**Tracey’s 2023 year in review**

A key aim of Tracey’s work as an envoy has been to improve the accessibility of places and businesses for people with dementia. In 2023, Tracey worked with Santander and the Alzheimer’s Society Steering Group to make a video encouraging businesses to introduce dementia friendly services and technology. It involved collaborative work with carers and bank representatives to look at the technology used by banks and make sure that it is suitable for people with dementia and their supporters or carers. This work also identified that having a known person in each bank to support people with dementia with using their services was crucial for maintaining their independence.

Throughout 2023, Tracey drew upon her skills and knowledge as a former nurse, in working with health professionals to improve the standards of care in hospitals for people with a dementia diagnosis. To achieve this, Tracey has recently started a twitter space that includes a podcast providing dementia awareness for admiral nurses. In the podcast details of dementia experiences are discussed, including the effects of having a rare dementia type, difficulties with dementia and sensory issues, how to remain living as best you can, and maintaining independence. Tracey has also recently attended the dementia champions talk, where she spoke to nurses about the importance of effective communication between professionals and dementia patients, and how initial patient care after diagnoses is key to a person living as well as possible with dementia.

Another highlight of Tracy’s work as an Envoy in 2023 was participating in new research which aimed to capture what accessing health care is like for people with dementia. The paper is named: “Exploring access to community care and emergency department use among people with dementia: A qualitative interview study with people with dementia, and current and bereaved caregivers”. It produced important findings that identified a lack of prioritisation and accessibility in the health system for people with dementia and published useful recommendations for change.