perspective, the best way is to register as an organisation so staff's Dementia Friends registration is linked to your pharmacy.

Pharmacies that are not already registered with Dementia Friends:

- If your pharmacy is not already registered with Dementia Friends, you can [register here](#). (Note: Only one person from the pharmacy should register it.)
- Within a week, you'll receive an email with your pharmacy's Dementia Friends code – this lets you log into a dashboard to manage staff registrations.

Pharmacy staff/locums registering via your organisation:

- Staff and locums can register as Dementia Friends linked to your pharmacy by [clicking here](#). Enter your pharmacy's Dementia Friends code, the number of people watching the videos and the postcode. Each person needs to **watch the introductory film and at least one of the other films**.
- The pharmacy member who is Admin for your Dementia Friends dashboard can see which staff have completed registration.
- Contractors should then order Dementia Badges for all staff who have registered. Email programmepartnerships@alzheimers.org.uk with your organisation's Dementia Friends code, the number of staff who need badges, and the postal address. **Keep a copy of the email as evidence.**

***Note:** This is a summary. You also need to read the full NHS England guidance using the links at the end of this document.

Locums not linked to a particular pharmacy:

Locums can become Dementia Friends by registering themselves as a pharmacy organisation using their name and the words pharmacy locum e.g. 'Jane Smith Pharmacy Locum'. [Click here](#) and follow the instructions – you will also need to watch the Dementia Friends videos, as above, and keep evidence that you are a Dementia Friend.

Registering at face-to-face Dementia Friends sessions:

You can also become a Dementia Friend at face-to-face sessions. Many provide certificates of attendance and it's a good idea to attend one even if you've already registered online, as you'll get a much deeper understanding. You can find details of [local sessions here](#).

Dementia awareness in your pharmacy

Our website has loads of [guidance to help your pharmacy become more dementia-friendly](#) and support patients/customers with dementia, including local signposting to services and support in many parts of Greater Manchester. The [Greater Manchester Dementia-Friendly Pharmacy Framework](#) sets out easy-to-follow steps to make your pharmacy environment and as dementia-friendly as possible. We're encouraging all pharmacies to sign up.

Full guidance from NHS England

This tip-sheet is just a summary. **You must also read the [full NHS England guidance](#)** to make sure you meet the Quality Payments criteria. There are 3 key documents:

- Updated guidance for February 2019
- Gateway Criteria Guidance
- Quality Criteria Guidance

***Note:** This is a summary. [You also need to read the full NHS England guidance](#) using the links at the end of this document.