



Dementia Friendly South Gloucestershire

The South Gloucestershire Dementia Action Alliance (SGDAA) has been working to make our communities dementia friendly. By this we mean places where those living with dementia and their carers/supporters feel respected, supported, understood, able to access services easily and be a part of their community.

We would like to know what it’s like for carers of people living with dementia and those who have dementia and are living or working in South Gloucestershire.

This survey will only take a maximum of 6 – 10 minutes to complete. It will help the SGDAA knowing where we need to target our efforts to make South Gloucestershire a better place for those living with dementia and their carers.

How would you describe your experience of customer service from the following organisations since becoming a carer/ or having Dementia?

On a scale of 1 to 5

- 1 = very bad service that was distressing.
- 2 = bad service that made you feel uncomfortable.
- 3 = ok service but could be better.
- 4 = good service - felt supported/helped.
- 5 = excellent service - could not do enough for you.

	1	2	3	4	5
Banks					
Supermarkets					
Post office					
Pharmacists					
Community groups					
GP practices					
Public transport including buses/taxis					

Have you stopped using any service/shops because of your bad experience, and if yes can you say which shops?

Yes

No

Comment: _____

What three things do you think any businesses/shops can do to enable you to continue to use their services?

1 _____

2 _____

3 _____

As a carer do you feel that the community is welcoming to you and the person you care for?

Yes

No

Don't know/cannot say

What one thing would you suggest that the South Gloucestershire Dementia Action Alliance (SGDAA) do that will benefit you and your family?

Focus on Shops

Focus on transport

Focus on community groups

Focus on banks

Can you think of anything else? _____

Do you think it is helpful for young people to learn about dementia?

Yes

No

Why? _____

Would you benefit from attending a free one-hour dementia information session, to learn what it is like for the person who is living with dementia (to understand how it feels to have this condition)?

Yes

No

If No, can you say why? _____

Would you and the person you care for like to attend a focus group to discuss these points in more detail?

(If you're not able to find alternative care for your loved one they can attend and will be looked after if they do not want to join in with the discussion.)

Yes

No

If yes please contact us on 01454 868570 or email us at dementia@southernbrooks.org.uk or write to use at: SGDAA, Southern Brooks Community Partnerships, Coniston Community Centre, The Parade, Patchway BS34 5LP

Please return your completed survey to: SGDAA, Southern Brooks Community Partnerships, Coniston Community Centre, The Parade, Patchway BS34 5LP

Thank you for taking part in the survey. Your support will help us plan the areas we focus our work on in the future.

The SGDAA team

Strong Communities Powered by People

☎ 01454 868570

🌐 www.southernbrooks.org.uk

✉ office@southernbrooks.org.uk



South Gloucestershire
Dementia Action Alliance
A friendlier community for all

