

Dementia Memory Assessment Service (MAS) Audit 2019



Aim

- To share the learning and best practice from the South East (KSS) MAS Audit 2019
- To facilitate networking and enable attendees to talk to others about how they are working to reduce variation within in their services
- To discuss future steps for improvement

Background

- 2 KSS MAS services were visited in 2018 to help process map and streamline their services.
- We held a workshop on 25th April 2019, process mapping their current pathways. The London CN were able to share the learnings of their previous audits.
- **Purpose**: learn from sharing best practice from London audits, identify variation, improve care for patients, address challenges regionally.
- **Result** of the audit workshop, each STP/ICS held senior clinical meetings with their MH trust to help implement some of the learnings.
- 23 MAS services were asked to complete an audit of 50 consecutive patients starting from the 1st January 2019. This data has been analysed at a regional level and also has been sent to London for national analysis.

Methodology



2019 MAS Audit methodology

- 14 organisational questions
- 6 demographic questions
- 50 consecutively seen patients from 1st January 2019
- **23 services** participated - covering the 19 CCGs of KSS (and some patients from Surrey Heath & Farnham NE Hants)
- 1150 patients in total
- **Females: Sussex 60%, Surrey 55%, Kent 60%.**

Participation List

| Kent (11 services) | Surrey (6 services) | Sussex (6 services) |
|---------------------------------|----------------------------|--------------------------------|
| Ashford | East Surrey | Brighton and Hove |
| Canterbury and Coastal | Farnham and NE Hants | Coastal West Sussex - Northern |
| Dartford, Gravesham and Swanley | Guildford | Coastal West Sussex - Western |
| Dover | Mid Surrey | Coastal West Sussex - Southern |
| Maidstone | NW Surrey | East Sussex |
| Medway | Surrey Heath | HWLH |
| Sevenoaks | | |
| Shepway | | |
| Swale | | |
| Thanet | | |
| Tunbridge Wells | | |

Learnings from the 2019 Audit process

- First KSS MAS audit.
- Kent Audit sample - interpretation of the cohort needed further clarification. Variation in organisation policy e.g. 2017 patients.
- Face to face visits to each service was not possible.
- Timing - summer holidays led to delay in submission of analysis
- Clarity of questions i.e. more options vs clarity of them
- Data not readily available through IT systems (manual extraction) – time consuming
- Clinical knowledge of person undertaking the audit

Analytical Limitations

- Size of sample restricts definitive conclusions
- Population weighting not taken into account
- Data cleansing was required as services had not previously participated

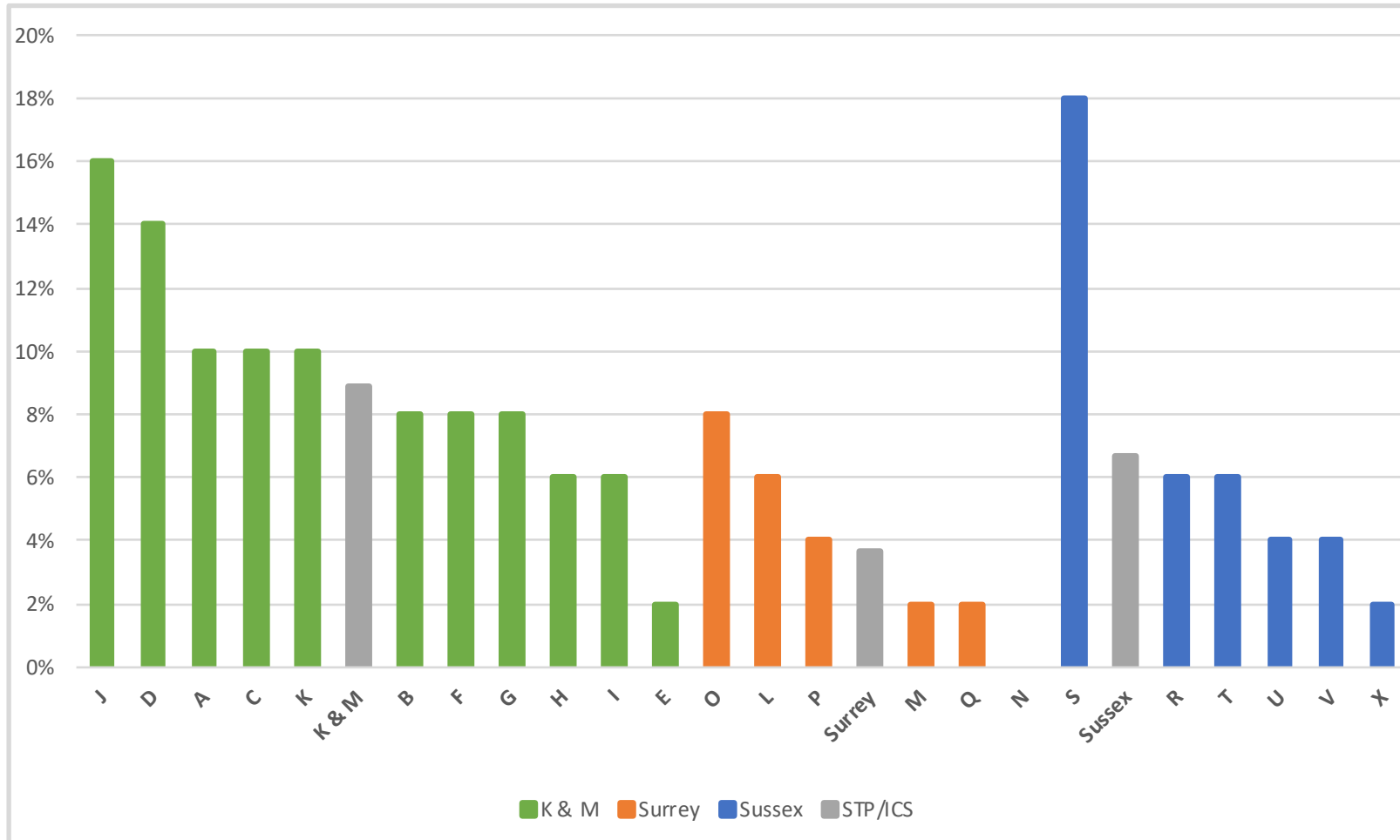
Highlights from Organisational questions

