

Welcome

Audit in community based memory assessment  
services 2021:  
Consultation webinar for service leads

9th October 2020

10.00-12.30

Please introduce yourselves in the chat box

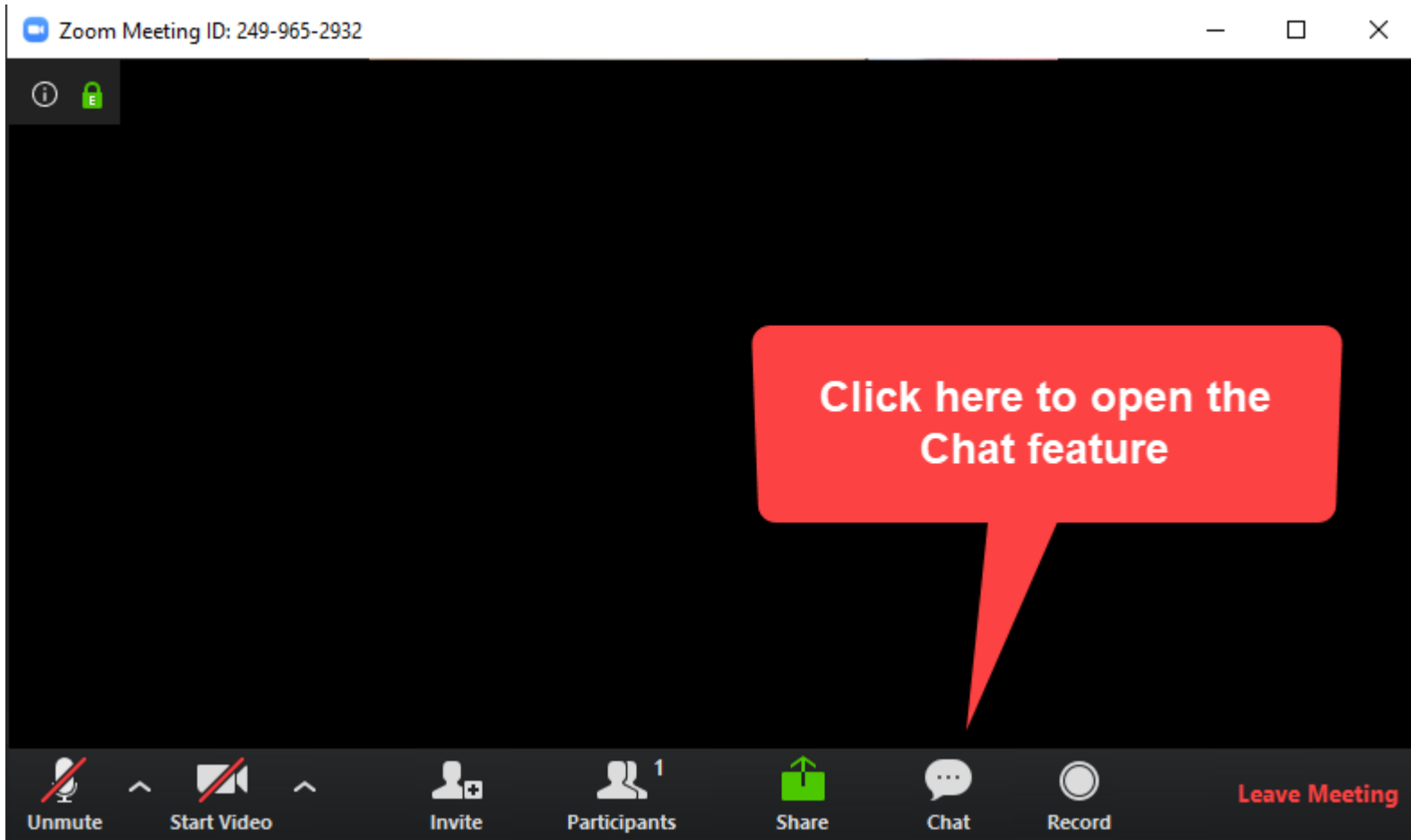
# Agenda

- 10.00** Housekeeping and introductions  
Aims of the day
- 10.10** A national audit in memory services?
- 10.25** Development of the NHS London audit of memory services – Laura Cook
- 10.50** Participating in an audit , service perspective – Dr Suzanne Joels
- 11.05** Break
- 11.15** Memory Assessment services: a new way of working – Dr Amanda Thompsell
- 11.40** General questions and comments
- 11.50** Breakout and discussion
- 12.10** Feedback from the breakout groups
- 12.20** Summary and close

