

# Diagnosing Well: Enfield Memory Service (Barnett, Enfield and Haringey Mental Health NHS Trust)

## Context

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Enfield Memory Service is the largest Memory Assessment Service across Barnet, Enfield and Haringey Mental Health NHS Trust and serves a population of more than 39,000 over 65s. The service grew exponentially from 2013 to 2014 and now attracts up to 1000 referrals per year. At one point in its evolution the clinic was opened over a few weekends to manage wait times but this was not sustainable. In 2015 demand outstripped capacity and resulted in a growing waiting list with a time from assessment to diagnosis of up to 17 weeks (8 weeks referral to assessment, 9 weeks assessment to diagnosis).

## Overview

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From March 2016 a new service model was implemented following £65,000 additional investment from Enfield Clinical Commissioning Group. We revised and adapted the team skill mix to enable us to increase Old Age Consultant time to the service. The aim was to streamline the care pathway, boost capacity and embed patient centered care.

## Solutions

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- There is one point of entry for all referrals into the borough as requested by our local GPs. Referrals are screened by the Community Mental Health Team, then directed to the memory service. Once the referral is opened, imaging is immediately ordered (MRI as standard) and an information letter sent out to the client. The patient and/or carer will receive both a telephone and text reminder prior to the appointment.
- We have a maximum 6 week wait for imaging appointments but have negotiated a dedicated neuroradiology team who will make reports available within 48 hours of receiving scans. We aim to have our reports available for the first appointment.
- We have up to 6 first assessments running simultaneously during a clinic *session*. Assessors are nurses, OT and junior doctors. There is a coordinating consultant each day. The assessor presents to the consultant and together they see the patient and carer. If possible a diagnosis with subtype is delivered and a care plan initiated (e.g. medication, Cognitive Stimulation Therapy, LPA, carers support programme,

voluntary sector support, social care intervention). The patient and carer sometimes have a further follow up appointment to consolidate the care plan and address any concerns.

- Following the initial assessment a newly designed assessment tool is populated with a full history, investigations, diagnosis, risk and care plan which we aim to send to their GP within 48 hours in order for them to be placed on the dementia register without delay.

## Outcomes

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The memory service now has the ability to function as a consultant-led “one stop” shop. We reached the 6 week target to diagnosis by May 2016, the waiting list has reduced by 70% and Did Not Attend rates dropped from 30% to 13%. Patient and carer satisfaction questionnaires showed marked improvements and research uptake has increased. We have been commended by both patients and carers:

*“Memory test, blood test, assessment and diagnosis were done in 1 visit. It was impressive.”*

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