| Question | Kent (11 services) | Surrey (6 services) | Sussex (6 services) |
|---------------------------------------|--------------------|------------------------------|---|
| MSNAP Accreditation | 10/11 | 5/6 | 4/6 |
| Organisation Primary/Secondary MAS | All secondary care | All secondary care | 2/6 community services provider 4/6 secondary care |
| ECG prior to ACEI | 10/11 all patients | 6/6 Other | 5/6 only bradycardia |
| Ability to refer for CSF examination | 10/11 Yes | 6/6 Yes | 2/6 Yes |
| Joint working with neurology | 10/11 Yes | 0/6 Yes (all 'adhoc advice') | 0/6 Yes (all 'adhoc advice') |
| Joint working with neuroradiology | 10/11 Yes | 0/6 Yes (all 'adhoc advice') | 0/6 Yes (3 'no', 3 'adhoc advice') |
| Joint working with geriatrics | 10/11 Yes | 0/6 Yes (all 'adhoc advice') | 0/6 Yes (all 'adhoc advice') |

Demographics



Patients under 65 years



- K&M 9%
- Surrey 4%
- Sussex 7%

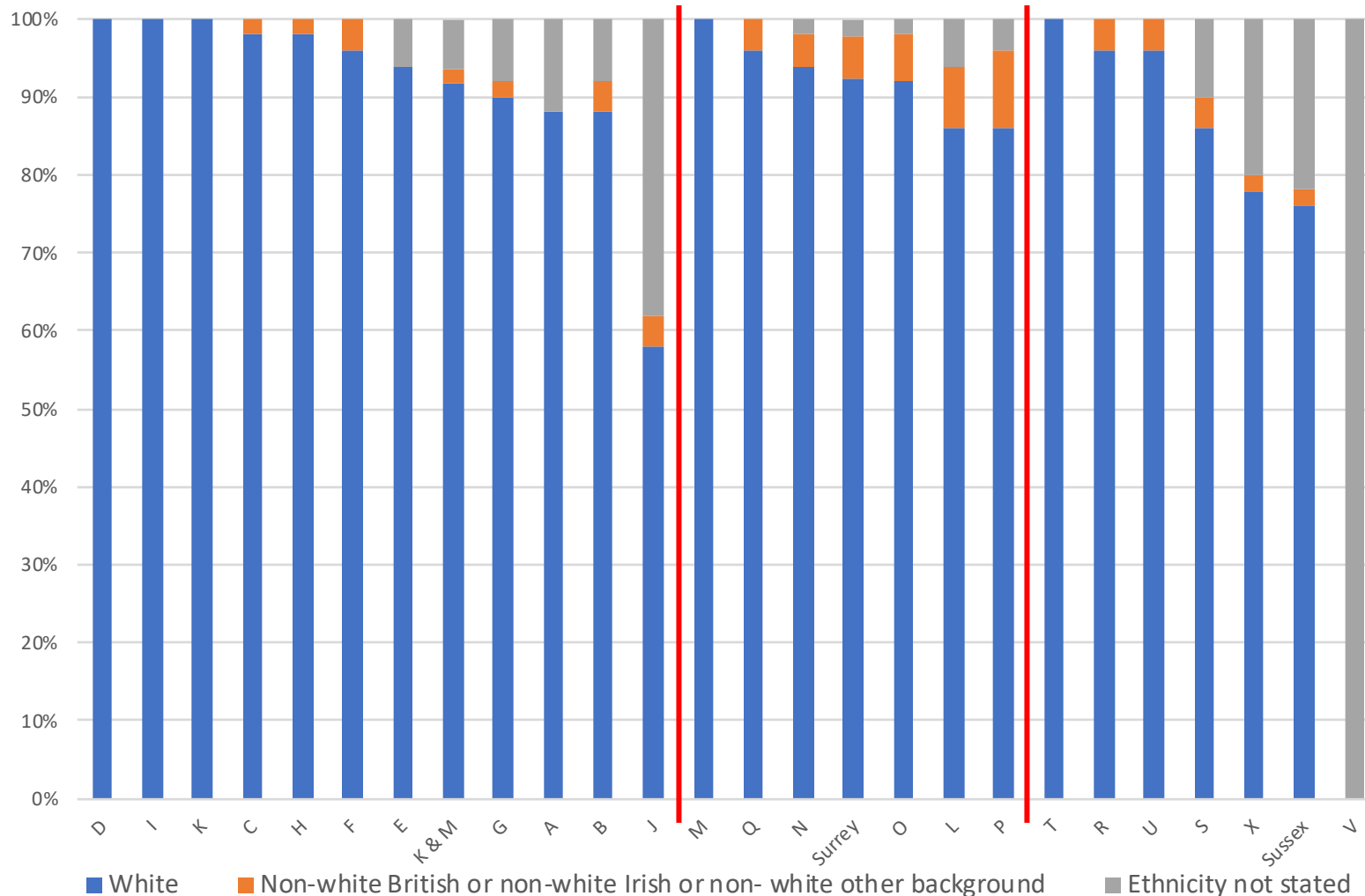
Young onset dementia clinical lead:

- K&M 10/11
- Surrey 6/6
- Sussex 2/6

Numerator: Total number of patients with a recorded age less than 65

Denominator: Total number of patients

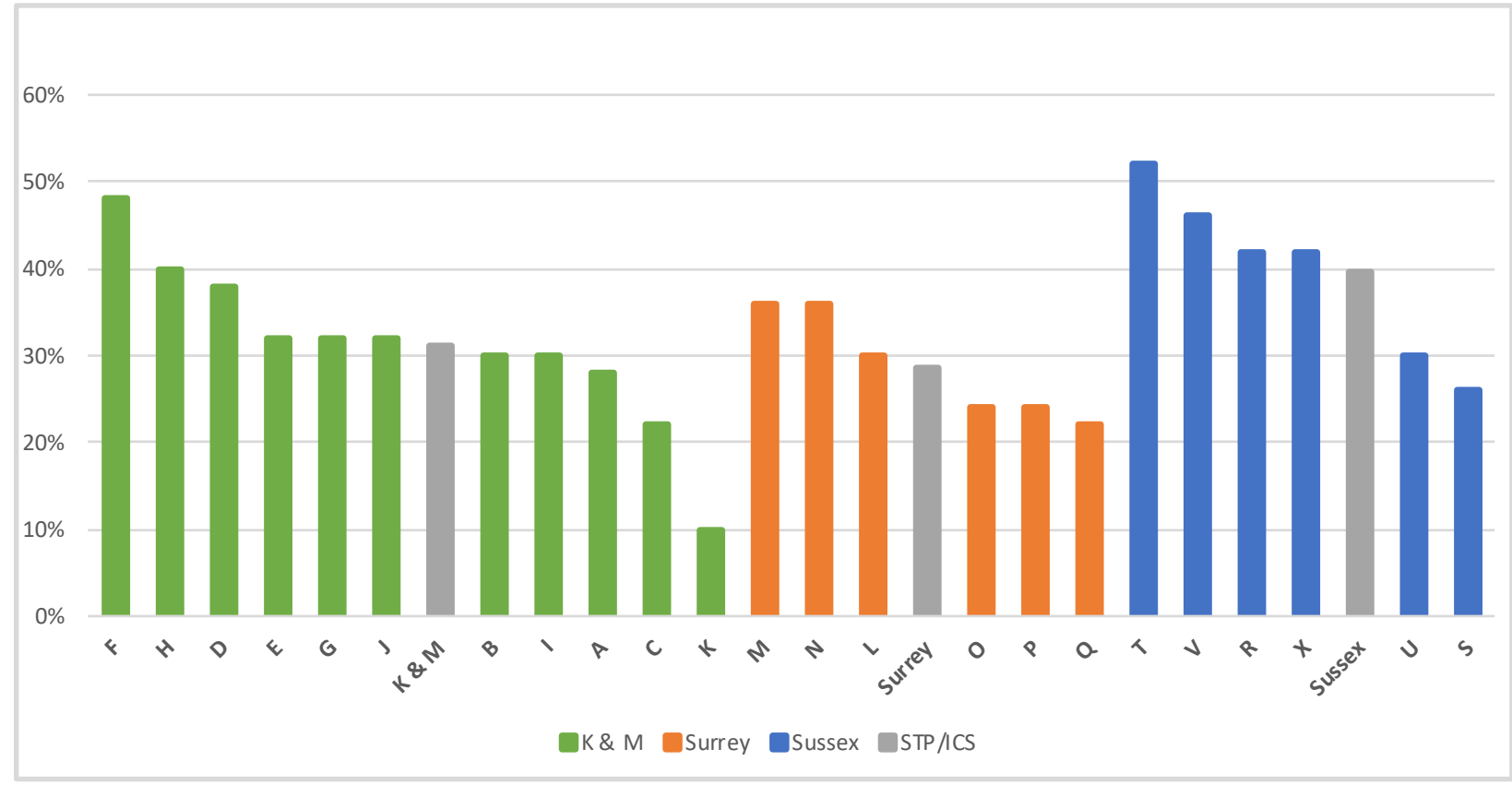
Ethnicity



- Several services where ethnicity was stated were 100% white.
- Service V could not provide us with ethnicity for their patients, and may want to look at their system to ensure they can record this in future.
- Other services also had a large number of patients where ethnicity was not stated.

