

# Memory service audit

October 2020

NHS England and NHS Improvement



History of the London audit

Methodology of 2019 national audit

Key findings from the national audit

# London memory service audit

2014 Memory service network

2015 Pilot audit

2016 London audit – 10 services

**Local and regional quality improvement projects**

2019 Second London audit – 20 services

Refine  
audit  
tool



# Non-Dementia Pathways

## Guidance from the London Dementia Clinical Networks

Introduction	Depression/ Anxiety	Alcohol misuse	Mild cognitive impairment	Functional cognitive disorder	Glossary	References
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The aim of this document is to provide commissioners and clinicians in memory services and primary care with guidance on the appropriate pathways for patients who present with memory complaints due to a range of non-dementia causes

### Neuroimaging for dementia diagnosis

### Guidance from the London Dementia Clinical Network

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## Dementia: assessment, management and support for people living with dementia and their carers

NICE guideline [NG97] Published date: June 2018 [Uptake of this guidance](#)

#### Overview

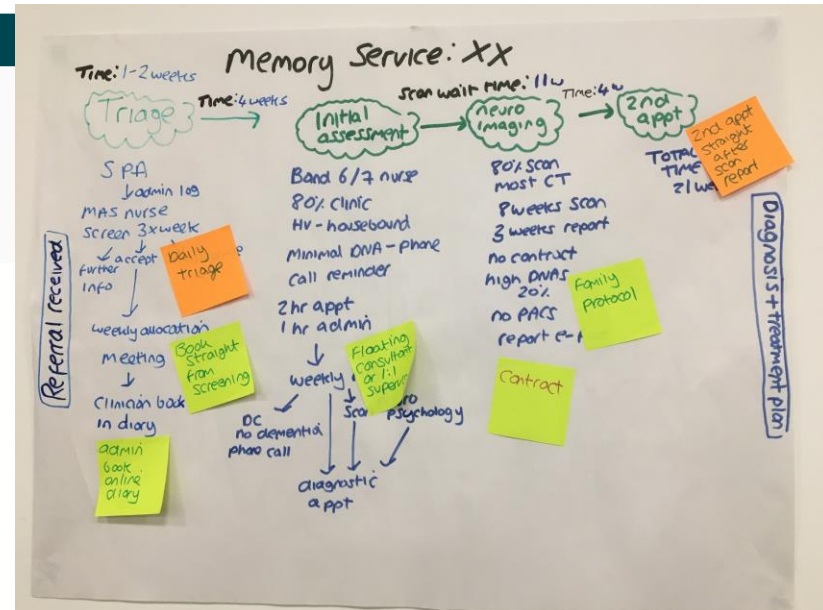
- About this guideline
- Person-centred care
- Recommendations
- Putting this guideline into practice
- Recommendations for research
- Update information

#### Guidance

NICE interactive flowchart - Dementia 2 Quality standards

This guideline covers diagnosing and managing dementia (including Alzheimer's disease). It aims to improve care by making recommendations on training staff and helping carers to support people living with dementia.

NICE has also produced a guideline on [mid-life approaches to delay or prevent the onset of dementia](#).



# 2016 → 2019 audit 9 services

Percentage seen in clinic

47% → 60%

Average waiting times:

5-23 weeks per service → 4-15 weeks

Offered cognitive stimulation therapy:

52% → 61%

Offered a dementia advisor:

64% → 82%

# 2019 National audit

Regional clinical networks invited to participate



Memory services invited to participate via clinical networks



Audit 50 consecutively seen patients from 1<sup>st</sup> January 2019



Regional analysis and events



National analysis

AutoSave Off

Final 2019 London MAS audit data set.xlsx - Excel

Cook, Laura

File Home Insert Draw Page Layout Formulas Data Review View Developer Help Tell me what you want to do

Clipboard: Paste, Copy, Cut, Undo, Redo, Font: Arial, 11, Bold, Italic, Underline, Paragraph: Bullets, Numbered, Indent, Decrease Indent, Increase Indent, Merge & Center, Alignment: Center, Right, Left, Justify, Number: General, Percent, Increase/Decrease, Styles: Conditional Formatting, Format as Table, Cell Styles, Cells: Insert, Delete, Format

