

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 Collingwood Court, St Nicholas Hospital 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 Collingwood Court, St Nicholas Hospital 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.

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

Collingwood Court
St Nicholas Hospital
Jubilee Road
Gosforth
Newcastle upon Tyne
NE3 3XT

Email: MAMS@cntw.nhs.uk

Telephone: **0191 246 8753**



We are based at Collingwood Court at St Nicholas Hospital. The hospital is on Jubilee Road in Gosforth, Newcastle. It can be easily accessed by public transport or by car.

Parking at Collingwood Court

Pay and display parking is available on site for visitors.

Parking charges

Hospital car park charges are from 8am to 6pm, Monday to Friday. Parking charges are:

0 – 60 minutes: £1.00

1 – 2 hours: £1.50

2 – 3 hours: £2.00

3 – 4 hours: £2.50

4+ hours: £8.00

If you are a Blue Badge holder, please ensure you have your badge on display so that you do not receive a parking charge notice.

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 on 0871 200 22 33.

Website: www.traveline.info

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/contact/complaints
- telephone the Complaints Department on 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/yourvoice
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved one's care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

North of Tyne

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

9am – 4.30pm, Monday to Friday

An answerphone is always available for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.



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 (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on 0191 246 7288.

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