All patients

% of patients recorded as living alone

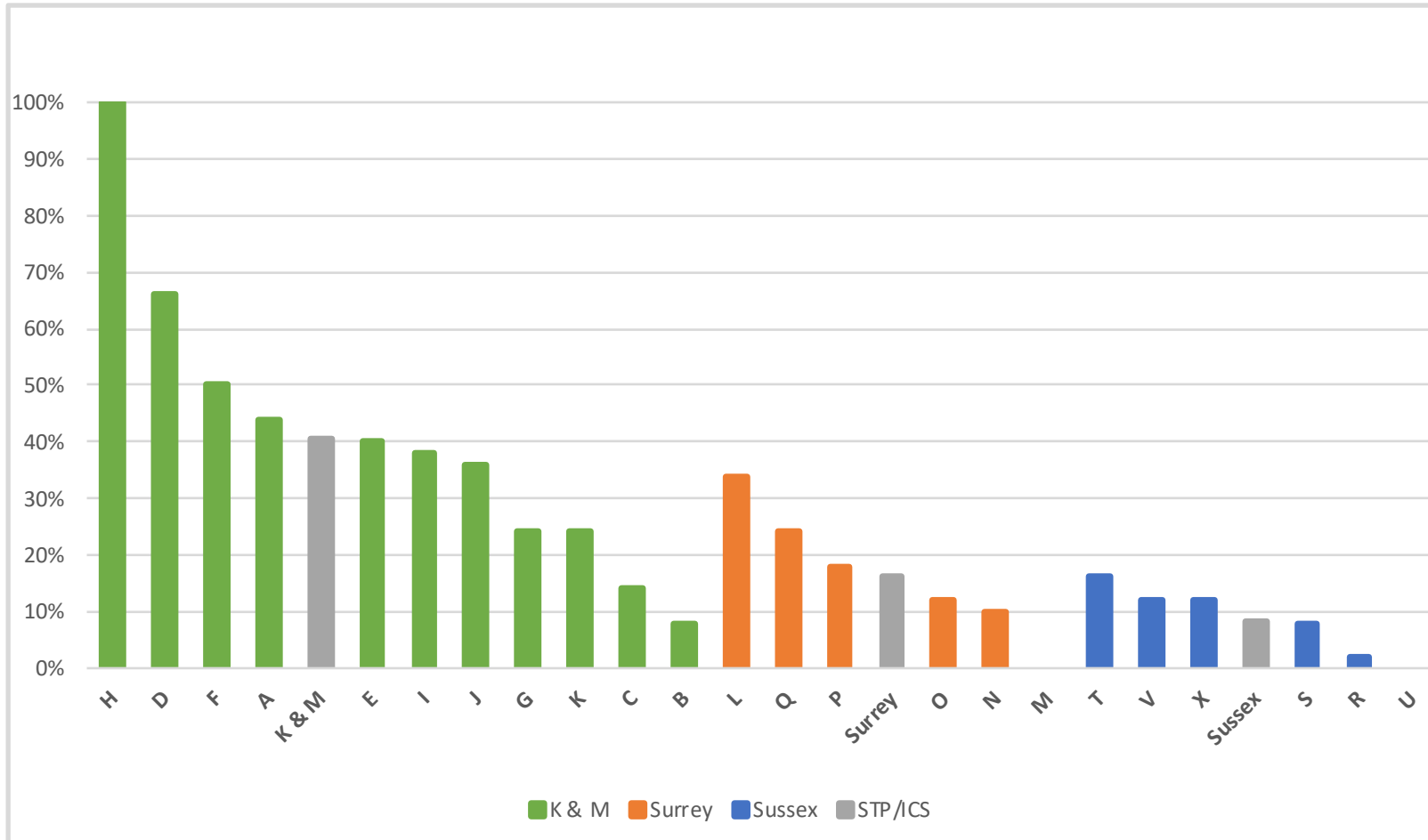


- K&M 31%,
- Surrey 30%
- Sussex 40%
- Service K reported that 10% of patients live alone, but answered 'not clear from notes' for 22% of the cohort.

Numerator: Total number of patients who were recorded as living alone

Denominator: Total number where there was a recorded response to living alone

Alcohol consumption not documented



- K&M 40%
- Surrey 19%
- Sussex 10%
- **Better documentation**
- K&M on average recorded that 40% of patients drank more than 14 units a week, Sussex 7% & Surrey 6%
- **Not enough data to investigate links with ARBI**
- We have noted feedback that there should be more granular options over 14 units.

