



*High Weald Lewes Havens  
Clinical Commissioning Group*

my  
golden  
ticket

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my dementia

## **The Dementia Golden Ticket An Emerging New Model of Care**

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# Dr Elizabeth Gill



GP and Clinical Chair of  
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# What is Dementia?

- Set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language which is severe enough to affect daily living
- Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes
- As well as cognitive symptoms, a person with dementia will often have changes in their mood and sometimes, behaviour
- Dementia is progressive, which means the symptoms gradually get worse over time.

# The need to change in HWLH

- Diagnosis rate of 53.9%
- When people do come into contact with services it's late in the illness, too late to enable choice and usually, at a time of crisis
- It's an expensive approach, delivering poor outcomes for patients and carers



# The need to Change – A GP's Perspective

- Historical treatment and management in Secondary Care
- Disempowered with little or no access to training and education
- GP Annual Review, 'not fit for purpose'
- Concentration on physical health issues
- General perception of 'what's the benefit'?
- Confusing and fragmented Dementia Pathway
- No formalised Multi-Disciplinary approach
- 10 Minute appointment for Patient/Carer



# Patient Case Study – Mrs H (The old way of working)

- Multiple co-morbidities
- Socially isolated
- Losing weight
- Struggling with continence management
- Husband carer at the point of 'breakdown'
- Depression, anxiety and guilt.



# The new way of working and a new life for Mrs H

- Dementia Care Fellowship (Brighton and Sussex Medical School)
- All physical health issues treated through 'the lens of dementia'
- A Multi-Disciplinary approach, dietician, continence, community psychiatric nurse, (CPN)
- A 'point of contact' in the GP practice
- Patient and Carer support
- Multiple interventions to support well-being and independence e.g. Yoga, singing, lunch club



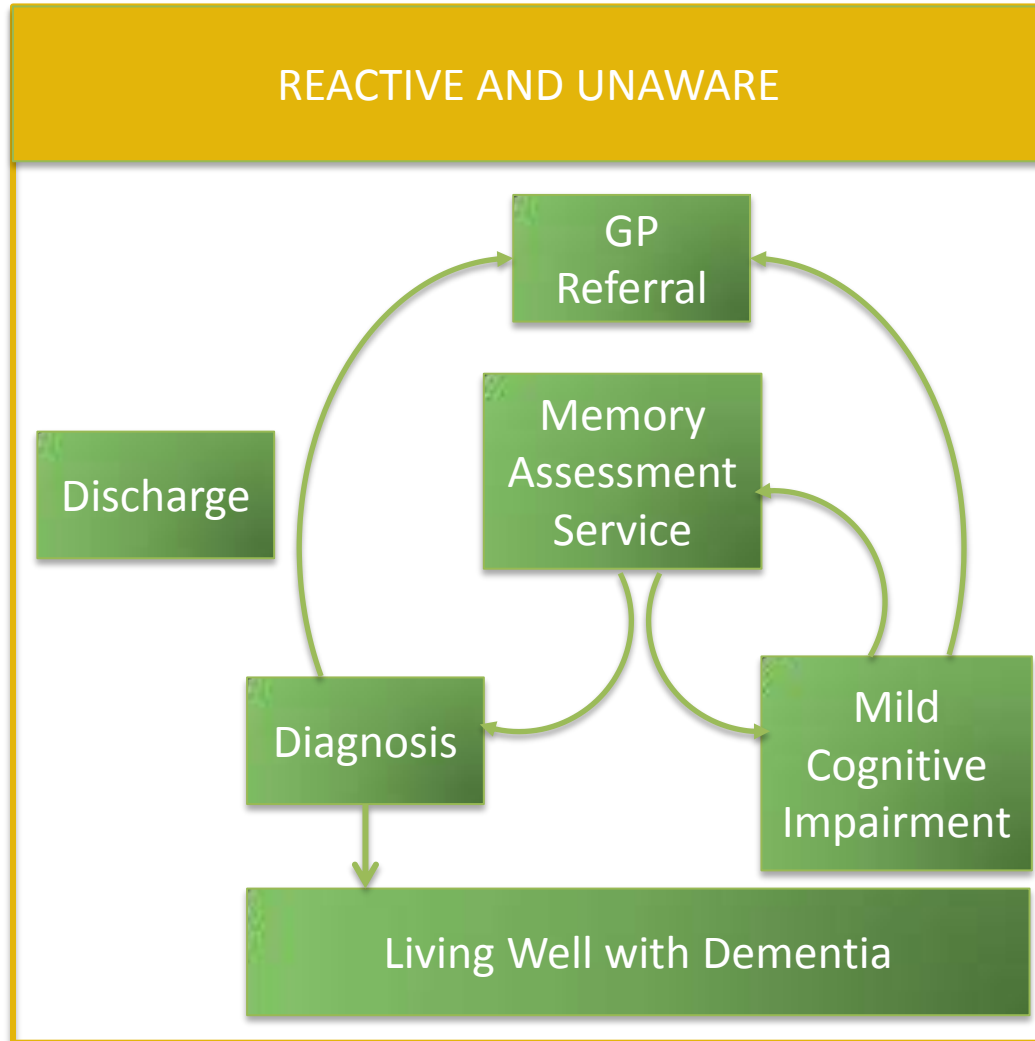
# Kim Grosvenor



Dementia Transformation Lead,  
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# The current picture in HWLH



- Delays
- Disjointed
- Fixed for all
- Medical Bias

Where is the Patient and Carer?

# The reality



Sidewalk Bubblegum ©1998 Clay Butler

# The challenge



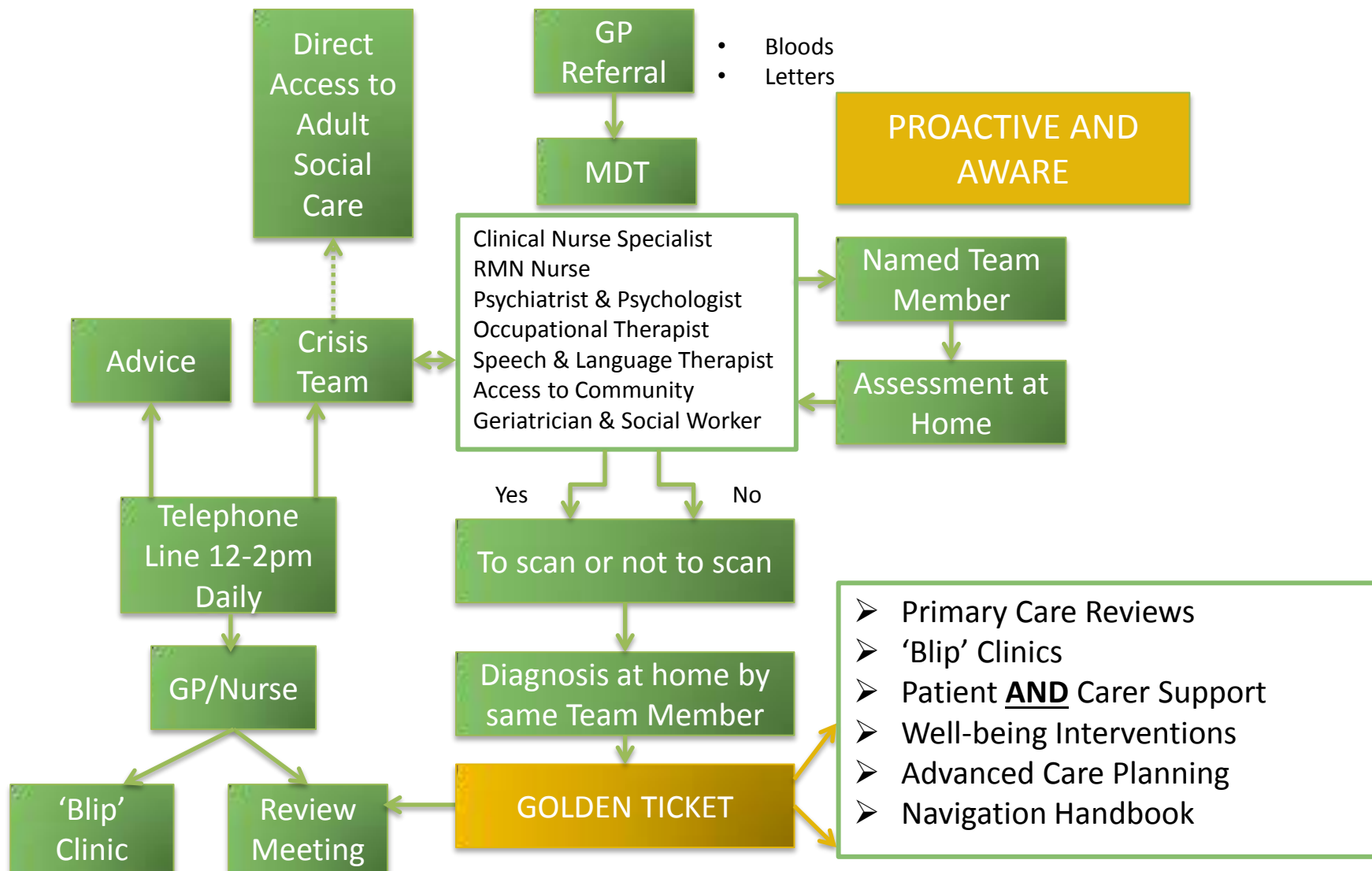
The Future –  
An emerging  
new model of care



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# The Dementia Golden Ticket – Model overview



# What does the Dementia Golden Ticket give people?

- Primary Care Review Meetings (within 2 weeks after diagnosis, then 6 monthly and annually)
- Primary Care 'Blip' Clinics
- Direct Point of Contact with the Practice Nurse
- Pharmacy Reviews
- Information, advice and support from a 'Dementia Guide', (within 2 weeks after diagnosis or part of review)
- Advanced Care Planning (supported by the Dementia Guide and signed-off by the GP)
- Peer Support and Carer's Café
- Access to 4 core interventions
- Personalised navigation handbook.

# Four Core Well-being Interventions

1. Physical Well-being (Once a month on a *Wednesday*)
2. Emotional Well-being (Once a week on a *Tuesday*)
3. Memory Well-being (Once a month on a *Saturday*)
4. Occupational Well-being (Once a month on a *Monday*)

# The Dementia Navigation Handbook





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# What's the intended benefit?

- Formalises a joined-up way of working
- Clarifies roles and responsibilities in primary care for the management of dementia
- It 'normalises' and de-stigmatises dementia
- It 'prescribes' a best practice framework for post-diagnosis care and support
- It embeds psycho-social support as a health imperative for Living Well with dementia
- Integrates multi-agencies and particularly the Third Sector as 'equal partners' in the practice
- Supports the Patient **AND** Carer

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**Any  
Questions?**