



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Memory Assessment and Management Service

Patient information leaflet

Introduction

This leaflet provides you with information that you will find useful when attending the Memory Assessment and Management Service at the Centre for the Health of the Elderly in Newcastle.

If you are not sure about anything in this leaflet a member of our team will be happy to discuss it with you.

About the Memory Assessment and Management Service (MAMS)

The Memory Assessment and Management Service specialises in the assessment of memory problems where dementia is suspected.

Dementia is a common illness in older people, affecting aspects of brain function including memory, language, planning, navigation and personality. The effects will vary from person to person and may occur for different reasons.

The service is for people of any age who have been referred by their GP or another hospital specialist.

Attending the clinic

MAMS offers a detailed assessment for patients in Newcastle and parts of North Tyneside* to assess and diagnose common causes of memory problems, particularly dementia. The service is based in Newcastle at the Campus for Ageing and Vitality and is open Monday to Friday 9am to 5pm (excluding bank holidays).

*The 'parts' of North Tyneside consist of - Annitsford, Benton, Dudley, Forest Hall, Hazelrigg, Holystone, Killingworth, Longbenton, Palmersville, Seaton Burn, and Wideopen

The first appointment is usually with a specialist nurse or clinical psychologist and will last up to two hours. The assessment process will be explained and they will discuss with you and your family how best to support you through the assessment and diagnosis process.

On arrival at the clinic please report to the reception office in MAMS by taking the lift to the first floor.

Beverages are freely available in the main waiting area.

The clinic has a team of specially trained staff who all have different roles and expertise. You will see the person best able to help you which may be one or all members of the team. This is most likely to be a Registered Nurse, Clinical Psychologist or Doctor.

After your initial assessment, you will usually have at least two further appointments, with additional appointments for investigations such as brain scans, if required.

We encourage you to attend your appointments with relatives or close friends. Please bring a list of any medication you are currently taking with you.

Our aims

We aim to provide a comprehensive assessment and diagnosis of memory difficulties so that patients can start treatment and can access support and guidance. For example:

- Supporting and providing advice to patients and their families following diagnosis
- Providing a range of treatments and interventions to best suit your needs - this may include medication, lifestyle changes and adaptations, counselling and other psychological interventions
- Referrals to other specialists and services to achieve the best outcome for you in terms of wellbeing and longer-term support.

Clinic staff may be able to offer a range of short group interventions intended to help people with memory problems and their relatives and carers. More detailed information is available at the clinic and further information will be provided to you. Please speak to a member of the team if you have any outstanding concerns or queries.

Interpreters

If you require an interpreter staff can arrange to book an appointment.

Contact details for MAMS

MAMS

Centre for the Health of the Elderly

Campus for Ageing and Vitality

West Road, Newcastle upon Tyne, NE4 6BE

Email: MAMS@cntw.nhs.uk

Telephone: **0191 246 8753**



The Centre for the Health of the Elderly is situated directly ahead from the Nuns Moor Road entrance to the hospital. (Please note pedestrians must not use this entrance, a

pedestrian access is signposted). To reach the clinic, take the lift or stairs from the main entrance to the first floor. The clinic is immediately to the right.

Limited pay and display parking is available on site but bays may not be adjacent to the clinic except for a very small number of disabled parking bays.

The Nuns Moor Road bus route is closer to the clinic entrance.

Ambulance transport

Transport is not routinely available but may be arranged by contacting your GP four to seven days before your appointment.

For travel information

Contact Traveline Tel: 0871 200 22 33

Website: www.traveline.info/

Parking at the Centre for the Health of the Elderly

The most effective way of using the Parking Eye system when visiting the site, is to pay for your parking when you leave. The following steps should make parking on the site straightforward and fair.

Step 1 - When you arrive at the site you can park in the blue zone or the green zone (zone map attached). Blue Badge holders may park in designated disabled bays. The pay machines in the area where you park and the signage will display the tariff due for spaces.

Step 2 - Note the time of arrival and your vehicle registration number and proceed to the appointment or patient you are visiting.

Blue badge holders may park in designated disabled parking bays but must provide the vehicle registration and blue badge number to the department/service you are visiting.

Step 3 - Once you have completed your visit, please pay for the duration of your stay (e.g. stayed on site two hours – pay for two hours).

If required you can also pay by phone using your debit or credit card and this can be done up to 24 hours after you have left the site.

Please note the CAV hospital site is owned by Newcastle University and estates management is via the Newcastle upon Tyne Hospitals NHS Foundation Trust. MAMS is not part of either of these organisations and therefore has very little influence over the parking arrangements

Training and research

The clinic takes part in training doctors and other health and social care professionals. Students and trainees may be present during appointments. You will be asked for your consent.

We also work closely with a range of researchers undertaking studies intended to benefit people with memory complaints. We will offer you the chance to participate in research studies, and will seek your permission for researchers to contact you about studies that may be of interest to you. No research activity will be undertaken without your knowledge and consent. If you do not wish to be involved in or hear about research, your care will not be affected in any way.

Confidentiality and data protection

We have a duty to keep information about you confidential. We will check with you before any information is shared and only share it routinely with others who are involved in providing care for you such as your GP. We keep all information securely.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/poy
- complete a Points of You survey, available on wards, reception areas or from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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