

Implementing ‘One Stop Shop’ dementia review clinics: general practice innovations in dementia care during the PriDem Study

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Background

PriDem: Primary care led post-diagnostic dementia care (2019-2023), UK Alzheimer’s Society funded research programme, developed a post-diagnostic dementia care intervention [1]. This involves Clinical Dementia Leads (CDLs) supporting general practices to improve care systems, upskill the workforce, and enhance tailored care. A key focus was improving dementia annual review systems, addressing NHS England’s commitment to personalised care planning [2]. Researchers developed evidence-based review templates to support this work.

A feasibility and implementation study in the Southeast and Northeast of England included seven general practices. Two CDLs delivered the intervention over 12 months. As part of the intervention, the Southeast CDL supported two practices to run **‘One Stop Shop’ dementia review clinics**. People with dementia and carers attended on the same day and met with a range of primary care and third sector practitioners to co-create care plans. Multiple conditions, not just dementia, were addressed in one appointment.



General practice team involved in delivering a ‘One Stop Shop’ dementia review clinic: GPs, practice nurse, operations manager, Dementia Advisor, Social Prescriber and staff from Age UK. All supported by PriDem Clinical Dementia Lead (Robyn Barker – second from right).

Aim

To understand barriers and facilitators to implementing the PriDem intervention.

Methods

- Qualitative process evaluation: Observations (n=14); semi-structured interviews with people with dementia (n=14) carers (n=16) and professionals (n=26).
- Codebook thematic analysis.
- **Subset of findings presented here.**

Findings

Practices successfully adapted the approach to fit local needs	“Initially when we started it was very long....we cut it down by at least half and that worked...Did we learn a lot? Yes, we did. Will we be doing it again? Yes, we will.” (Care Coordinator)
Most patients and carers felt they had experienced good quality care, often for the first time	“It has been so helpful as this is the first time since diagnosis that we have had anything or anyone to talk to.” (Carer) “I went away...very well satisfied from this thing that I’d never been to...before.... I hope they’ll do it...every year from now on.” (Person with dementia)
Staff reported increased confidence, improved team working and enhanced trusting relationships with patients and carers	“I am more confident...more aware of resources out there for patients.” (GP) “Proactively reaching them and offering them such a comprehensive review...has regained some of their trust in us.” (GP)
Negative experiences included lack of follow up post-review	“I said...I need help in knowing what I can claim for...they took my details and said somebody would call...nobody’s called.” (Carer)
Despite reviews being time intensive, staff predicted long term efficiency through consolidation with physical checks and improving anticipatory care	“Their physical needs get really neglected....it was really good to get ...physical, mental health, as well as their social needs [addressed] by using a multidisciplinary approach.” (Clinical Dementia Lead)
There were early signs of sustainability	“People from the local borough and from the memory service all feel...this is the direction of travel they want to... embed going forward.” (GP)

Conclusions

‘One Stop Shop’ dementia review clinics have the potential to improve holistic post-diagnostic dementia support. Clinics were sustained beyond the PriDem study and were adopted within the local borough Dementia Strategy. The approach is compatible with England’s 2023/24 Quality and Outcomes Framework (QOF) guidelines [3]. For future implementation, practice dementia champions should be identified and supported, dedicated dementia trained administrators funded, and patient follow up processes refined.

References:



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