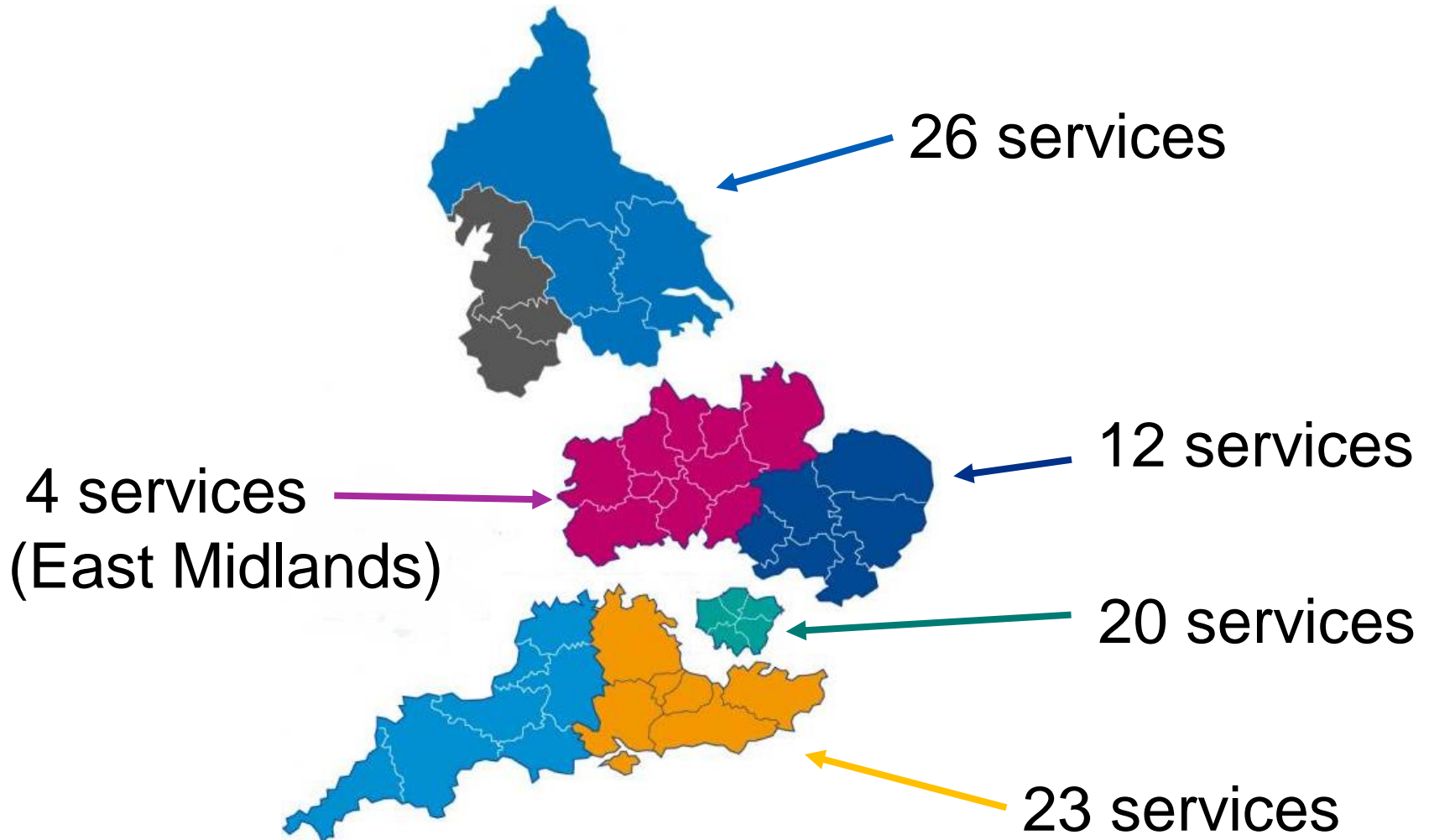
B68

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
8		Organisational Questions	Please select											
9	1	Is the service MSNAP accredited												
10	2	Organisation providing memory service												
11	3	Do you have a named research champion/ lead												
12	4	Do you have a named lead for young onset dementia												
13	5	Which patients do you request ECGs for prior to commencing cholinesterase inhibitors?												
14	6	Are CT and MRI scans reported by neuroradiologists												
15	7	Can you view scan images (e.g. using PACS)												
16	8	Is attending imaging appointments facilitated by the memory service												
17	9	Are you able to refer patients for PET scans												
18	10	Are you able to refer patients for DAT scans												
19	11	Are you able to refer patients for CSF examination												
20	12	Is there an opportunity for joint working with neurology												
21	13	Is there an opportunity for joint working with neuroradiology												
22	14	Is there an opportunity for joint working with geriatrics												
23			Patient 1	Patient 2	Patient 3	Patient 4	Patient 5	Patient 6	Patient 7	Patient 8	Patient 9	Patient 10	Patient 11	Patient 12
24		Patient demographics:												
25	15	Age at referral												
26	16	Gender												
27	17	Ethnicity												
28	18	Does the patient live alone												
29	19	Did the patient need an interpreter												
30		Referral:												
31	20	Referred by												
32	21	Date referral received												
33	22	Date seen for initial assessment												
34		Assessment:												
35	23	Place of assessment												
36	24	Reported alcohol consumption per week												
37	25	Does the patient smoke												
38	26	Is there evidence of a discussion about the patient's eyesight/ vision												
39	27	Is there evidence of a discussion about the patient's hearing												
40	28	Was a falls history taken												
41	29	Referred to diagnostic neuropsychological assessment												
42		Investigations:												
43	30	Diagnosis requested												

Guidance **Data set** Data point information

# Audit participation

5 regions      85 services      3,978 patients





# Services

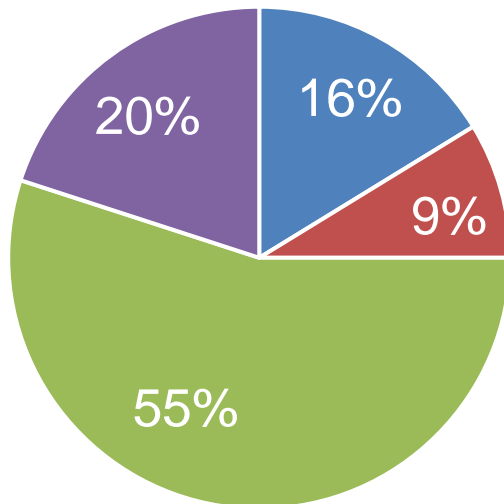
- 49% MSNAP accredited
- 92% MH Trust
- 95% of services see patients under 65

# Demographics

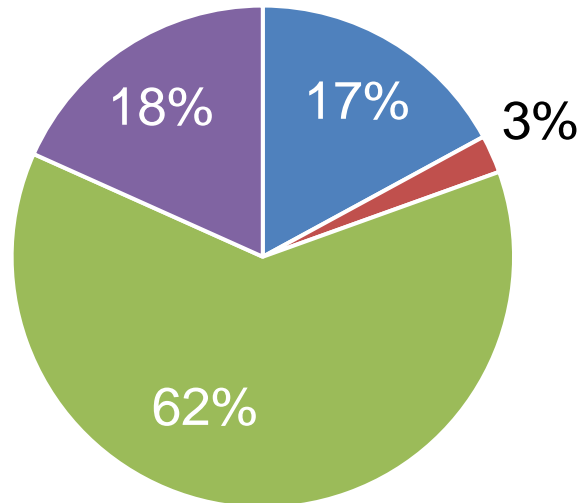
	National	Service variation
<b>Mean age</b>	79 (30-102)	74 - 83
<b>% under 65</b>	7%	0% - 22%
<b>Female</b>	57%	35% - 84%
<b>% BAME group</b>	12%	0% - 42%
<b>% Live alone</b>	36%	13% - 62%

# Joint working

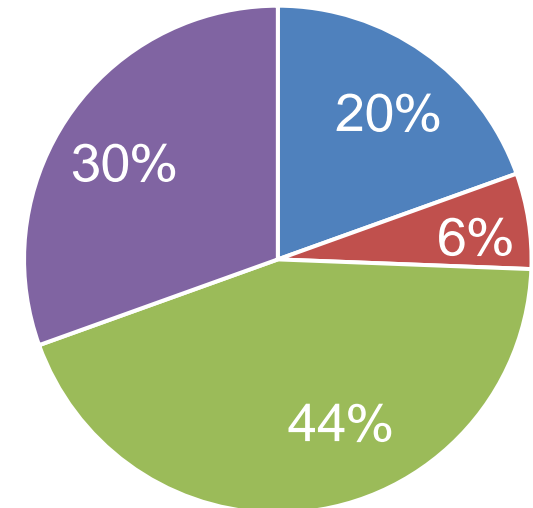
## Neurology



## Geriatrics

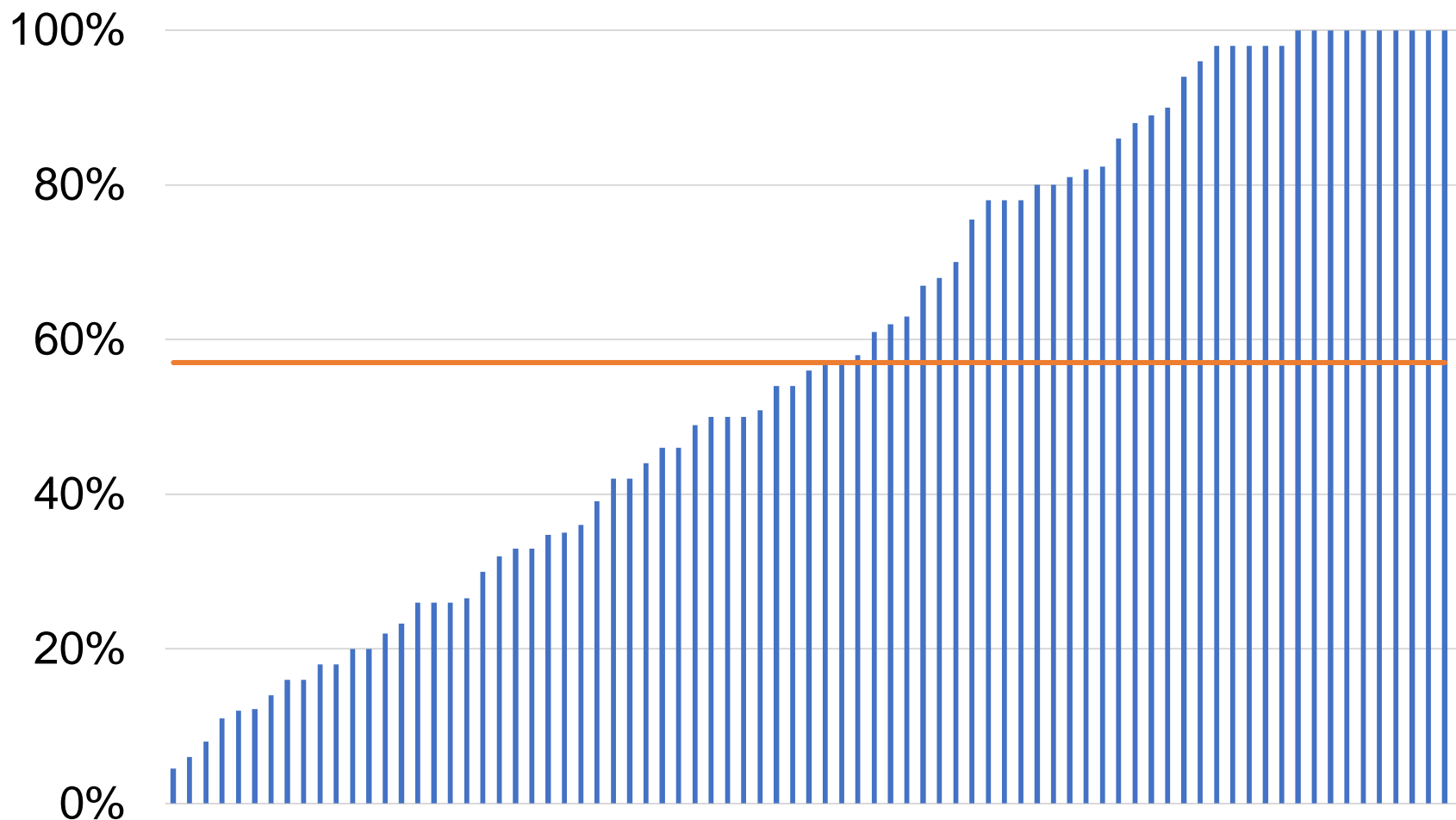


## Neuroradiology



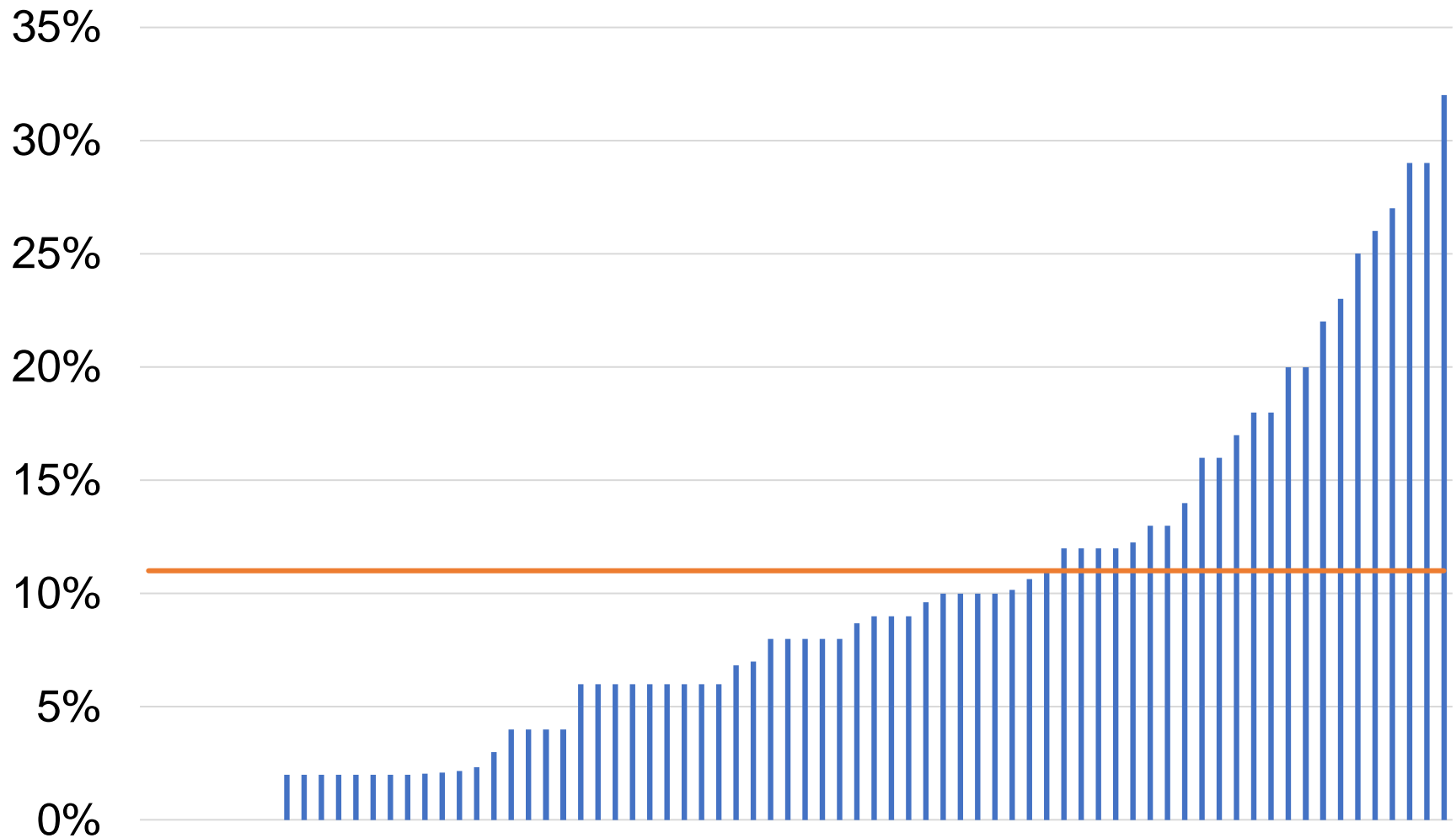
- monthly/weekly meetings
- quarterly meetings
- ad hoc advice
- no opportunity

