



Arden Medical Centre
*Dedicated to providing a comprehensive, caring and
patient-centred service*

PPG Winter Newsletter

DEMENTIA FRIENDLY SOLIHULL

Article written by Carol Linfield - Patient Participation Member

As a community in Knowle, Dorridge and Bentley Heath more and more of us are touched by dementia. This diagnosis must be devastating for the person affected and their family and friends. But there are plenty of people making this diagnosis not as devastating as it seems.

The Alzheimer's Society has been rolling out "Dementia Friend's" training amongst the public. "Dementia Friends" have had training of about an hour. They do not give advice but understand dementia and how to communicate. Many work in jobs facing the public such as council workers, staff in hospital and medical centres, so you can be dealing with people with a basic understanding of dementia. A friend of mine shared the relief she felt seeing the little forget-me-not badge



when she needed to visit "Connect" at the Library. The local Churches in Knowle Dorridge and Bentley Heath also have trained

"Dementia Friend's". During "Dementia Awareness Week" we distributed booklets advising shop staff on communicating with customers with dementia.

There is further support available:

- A memory clinic, which gives advice on organising your home to help with memory loss
- Cafes locally aimed at those with dementia both to give carers a break and provide appropriate activities, such as a good sing song that those with dementia can still enjoy.
- Medical Centres also have a "Coordinator" offering information and support.
- There is a "Better Living Centre" with helpful gadgets and equipment.
- Some supermarkets support a carer/partner to get the real shop done undistracted whilst a member of staff to be with the person they care for.

Solihull is committed to being dementia friendly so what at first can seem a dreadful shock, can, with help and support, enable the person with dementia and their family and friends to continue to enjoy their loved one. So ask for help because there is plenty of help out there. The Alzheimers Society is working to achieve its target of four million of "Dementia Friend's". More information can be found at www.alzheimers.org.uk

Arden Medical Centre staff were trained as "Dementia Friends" in 2016



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We welcome our new staff member

A new Doctor.

Arden has been hosting Foundation Year (Year 2) Doctors since August 2016. Dr. Raj Atkar leaves in December and we now have Dr. Rebecca Moore with us until April 2018.



Painting Competition



With the help of one of our patients we ran a painting competition with the children of Bentley Heath Church of England School & Dorridge Primary School. They designed & painted local landmarks in Knowle. These are now displayed in our waiting room.

Our Flu Saturday

Our Flu Saturday was once again a resounding success with 259 Flu vaccinations administered along with 21 Shingles and 12 Pneumococcal vaccinations. To get your feedback on our performance and ideas for future services, we also carried out 94 patient surveys and 61 extended hours' surveys. Results of these surveys will be available in the next edition of the newsletter

The Patient Participation Group ran a raffle which raised a whopping £196.60! With a big congratulations to John Hill who won the bread maker and John Griffin who won the Hamper. The money raised goes towards equipment for the surgery that the NHS does not usually provide.

Feedback from Care Navigator (Elsa-May) & Solihull Carers (Linda) was great. They spoke to a large number of patients about care & support in the local area. They expressed how positive the experience was.