

National Audit of Dementia – spotlight audit in community based memory services

Additional guidance for the Patient/ Carer feedback

Please see [here](#) for the general guidance

This survey focusses on the experience of virtual appointments for people living with dementia attending memory assessment services. It may be given to any patient whether or not they have had a virtual appointment.

The questionnaire can be completed by the person living with dementia, or by a family member/ carer on their behalf.

As it is asking people about their experience it should not be given at first appointment. People approached should be those who have just received a diagnosis, or are nearing the point of diagnosis but who have had 2 or 3 appointments.

The link and QR code may also be emailed to patients who have just completed the pathway and do not have an upcoming appointment, if you would like to invite them to complete the survey.

Assisting with the survey

Memory services staff who are involved in care and treatment or administration of appointments should not assist with this survey. Any patient engagement staff or volunteers may provide assistance. However, any member of staff can download the questionnaire on to a device and give to the patient or carer to complete if this is convenient. Patients and carers should be given privacy to submit their answers in this situation and should complete their submission before returning the device so that their answers cannot be seen.