Numerator: Total number of patients where alcohol consumption was not documented

Denominator: Total number of patients

Patient history documented

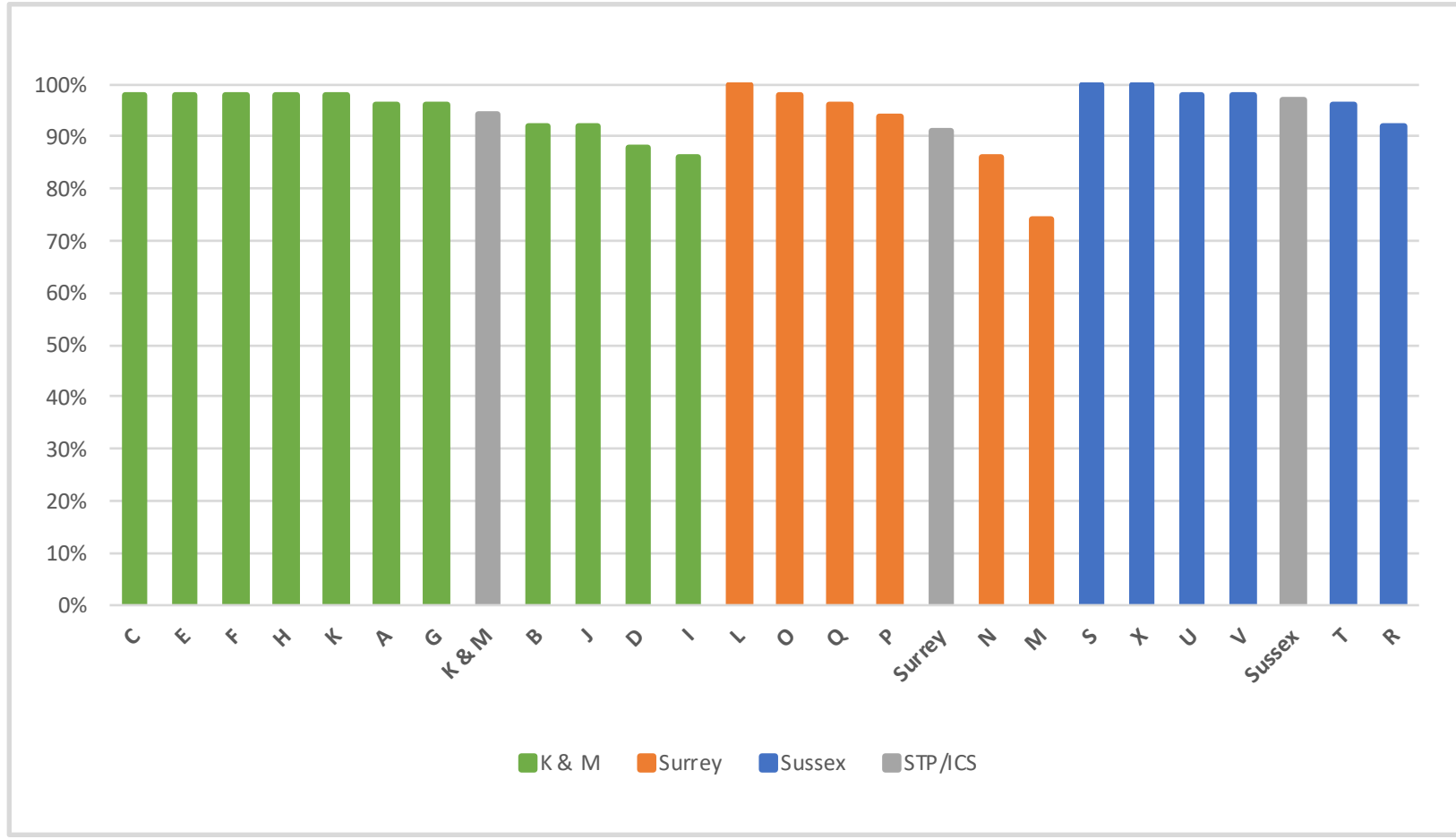
| Question | Kent (11 services) | Surrey (6 services) | Sussex (6 services) |
|----------|--------------------|---------------------|---------------------|
| Smoking | 67% | 90% | 94% |
| Hearing | 52% | 32% | 36% |
| Vision | 51% | 70% | 81% |
| Falls | 63% | 76% | 93% |

