

Contact us

South Gloucestershire Memory Service
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For information on Trust services visit
www.awp.nhs.uk

PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS).

Tel: 01225 362900
Free phone: 0800 073 1778
Email: awp.pals@nhs.net

Other formats and languages

If you need this information in other formats (such as large print, audio, Braille) or in another language, please call the PALS number.

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Avon and Wiltshire
Mental Health Partnership
NHS Trust

South Gloucestershire Memory Services

**This leaflet explains the way in which
these services are delivered by AWP
in partnership with GPs**

You matter, we care

The Government's 'Dementia Care Strategy' aims to provide the best possible services for people with memory problems. This leaflet tells you what the Trust's Memory Services offer in response to this strategy.

Who are Memory Services for?

The Memory Service is for people who are having difficulties with memory and thinking skills, which are affecting their day to day life.

We can assess these difficulties and help you, your family or carer understand the underlying causes. Possible treatments or ways of coping can also be discussed.

If you understand the nature of memory problems and have information and support, you and your family may feel less worried and will be able to deal with things more confidently.

How do I see someone from Memory Services?

If you are having problems with your memory, you should first visit your GP to discuss your concerns. Once the doctor has checked for possible treatable causes, they can ask for a specialist assessment with our service.

What will the Memory Services do?

We will arrange an appointment with a specialist memory assessor who will see you in clinic or at home.

We will encourage you to have a family member or a friend with you at this appointment.

The assessor will invite you to talk about your memory problems and thinking difficulties. They will ask you to complete some memory tests and will ask you how your memory problems affect your daily life.

The results of this assessment will help the memory services team diagnose the nature of your memory problems and plan the most suitable next step.

After your memory assessment

We will write to your GP with our recommendations and write to you asking you to arrange to see your GP to discuss our recommendations and possible treatment options.

Or the memory service will offer you a second appointment with one of our clinicians to discuss the results of the assessment.

At this second appointment, you will be able to discuss our findings, possible medication and support to help you manage your memory difficulties.

Support after diagnosis

We offer support after diagnosis for people and their families and friends. We offer this support regardless of whether the diagnosis is made by your GP or the Memory Service.

This can be on an individual basis or as part of a group that runs once a week for 6-8 weeks.

This gives you the chance to meet other people with similar experience and get information and contact details of other services that can offer support in the future.