# Percentage asked about hearing

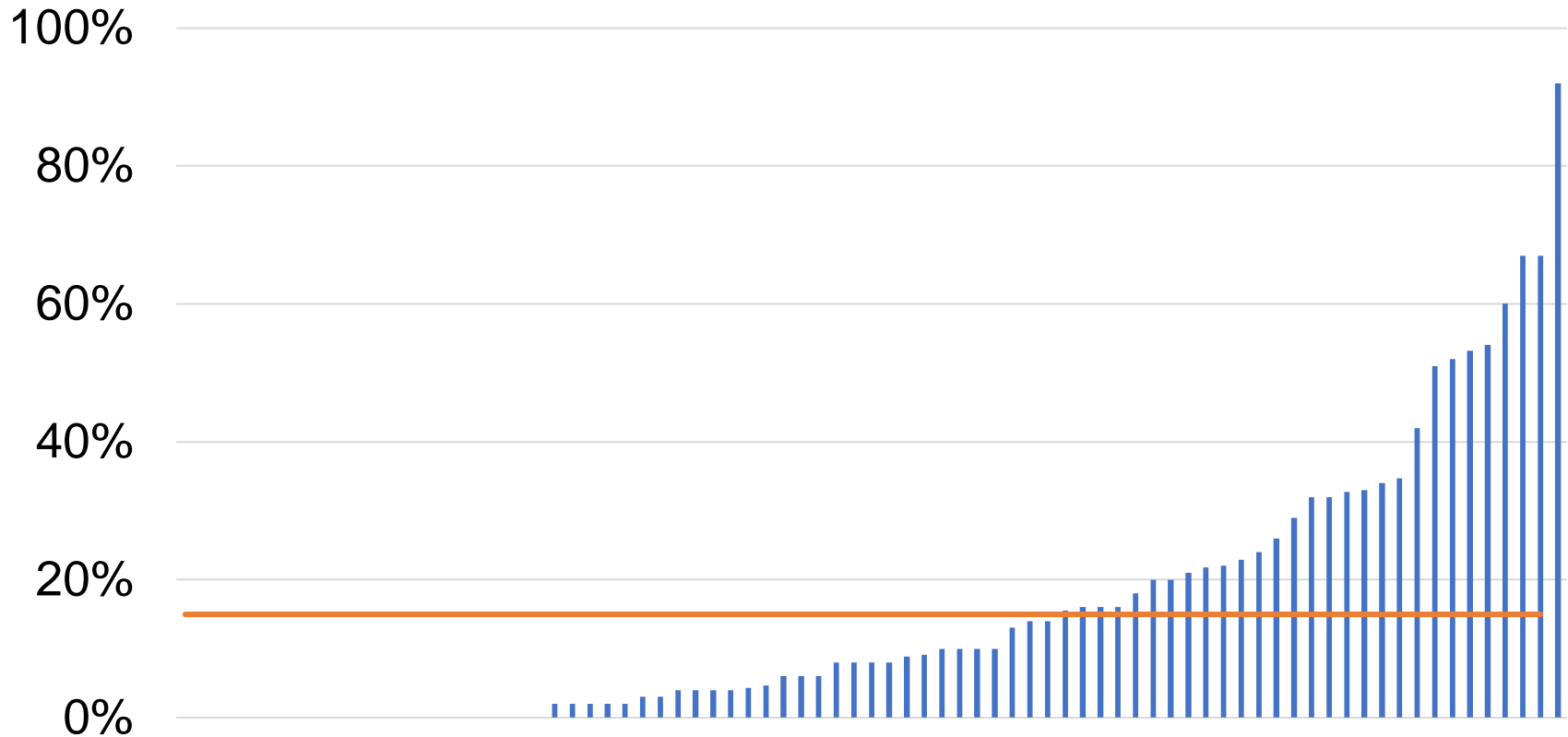


Overall 61% of people diagnosed with MCI were asked about hearing

# Percentage referred for diagnostic neuropsychology (2 services – 100%)

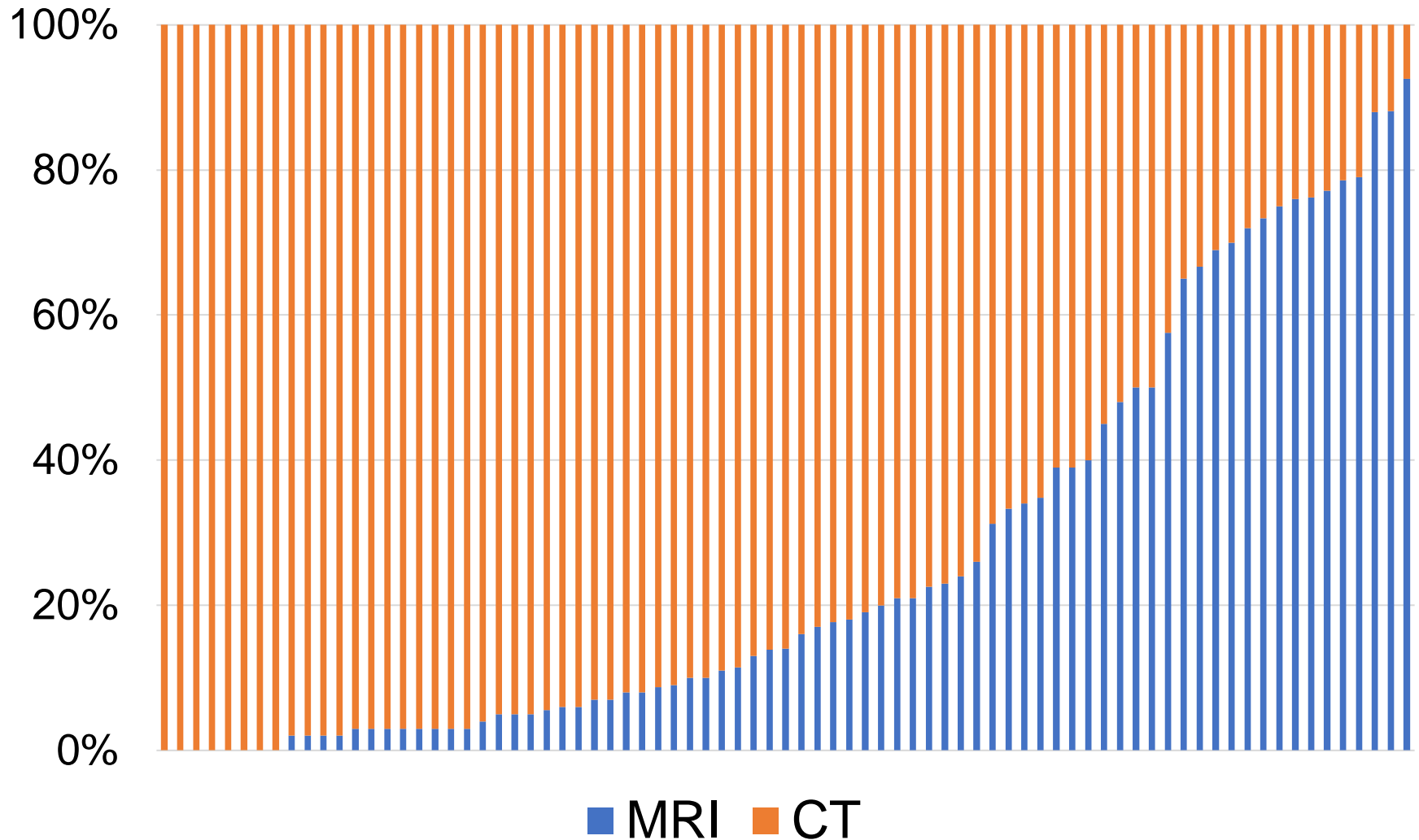