- Better documentation

Pathways



% of referrals referred from GP

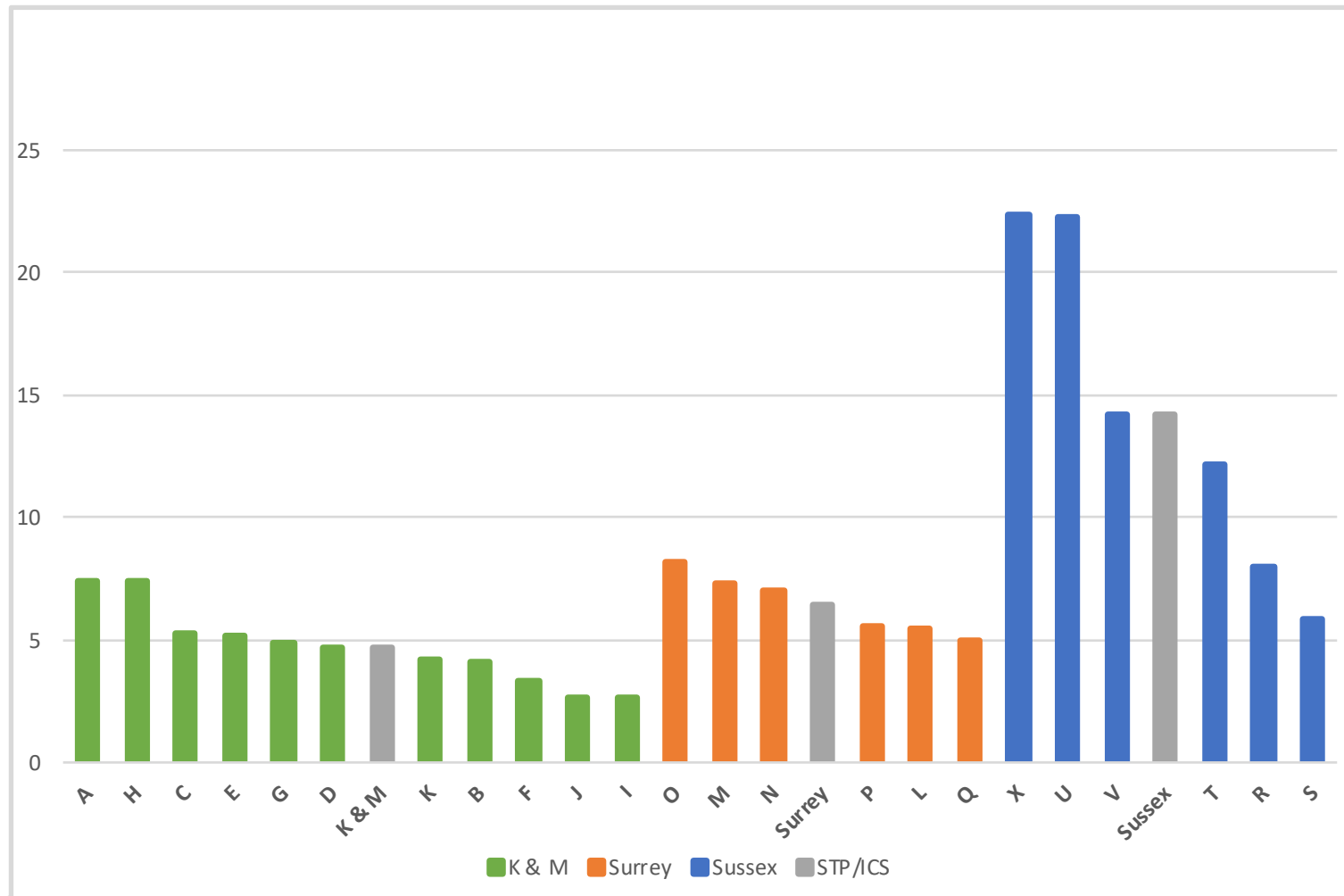


- Majority of patients referred by GPs
- Surrey
 - 4% from acute hospital
 - Services N & M, 12% from acute hospital
- Remainder of referrals were mostly called 'other'

Numerator: Total number of patients who were recorded as referred from the GP

Denominator: Total number where referral origin was recorded

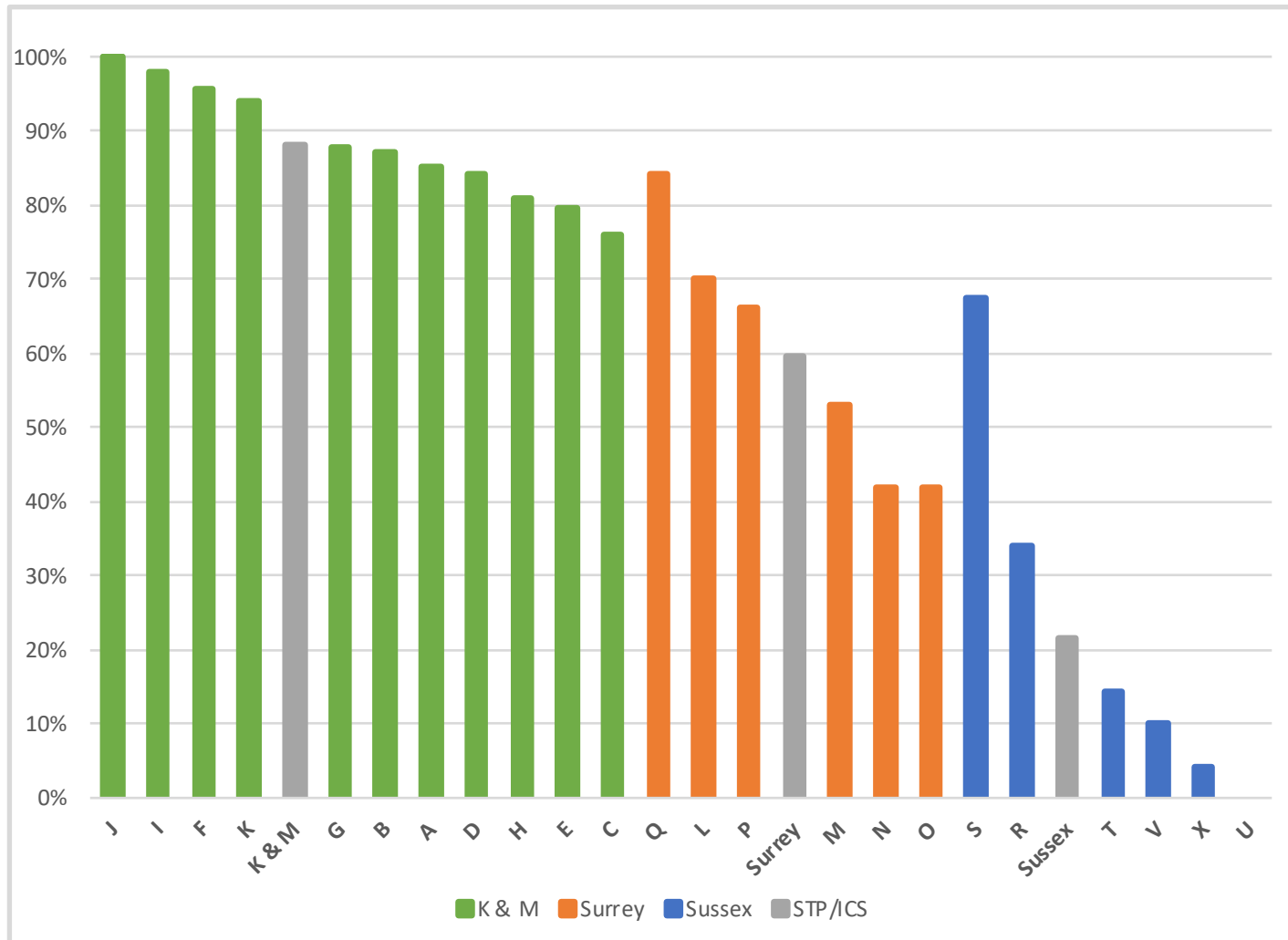
Waiting times from referral to initial assessment



