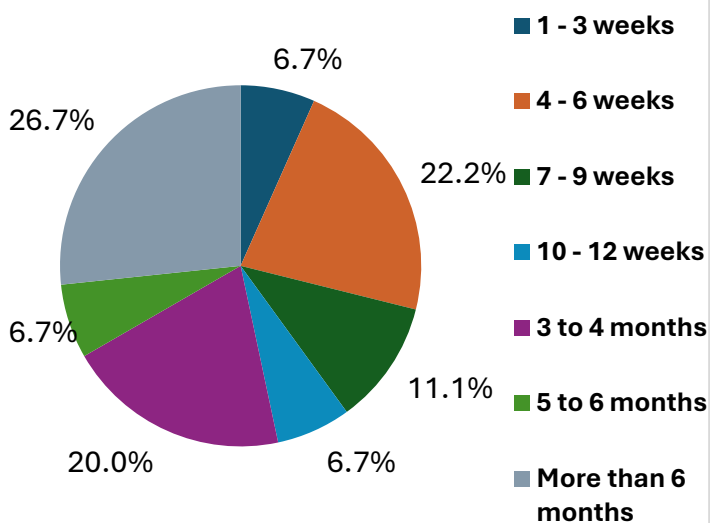


Poll Results: Views about Memory Assessment Services (MAS)

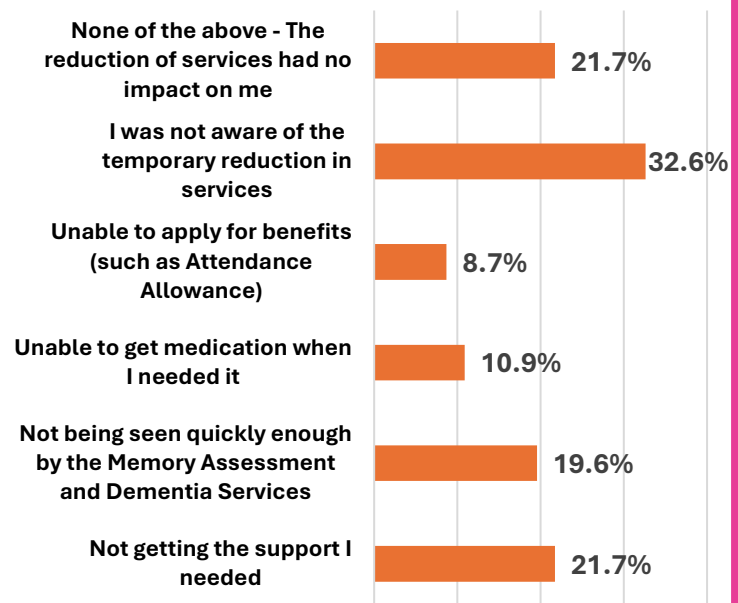
53 people from across Sussex shared their views with us. We heard:

- Around one quarter (26.7%) had waited or are currently waiting over 6 months for their first appointment with the MAS.
- The majority were very satisfied or satisfied (53.2%) with the information they received before their first visit to the MAS.
- People had received help from a support service such as the Alzheimer's society (38.3%) and a named person they could phone or email (29.8%). However, 23.4% received no support.
- In terms of the recent temporary reduction of services in some areas of Sussex (from January to end of March 2024), 21.7% said it negatively affected the support that they needed and delayed their appointment at the MAS (19.6%). However, one-third were not aware (32.6%) and 21.7% said the temporary closures had no impact.

How long did you have to wait (or are currently waiting) for your first appointment at the Memory Assessment Service?



What impact did the temporary reduction of the Memory Assessment Service (January to end of March 2024) in some areas of Sussex have on you?



Respondents to our poll told us they would like to see:

- **Simplifying the route to the MAS, without having a GP referral:**

"Getting an appointment quickly. It shouldn't be solely dependent on the GP making a referral. Ours kept forgetting to do it so I went privately and I got the diagnosis. Then eventually got the NHS referral."

- **Shortening the waiting times to be assessed by the MAS:**

"A more timely assessment process - from the moment of referral to the actual appointment was too long and prevents the process of treatment."

- **Regular, ongoing contact with the MAS:**

"More contact with the service. Had to wait a year but having problems now."

"Follow up clinic appointments so they can check how you are. As it is, you have to contact them by phone if you need anything. They did phone my husband a few weeks after the initial appointment, but since then nothing. Feel as if we've been dismissed and left to get on with it."

- **In relation to the above, people would like a named contact to raise any issues with:**

"A dedicated contact for someone to contact with any questions."

- **Having more centralised services where all assessments and support options would be available:**

"Consistency in venue for appointments would help, we have been to 4 different places for medication reviews."

- **Some people took the time to pay compliments to the MAS in terms of the assessment and support received:**

"I have been amazed at the support that I have received I am so grateful for this, can't think of any change needed as I have found it perfect and can't thank you all enough."

Tell us your experience

We always want to hear more about people's experiences of health and care services.

Share your story with your local Healthwatch:

Healthwatch Brighton & Hove

info@healthwatchbrightonandhove.co.uk or 01273 234 040

Healthwatch East Sussex

enquiries@healthwatcheastsussex.co.uk or 0333 101 4007

Healthwatch West Sussex

helpdesk@healthwatchwestsussex.co.uk or 0300 012 0122