# Housekeeping

- Please ask any questions using the Chat function – we'll read out your questions at the end of each presentations
- We will note any questions not answered today and get back to you via email
- We are going to record the presentations, with the agreement of the speakers. We would like to record the feedback from the breakouts too. If you are not happy with this, please raise hand now?

# Housekeeping



- We will be muting during presentations as these are being recorded.
- You can see how to open Chat on your toolbar

# Aims of the day

- To consult with memory service leads about an audit of community based memory services beginning in early 2021
- Focus of the audit to be waiting times: referral to assessment, assessment to diagnosis, treatment and post diagnostic support
- To discuss how the content of the audit should reflect the impact of COVID-19 – what should be included – how to present the results

# National Audit of Dementia Background

Established in 2008 to examine the quality of care delivered in hospital to people with dementia

88-98% participation by hospitals (99-100% participation by Trusts/Health Boards)

- Round 1: 2010-11
- Round 2: 2012-13
- Round 3: 2016-17
- Round 4: 2018 -19
- Currently beginning a pilot of new methodology in general hospitals, and consulting on the proposed audit in memory services

# Why was an audit of community based memory services proposed?

In **2013** the Royal College of Psychiatrists surveyed memory services in England

- 178 of estimated 214 services participated
- Self-reported data on waiting times to diagnosis, access to post diagnostic services, medication and medication review
- Also patient numbers and staffing

## Key findings

- Number of patients assessed/seen for consultation had increased fourfold in just over 2 years
- About a quarter of clinics had average 6 week waiting time to first assessment, and overall average waiting time 8.36 weeks to diagnosis

A national audit of services across England and Wales had not taken place in the time since, to show outcomes and improvements

# Existing audit data collection in memory

	Sample	Measures
<p><b>London memory services audit</b></p> <p>Lead: Laura Cook, Clinical Programme Lead, NHSE</p> <p>Data submission via short form</p>	<p><b>services</b></p> <p>Community based memory services in London, rolled out in 2019 to 85 services in England (voluntary)</p> <p>50+ consecutive referrals over 11 weeks (average 59)</p>	<ul style="list-style-type: none"> <li>• Waiting times from referral to assessment and assessment to diagnosis</li> <li>• Diagnostic assessments: scans, neuropsychology</li> <li>• Treatment and post diagnostic support: medication, cognitive stimulation therapy, care co-ordination, carer education</li> <li>• Focus on quality improvement</li> </ul>
<p><b>Wales memory services audit (planned)</b></p> <p>Lead: Michaela Morris, MH Services Improvement Manager, Public Health Wales</p> <p>Data to be part of routine data collection for clinics, extracted and reported quarterly</p>	<p>Memory services in Wales (24-25)</p> <p>N patients to be determined in 2020 pilot. Largest services have 125 per month</p>	<p>Likely to be similar with additions</p>



# Impact of the COVID-19 crisis on services & audit plans

## Feedback from services via NHSE DCNs and Public Health Wales, August 2020:

- Services still recovering/in flux
- Wide variation in terms of impact

## Challenges identified:

- Capacity – staffing levels
- Remote assessment
- Triaging – how best to do this
- Management of waiting lists
- Post diagnostic support

“any exercise looking at variation, performance and assurance, would not be well received – too soon”

However,

“there might be an opportunity to consider the positioning of the audit could the audit centre on *Change Following COVID*”

# How to look at COVID-19 impact?

- There is already an existing data set (NHS London) with previous reporting points for comparison. Impact of COVID on service configuration and waiting times could be assessed against this.
- Changes to reporting would be required – showing impact rather than performance benchmarking
- Extra contextual information about services would be required: e.g. staffing, time periods when not operational
- Additional information e.g. assessments and how they were carried out
- A national audit could provide necessary information on the national picture, rate of progress towards recovery, and support that services require

# Timeline draft

