



## **National Audit of Dementia 2026 Patient and Carer Feedback Questionnaire Guidance for Memory Assessment Services**

### **Background**

This year, the National Audit of Dementia (NAD) is auditing memory assessment services. As part of this audit, we are trialling two **new** questionnaires to gather feedback from patients and carers. These questionnaires have been co-produced with members of the NAD Lived Experience Group and Patient and Carer Advisers, and are designed to ensure that the voices of people living with dementia and their carers are meaningfully reflected in reporting on memory services.

There are separate questionnaires for patients and carers. While they are slightly different to reflect the differing lived experiences, they cover the same core topics. Each questionnaire asks about experience of waiting times, support and communication during the diagnostic process, support following diagnosis, and includes an overall rating. Free text comment boxes are included throughout, allowing respondents to provide additional detail where they wish.

These questionnaires can be completed either online or as part of a short interview. They are available in English, Welsh and other languages, and can be delivered using either plain text or emoji-based response options to improve accessibility.

[Click here for the dedicated Patient & Carer Feedback webpage](#)

### **Data collection period**

Patient and carer feedback will be collected during **June and July 2026**.

Please note that, as this activity forms part of audit, formal ethical approval is not required.

### **Distributing the questionnaires**

The questionnaires ask people using memory services, and the carers (family or friends) who support them, about their experiences of care, **including the support received before and during diagnosis**.

Leaflets containing links to the questionnaires can be shared at the **diagnostic appointment** (for example, alongside information or booklets from the Alzheimer's Society) or sent by email as part of follow-up correspondence.

The questionnaires are accessed via online links. Services will be provided with PDFs of leaflets and posters, as well as social media templates, all of which include QR codes

and/or web links. Scanning the QR codes or clicking the links will take respondents directly to the questionnaires, which are formatted for use on a smartphone or tablet.

For the patient questionnaire, respondents can choose to complete the survey together with a family member or carer. The questionnaire asked respondents to indicate whether this support has been provided.

Both questionnaires can also be used as semi-structured interview tools to collect feedback. If your service chooses to use this approach, interviews should be conducted by patient engagement staff (such as PALS) or trained volunteers, and not by staff who are directly involved in care and treatment of the patient.

### **Using the questionnaire as a survey tool**

To use this questionnaire as an online survey, you will need to open the online link on an iPad or similar device. The patient (or a family member or volunteer supporting them, or answering on their behalf) or the carer can complete and submit the questionnaire directly on the device.

Alternatively, if the patient or carer has access to a mobile phone, they can scan the QR code on the information sheet and complete the questionnaire on their own device.

The patient questionnaire contains 11 questions, and the carer questionnaire contains 13 questions; both include three questions on demographic information. Completion should take no more than 15 minutes. All questions are optional, including the free-text comment boxes.

Before beginning, explain to the patient what the survey is for, how the information will be used, and how confidentiality will be protected. This information is included in the survey introduction and on the information sheets provided as PDFs. If the respondent is happy to proceed, they can be given the iPad or other device to complete the questionnaire.

If you are providing the device, explain that you will return to collect it after approximately 10-15 minutes. Where relevant, also explain the availability of other language options and emoji-based response formats.

### **Using the questionnaire as an interview tool**

To use the questionnaire as an interview tool, open the online link on the iPad, tablet, or mobile phone. Ensure that the interview is conducted in a private space so that responses cannot be overheard.

As outlined above, begin by explaining to the patient or carer what the survey is for, how the information will be used, and how confidentiality will be respected.

If the respondent is happy to continue, you can ask each question in turn and record brief comments in the boxes provided. Any questions that the respondent does not wish to answer can be skipped. If the patient or carer changes their mind at any point, please stop the interview without submitting their responses and explain this to them.

### **Paper versions of the questionnaires**

You have been provided with PDF versions of the questionnaires, which can be printed and used to support interviews.

If you record responses on paper during an interview, you can enter these responses yourself using the online questionnaire after the interview. Responses must not be shared with anyone who is directly involved in the patient's diagnosis, treatment, or care. Do not record the patient's or carer's name, and do not include any identifying information (such as details of family members) in the comment boxes.

### **Encouraging feedback**

Evidence from previous audits shows that patient or carer questionnaires are more likely to receive a response when:

- A member of staff personally invites the individual to take part and explains that their feedback is important and will be used to help improve services locally and nationally.
- A named member of staff is designated as the lead for this element of the audit and takes responsibility for coordinating the distribution of the questionnaires.

You will be provided with templates for social media posts to help promote your service's participation in this important trial. These posts can be used to highlight the opportunity for people living with dementia and carers to share their experiences for national reporting and will include links to the questionnaires.

### **Confidentiality**

The questionnaires are available online only. All responses are submitted directly to the audit team and are completely anonymous. The questionnaires do not ask for any personally identifiable information and responses will be treated as confidential.

Any identifying information is included in free-text comments, this will be removed before analysis.

The questionnaires ask only for the name of the memory service, so that responses can be accurately matched to your service.

### **Reporting**

Services are asked to aim for **15-20 responses for each questionnaire**. During the data collection period, we will provide updates on the number of patient and carer feedback questionnaires submitted for your service.

If fewer responses are received, feedback may be aggregated with responses from other services within your Trust or Health Board, or aspects of the data may be suppressed, in order to protect confidentiality. Where sufficient responses are collected, the collated feedback and comments will be used in both national and local reporting to highlight the views and experiences of patients and carers.

To enable us to calculate a response rate for your service, **please keep a record of the number of patients and carers who are invited to complete the questionnaire**, and submit this information to us at the end of the data collection period.