# Percentage deemed not to require a scan (MRI/CT)

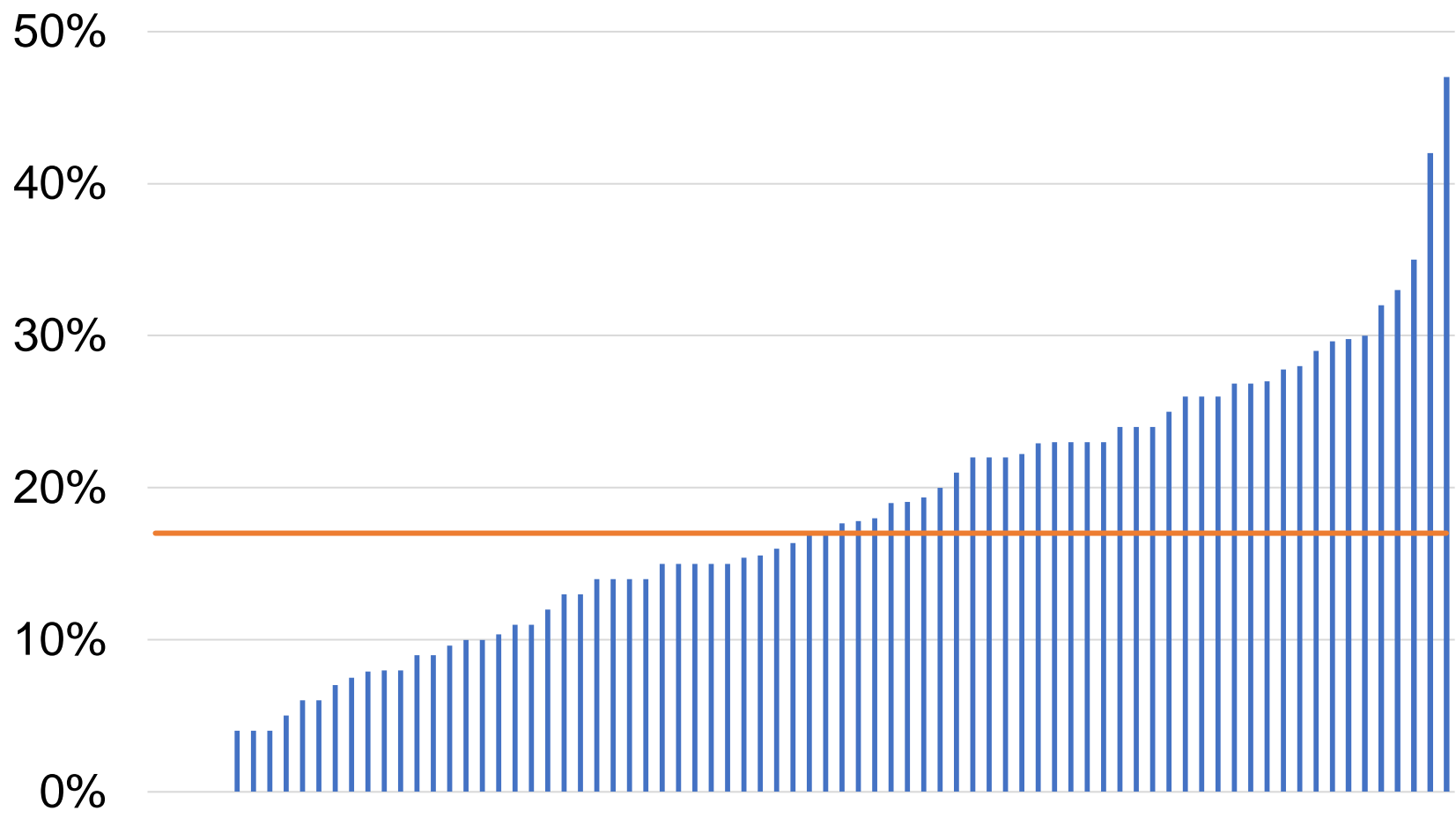


- 26% services everyone offered or previously had a scan
- 5% of services most scans requested by GP