- K&M 5 weeks
- Surrey 6 weeks
- Sussex 14 weeks
- In Sussex there is a range from 6 weeks to 22 weeks.
- Correlation between when scan requested and waiting times

Those with both referral and initial assessment date where referral was before the initial assessment (excluding data quality issues)

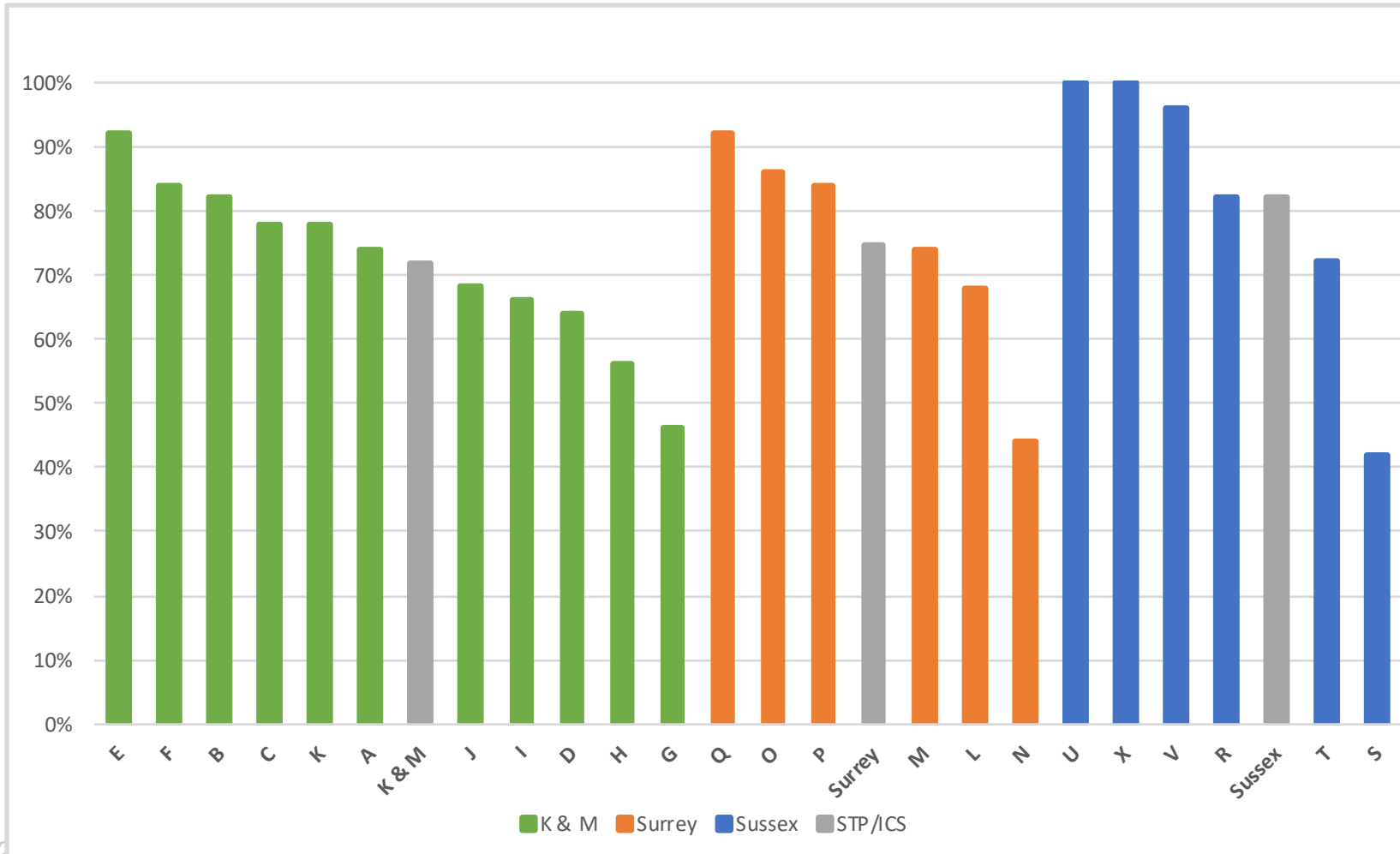
% who had an initial assessment in 6 weeks from referral



