

Our Ref: NG/RM/24309
Date: 24th September 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 27th August 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

1. The current average waiting time from the point of referral by a General Practitioner (GP) to the first assessment appointment at the local NHS memory services within your area (essentially the waiting times to be seen by the local memory service). Could you please provide details on the longest outstanding referral, including its timescale?
The average wait is 19 days but dependent on urgency this could be expedited within a few days if the response indicated.
Longest outstanding referral was 218 days. A wide range of external factors can impact this unusually long wait, such as client choice, carers preference, frequent rescheduling of appointments, deteriorations of patient's physical health coupled with in-patient stays in hospital etc.

2. The current average waiting time from the first assessment to a formal diagnosis within the memory services.
Current average waiting time is 112 days.

3. Please provide a detailed outline of the protocol agreed upon with the NHS Trusts for conducting assessments and diagnoses within the memory services, i.e. what does the assessment consist of, nurse assessment, scanning, consultant appointment.

- **GP referral > Nurse Triage > Assessment**

The assessment appointment is an overall memory assessment that incorporates holistic psychosocial and physical health, including Addenbrookes Cognitive Assessment/ mini-mental state examination, an ECG, blood tests, blood pressure and routine neuroimaging, where clinically indicated.

- **Assessment > Investigations > Results > Hub**



Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
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Once imaging reports and investigations reports are available, the patient is discussed in a multi-disciplinary setting that includes medical, nursing and OT staff members, known as Hub.

- **Hub > Diagnostic Review Appointment**

When a diagnosis has been established in the Hub, it will be delivered by a member of the memory team in a diagnostic review appointment, usually within two weeks of the Hub discussion, primarily in a face-to-face setting.

This is a process recommended by the NICE Guidelines.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance