

Dementia Friends

2. On the phone - transcript

Scene: Joyce is at home and the post has just arrived. She opens one of the letters and she reads it looking confused. We see the words “Monthly Statement £97” and a phone number. Joyce dials the number on the letter.

Sound: Dial tone, phone ringing.

Phone Operator: Hello customer services, Sam speaking how can I help?

Joyce (anxious): I’ve received a letter saying I owe money.

Sam: Ok can I take your name please?

Joyce: It’s Joyce. Joyce Smith.

Sam: Ok Mrs Smith. And your post code?

Joyce (pauses): I don’t have the code. I just have the letter. Who are you?

Sam: It’s Sam from customer services. You rang me about the letter? I meant the post code for your address?

Joyce: My home address?

Sam: Yes.

Joyce:<very long pause>

Sam: Hello? Are you still there?

Joyce (insistent): Yes. I’m sorry. What did you ask me?

Sam: I was asking for your Post Code?

Joyce (interrupts): I just have the letter. It says I owe money. Am I in trouble?

Sam (calm, reassuring): No not at all. I’m going to help you sort this out, ok?

Joyce (pause): Yes thank you.

Sam (slowly): Your post code should be on the letter. It’s the last line of your address in the top left hand corner. Can you see it?

Joyce: Yes. BR9 4RG.

Sam: That’s great Mrs Smith, thank you. Ok I can see that all your payments are up to date on and there’s nothing to pay.

Joyce (interrupts, agitated): I don't understand?

Sam: Don't worry, it's just your monthly statement. Ok I can see on the system there's a note that your husband usually takes care of this?

Joyce: Oh, yes that's right he does. Thank you. I must dash now, I have to go and pick up a present for my grandson's birthday.

Sam: No problem. Goodbye Mrs Smith.

Joyce: Goodbye.

Final screen information:

Thank you. You are now a Dementia Friend.

When speaking to a person with dementia on the phone:

- Repeat yourself calmly
- Don't rush the person you are speaking with
- Make a note or ask the person you are talking with to write information down
- If you still cannot resolve the issue, ask: "Is there someone I can call?"

Be calm. Be kind. Be patient.