

Patient Information Leaflet

Your assessment by the Memory Service

Produced by:
Memory Service

Date: February 2017
Review due: February 2020



If you are unable to read this leaflet because English is not your first language, please ask someone who speaks English to telephone PALS on 01983 534850 for further information and help.

Polish:

Jeśli nie jesteś w stanie przeczytać tej ulotki bo angielski nie jest pierwszym językiem, poproś kogoś, kto mówi po angielsku, o kontakt telefoniczny z (PALS 01983 534850) aby uzyskać więcej informacji i pomoc

Russian:

Если вы не можете прочитать этот буклет на английском языке потому что не является первым языке, пожалуйста, попросите кого-нибудь, кто говорит на английском языке для телефонного (PALS 01983 534850) для получения дополнительной информации и помощи

Turkish:

Eğer İngilizce ana diliniz değilse, çünkü bu broşürü okumak için yapamıyorsanız, daha fazla bilgi için 01983 534850 üzerinde PALS telefon İngilizce bilen birine sormak ve yardım lütfen

Bulgarian:

Ако не сте в състояние да прочетете тази листовка, тъй като английският не е първи език, попитайте някой, който говори английски, за да телефонирам (PALS на 01983 534850) за повече информация и помощ

Czech:

Pokud nejste schopni přečíst tuto příbalovou informaci, protože angličtina není vaším rodným jazykem, zeptejte se někoho, kdo mluví anglicky na telefonní PALS na 01983 534850 pro další informace a pomoc

Bengali:

আপনি ইংরেজি আপনার প্রথম ভাষা না থাকার কারণে এই লফিলটে পড়তে অক্ষম হন, তাহলে আরও তথ্যের জন্য 01983 534850 নভেগিশেন PALS টলেফিে ন ইংরেজি কথা কটে জিজ্ঞাসা করুন এবং সাহায্য করুন

Why have I been referred to the Memory Service?

Your GP, or a hospital doctor, has been concerned that you may have a problem with your memory. This may or may not be something of which you are aware.

What is the purpose of my appointment?

The purpose of your assessment is to establish why you are having problems with your memory. Memory problems could be due to several causes.

Who do I see?

Your appointment will be with a Consultant Psychiatrist or a doctor working under supervision of a consultant psychiatrist.

How long does the appointment take?

The appointment takes around an hour. You may require a further appointment or be referred for physical tests (for example a brain scan or blood tests) or Neuropsychology assessment to understand what is causing your symptoms.

Where will this appointment be?

This depends on where you live. You may have a clinic appointment or you may be visited in your home by the doctor. This will be confirmed in your appointment letter from the Memory Service. If you need to rearrange this appointment we would appreciate it if you would contact us as soon as possible so we can give your appointment to another patient. We will endeavour to give you another appointment; however, there is a waiting list which may delay you being seen.

What to bring to your appointment?

Please bring the following to your appointment:

- Any spectacles; especially for reading.
- Your hearing aid.
- Details of any medications you are currently prescribed.
- Details of your past medical history.
- A relative, friend or carer for support.

Why should I bring a relative / carer / friend?

It is helpful to bring someone with you to your appointment who knows you well. This gives you some support and us an opportunity to find out how you are managing from their point of view and if they have any concerns. Due to the nature of having a problem with your memory it is helpful to have someone who can help with remembering what has been said.

It is important to understand the doctor needs to assess your ability to recall information and we would appreciate it if your relative or carer allowed this to happen by giving you time to answer for yourself. Please do not feel this is being unhelpful. If required, we will ask your relative or carer to answer on your behalf.

What will happen during my appointment?

You will be asked lots of questions about the following:

- Your family, life and medical history.
- Your symptoms which have been troubling you.
- How you are managing your day to day activities, including driving.
- Whether you have already looked into Lasting Power of Attorney.
- Whether you agree to share information with other professionals and family members.
- Whether you want to know the results of your assessment and possible diagnosis.

The doctor will make notes during your assessment. You will also be asked some questions to test your memory and brain functioning. This gives the doctor a clearer view of what is going on. The doctor will make recommendations based on the assessment which will be discussed with you and your family or carer.

Can I ask any questions?

Yes, you will be given the opportunity to ask any questions. You might find it helpful to make a written note of questions before the assessment.

If you are given a diagnosis there will be an opportunity to ask more questions. Everyone given a diagnosis of dementia is referred on for post-diagnostic support with one of the community nurses. The community nurse who sees you for post-diagnostic support can answer any further questions.

What happens after the assessment?

The doctor will write to your GP with a summary of your assessment. You will receive a copy of this letter, or, possibly, if you agreed to share information, a family member or carer.

Everyone given a diagnosis of dementia is referred on for post-diagnostic support with one of the community nurses. This support may include meeting with family and/or carers who are important to you. The nurse will contact you directly to make an appointment. The community nurse will give you a "Living Well with Dementia" booklet. This has lots of useful information and contacts. The nurse will go through the booklet with you and answer any further questions.

If you have been prescribed medication, you will be reviewed by the doctor or a nurse prescriber. If the doctor or nurse feels you would benefit from other support, a referral to other services may be made with your consent. Examples include a referral to the Alzheimer's Society for a Dementia Support Worker, Social Services, Cognitive Stimulation Therapy, Occupational Therapy or Clinical Psychology.

Driving

All patients will be asked whether they drive. If you do, the doctor will conduct a brief risk assessment regarding your safety to drive, including taking information from your relative or carer. They will then discuss the benefits and risks of continuing to drive. The doctor may request that you notify the DVLA or suggest that you sign a standard letter to be posted to the DVLA. This is a legal requirement to ensure safety of you and others on the roads. The DVLA has the responsibility to ensure that all licence holders are fit to drive.

Accessibility

If you require any specific assistance for your appointment such as wheelchair access, a hearing loop system or an interpreter please contact:

Memory Service

South Block

St Mary's Hospital

Newport

Isle of Wight

PO30 5TG

Telephone: 01983 822099

Fax: 01983 529843

Website: <http://www.iow.nhs.uk>

If you have any queries or concerns about the content of this leaflet please call (01983) 524081 and ask to speak to the relevant department.

You can get further information on all sorts of health issues online at:
www.nhs.uk

For Health advice and out of hours GP service please call the NHS 111 service on: **111**

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the PALS Team. If you wish to contact them directly, telephone on **01983 534850**.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on **03000 61 61 61** or at **enquiries@cqc.org.uk**

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.