# MRI or CT scan?

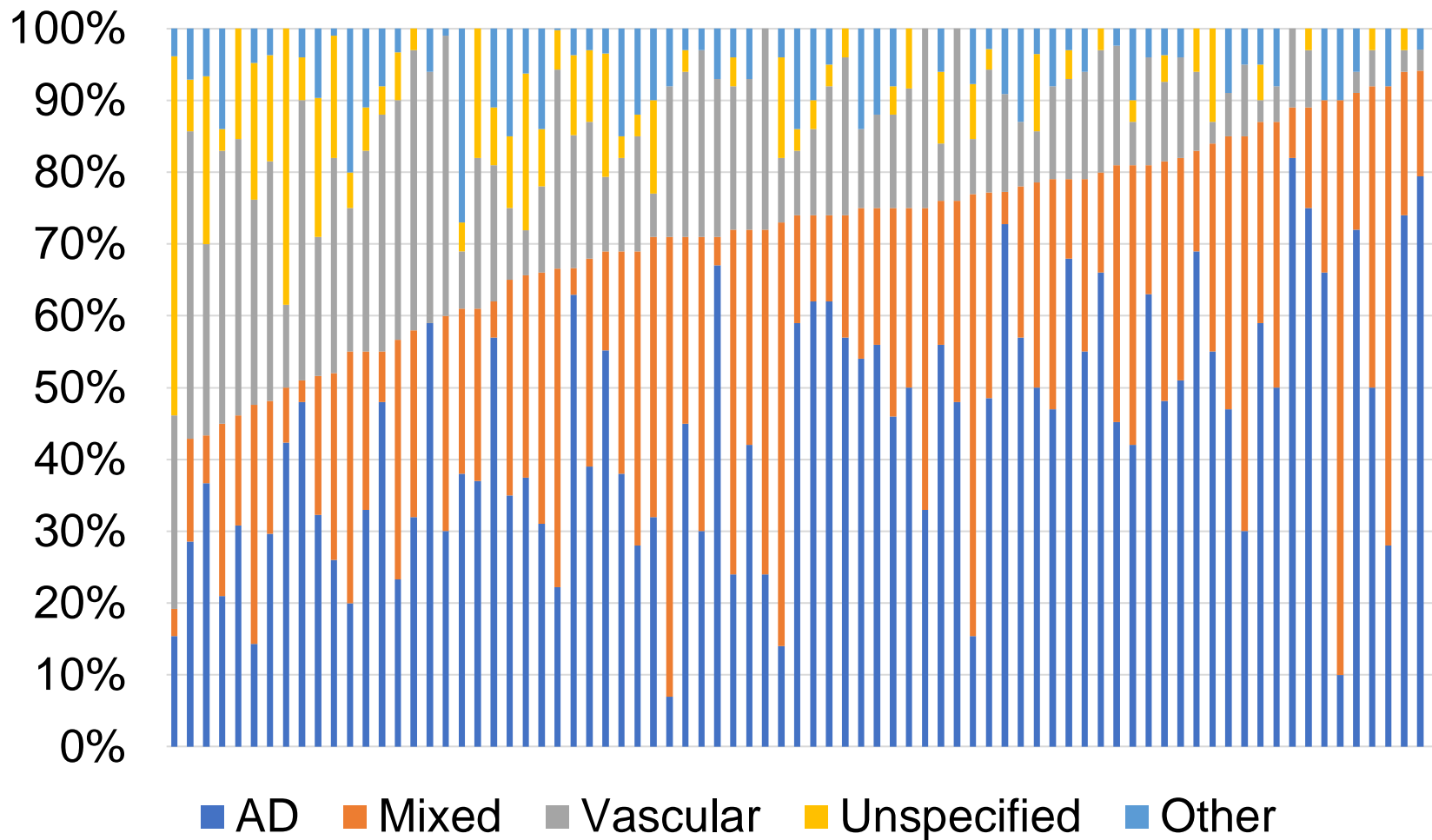


# 65 and over-percentage diagnosed with MCI

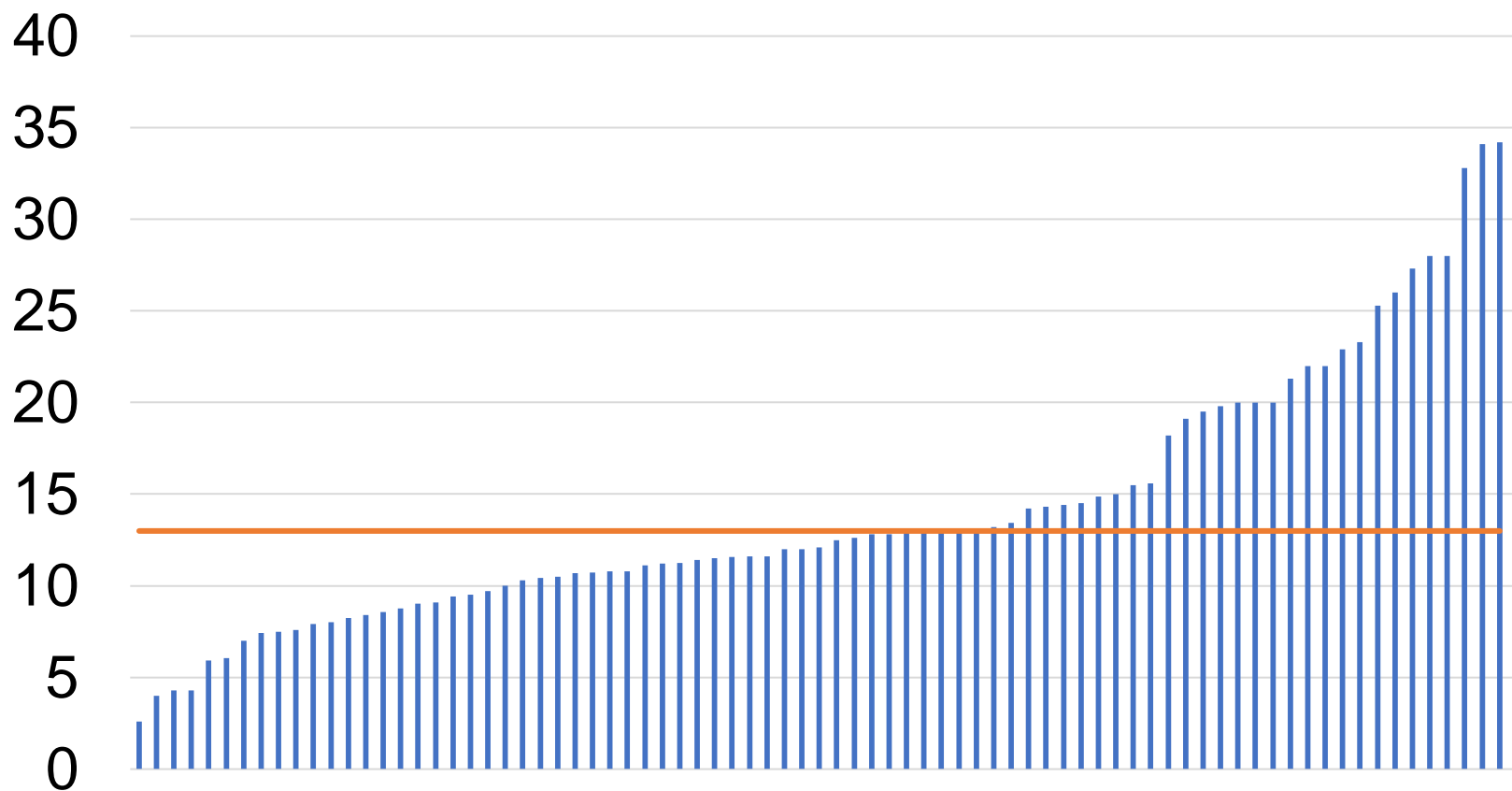




# 65 and over dementia subtype diagnosis - (AD + Mixed)

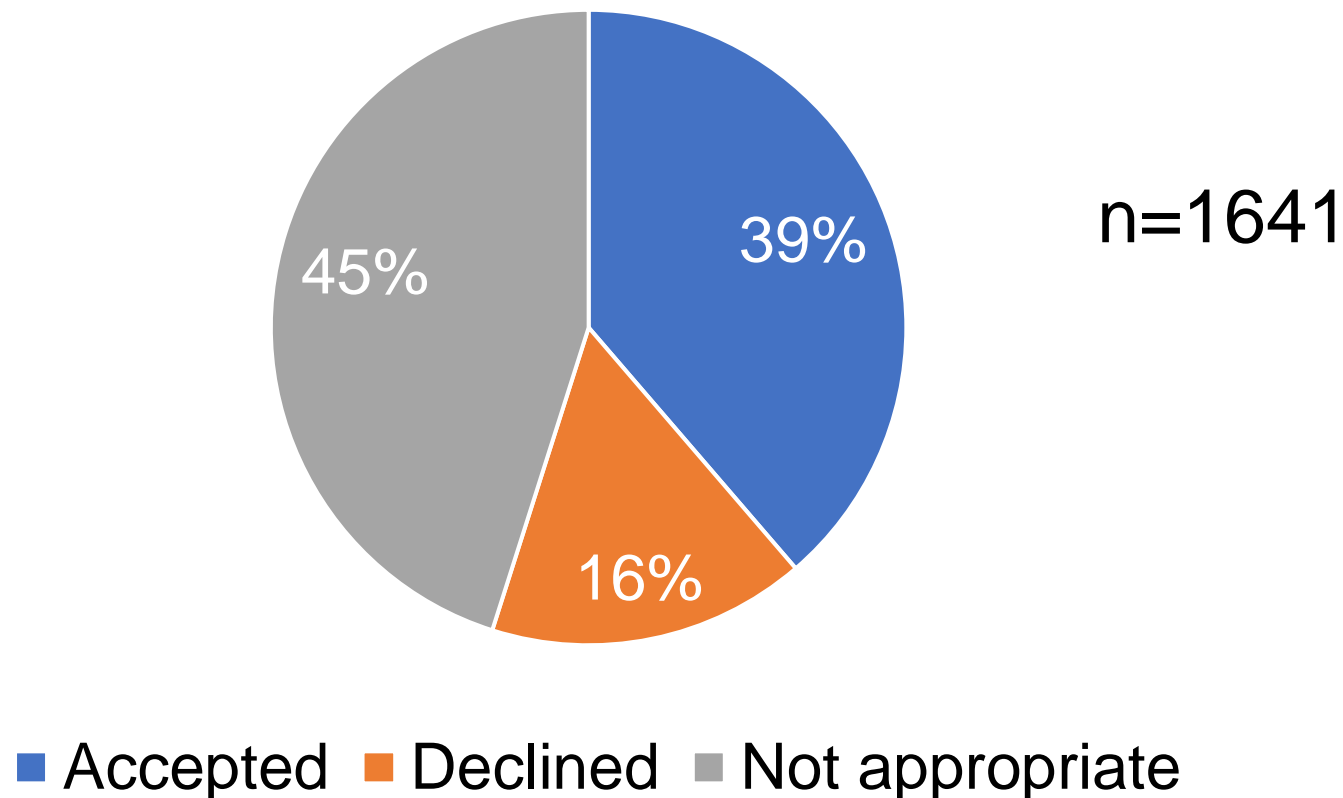


# Average wait in weeks from referral to diagnosis (all patients)

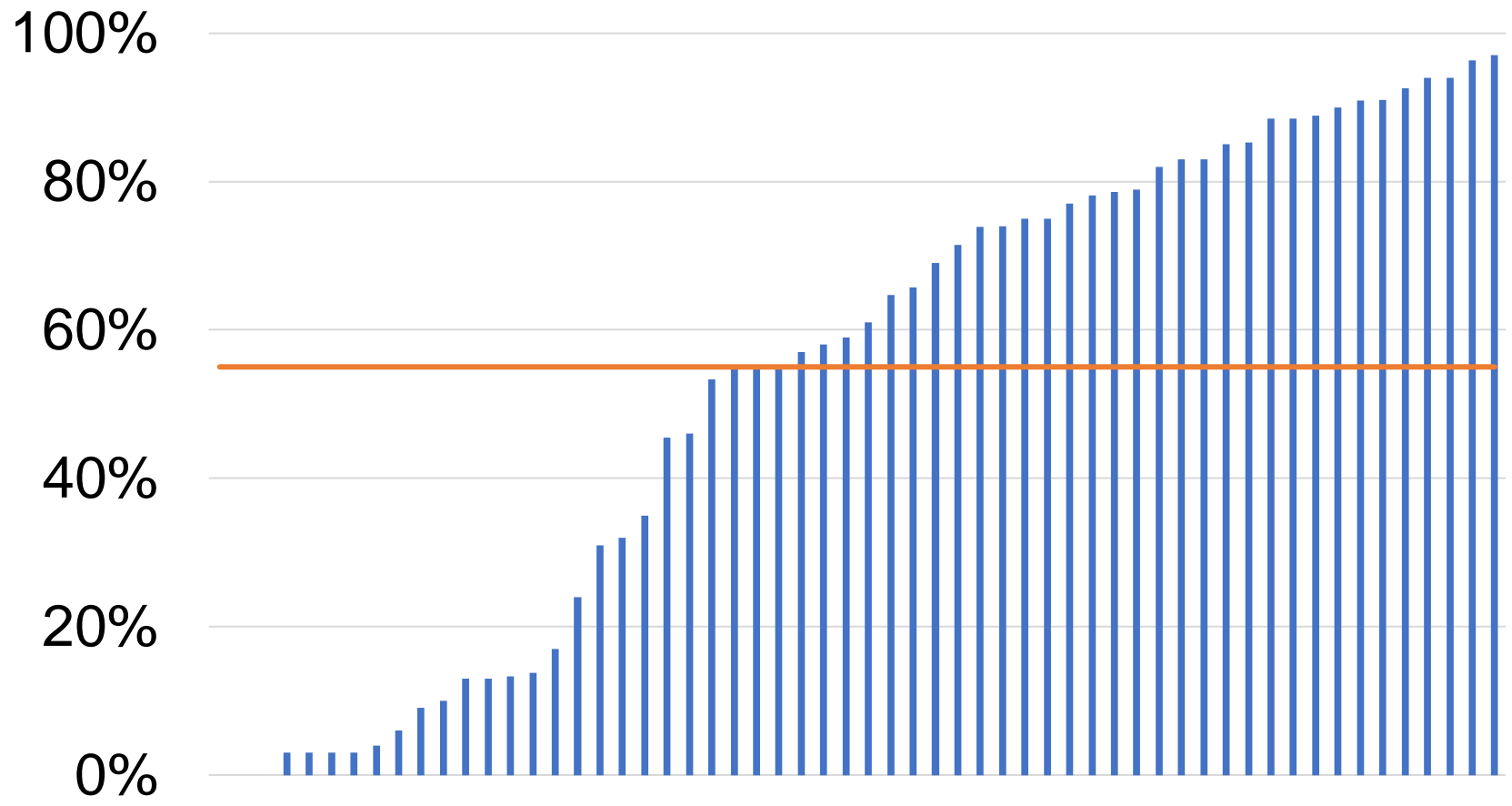


# Carers education (people diagnosed with dementia)

26% of services are unable to provide or refer onto psychoeducation for carers



# Percentage offered carers education (those that provide/refer onto)



# Event discussion

- Creating local memory service forums
- Improving joint working with neurology and geriatrics
- Establishing appropriate vision and hearing pathways
- Improving access to PACS
- Reducing the variation on the use of MCI and auditing conversion rates to dementia
- Creating a 'consent to contact' for research script
- Continue to improve waiting times
- Specific training and education on FTD

# Summary

- Audit developed and improved
- National audit demonstrated variation throughout the pathway
- Using audit to inform service improvement

# Useful links

Clinical network website:

<https://www.england.nhs.uk/london/london-clinical-networks/our-networks/dementia/>

- [Non dementia pathway guidance](#).
- [Imaging guidance](#).
- [Streamlining pathways guidance document](#)
- [MDT project](#)
  
- [London memory service audit and quality improvement programme](#)
- [National 2019 memory service audit report](#)

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