



- Patient Self Help, Self Referral and Support
- Implementing Hampshire Carers Joint Strategy
- Live Longer Better - Ageing Well campaign
- Living With Dementia - General Support and Music Therapy
- Droplet Hydration Cups to reduce UTI's

Activity Report 2023-2024

Website www.cghppg.weebly.com

In the autumn of 2023 our group presented patient concerns to practice management

- **Difficulty in getting timely appointments.**
- **A rapidly growing and ageing patient population and over stretched practice resources.**
- **Lack of signposting to treatment options and local support**
- **A generic Practice website that does not provide local information to support patients.**

Practice management asked for solutions rather than bringing issues. We took them literally. Reviewing the NHS 10 year plan we learnt about integrated care partnerships and comprehensive personalised care, comparing this to local practice we identified improvements that could be made. We decided that ensuring patients have access to information enables choice and using support and self referral routes would reduce the need to access primary care.

Having no funding we used our PPG website and social media as a starting point to address the issues. We created a borough wide self-help information resource and actively and regularly promote self help in print, face-to-face and on social media. We also answer social media cries for help. Citizen Advice agreed to provide a phone enquiry point for those who cannot access the internet.

The practice embraced the system creating a text system for practitioners to use to provide follow up information. Many hundreds of patients received direct support and thousands of individuals have accessed the website.

Hampshire Carers Joint Strategy was launched in April 2024. Local organisations including our own practice were unaware of the strategy and therefore could not work towards its goals. We envisaged our practice could achieve the primary care goals in months rather than the 5 year target.

We researched and created a systematic approach to identify and recognise carers, support carers to access information and help, and enable carers to have a life alongside caring. Some PPG Members were trained as support volunteers and learnt to use the NHS 'Making Every Contact Count' approach to Ask, Engage, Assess and Advise during conversations with patients. Advisor Handbooks were created. Handouts were copied by volunteers, the practice and obtained from health sources. We ran pop-up events in waiting rooms and attended borough wide carer support events. Our trials proved successful, a local care provider ran a carers event for another surgery sharing our resources with attendees. Hampshire Hospital Trust Patient Hub share our resources as good practice. The practice have now taken on promotion of carer support as a mainstream activity, using text invites to selected patients to attend drop ins that are open to all and now also involve practice staff.

We found during our carer sessions more work was required around Dementia we created a local Dementia support handout now used by many other organisations and we work with those living with dementia in many different ways including promoting www.playlistforlife.org.uk which has been proven to improve the lives of those living with dementia.

To address the needs of an ageing population. We became a lead partner in the borough Live Longer Better campaign. The project aims to prevent falls, improve hydration and continence and keep people active and connected, We collated and share borough wide information to support this. We discovered Droplet hydration Cups. Research has shown that every £3,000 spent on cups reduces NHS costs by £30,000, on UTI treatment alone. Keeping hydrated also prevents confusion and falls. We seek funds too provide frailty teams with cups for the most at risk patients to improve health and reduce calls for NHS service. www.droplet-hydration.com

Conversation starters

Playlist for Life is a charity that specialises in harnessing the power of music to connect people, and to help those living with dementia and those who care for them. **We want everyone to have their own playlist of music that means something to them.**

The 'soundtrack of your life' is a personal collection of songs that gives you that flashback feeling whenever you hear them. Start building the soundtrack of your life by collecting your musical memories using the prompts below. You can start with any prompt you like. On the next page you can create a playlist for someone else.

This playlist belongs to: _____

Your 'Memory Bump' (strong memories formed aged 10-30)

Can you think of songs that remind you of your youth?

Song

Memories



Party tunes

Which songs always get you dancing and/or singing along?

Song

Memories



Special moments and milestones

Which songs take you back to a special memory in your life?

Song

Memories



Hobbies, interests and beliefs

Are there pieces of music that make you think of a group that you belong to?

Song

Memories



Songs from childhood

Are there nursery rhymes or songs from a children's TV show that you loved?

Song

Memories



Holidays

Which songs remind you of a favourite holiday?

Song

Memories



Important places

What songs remind you of your hometown?

Song

Memories



TV themes

Are there TV shows with theme tunes you'll always remember?

Song

Memories



Important people

Think of a person who's important to you. What songs remind you of them?

Song

Memories



Concerts you've been to

Which tunes remind you of the best live music event you've attended?

Song

Memories



To find out more about connecting through music, visit www.playlistforlife.org.uk

 @PlaylistForLifeUK

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Living With Dementia - Basingstoke

More information www.cghppg.weebly.com/dementia-support

Dementia Support - Hampshire and IOW Phone 0344 324 658 Mon - Fri 8am - 6pm
Support Group Meetings Mondays 1.30 pm to 3.30 pm
Church Cottage Behind St. Michaels Church, Church Street, Basingstoke

Register as a carer with Princess Royal Trust for Carers in Hampshire who offer Dementia Carer information, support, advice and emergency respite services. Phone 01264 835246 info@carercentre.com

Dementia Carers Support Cafe 01256 313920 dementia-team@hhft.nhs.co.uk
First Wednesday of every month 10am to 11:45am at the Chapel, B Floor, Basingstoke and North Hampshire Hospital, Basingstoke
Listen to experiences Share Tip Talk to Experts Find out about Services and Clubs

Admiral Nurses 01256 313920 7am to 7pm - every day
You can telephone for advice or to arrange a face-to-face meeting to discuss any support needed for you and your loved one.

Visit your Local Library To discover the Home Library Service, Reminiscence Collection and Dementia Resources.

Viables Memory Club Community Centre Phone 07564 349802 or 01256 473634
Friday Sessions 10.30 - 12.30. Lunch 12.30 - 13.00. Afternoon 13.00 - 15.00
Thursday Afternoon 13.00 - 15.00 - They also run a Carers Support event once per month.

Memory Tree Social Club Jenny McCloy 07834 559541 or Mary Boys 07799 201869 10:30 to Noon on Wednesday United Reformed Church London Road, Basingstoke

Dashwood Manor, Bradley Way, Basingstoke RG23 7GF
1st Wednesday of each month Dementia Café 10.30 till 12.00
3rd Wednesday of each month Doggie Café 10.30 till 12.00
3rd Friday of each month Friendship Café 10.30 till 12.00
4th Wednesday of each month Alzheimer's Singing for Brain 10.30 till 12.00
For Info or to book phone 01256 643522 or email Leahanne.wilkinson@careuk.com

Dementia Friendly Activity Session (+ carers) at Basingstoke Sport Centre
Mondays 2-3pm Email steph.wallis@gll.org Phone 07532 74019

New free monthly event "Let's Sing for Memories" at Milestones Museum.
Especially for people living with dementia and their carers. Let's Sing for Memories is held on the 3rd Wednesday of each month (but not during school holidays). Entry to the museum is waived for people attending this event. Places are limited ticket(s) can be reserved via email community@basingstoke.homeinstead.co.uk

Free from Oakley Stitchers - email info@oakleystitchers.org.uk
Wiggle Worms - Fiddle Muff - Stretch tentacle octopus - Soft dementia handbag.

Playlist for Life provide advice and resources, to create and use a personalised music playlist for a person living with Dementia. www.playlistforlife.org.uk/resources to receive resources online or

This is a summarised extract of the Dementia Support page from the Camrose, Gillies, Hackwood and Beggarwood Patient Participation Group - Self Help webpages.