- K&M 88%
- Surrey 60%
- Sussex 21%
- Service 'J' - 100% in 6 weeks
- Service 'U' 0%

Those with both referral and initial assessment date where referral was before the initial assessment (excluding data quality issues)

% of patients whose initial assessment was in clinic



- K&M 72%
- Surrey 75%
- Sussex 82%
- Variation across KSS from 100% to 42%

Numerator: Of those with a recorded response how many were seen in clinic

Denominator: all patients excluding blanks

Scanning

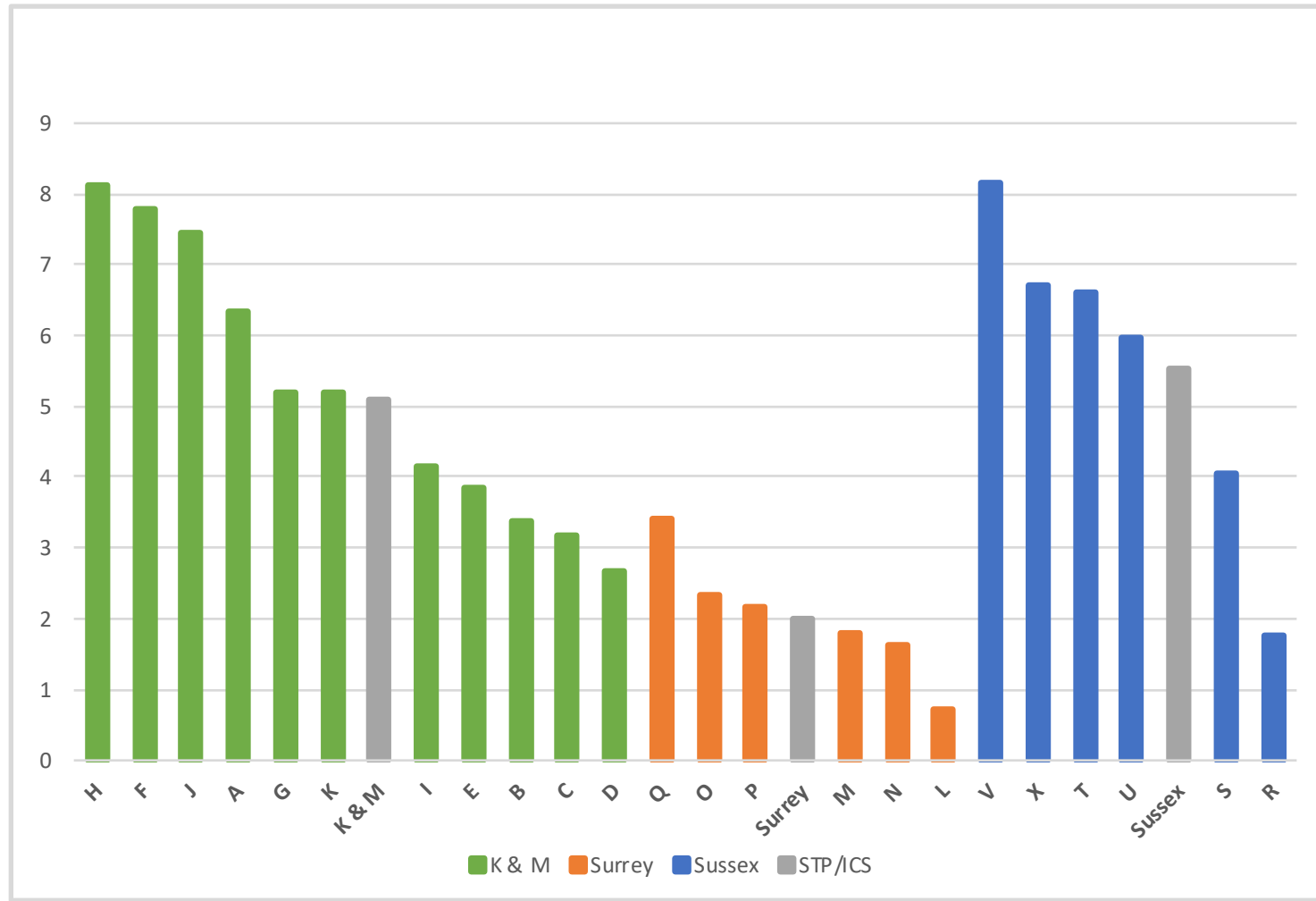


Scanning

| Question | Kent (11 services) | Surrey (6 services) | Sussex (6 services) |
|--|--------------------|---------------------|---------------------|
| CT/MRI reported by neuroradiologists | 11/11 | 6/6 | 4/6 |
| View scan images (e.g. using PACS) | 10/11 | 4/6 | 2/6 |
| Appointment facilitated by MAS service | 10/11 | 0/6 | 4/6 |
| Refer for PET scans | 10/11 | 6/6 | 3/6 |
| Refer for DAT scans | 11/11 | 6/6 | 4/6 |

- Some services noted that it would have been useful to be able to indicate further types of scan e.g. SPECT, DSQUID etc.
- **Surrey do not facilitate any appointments. Is this necessary?**

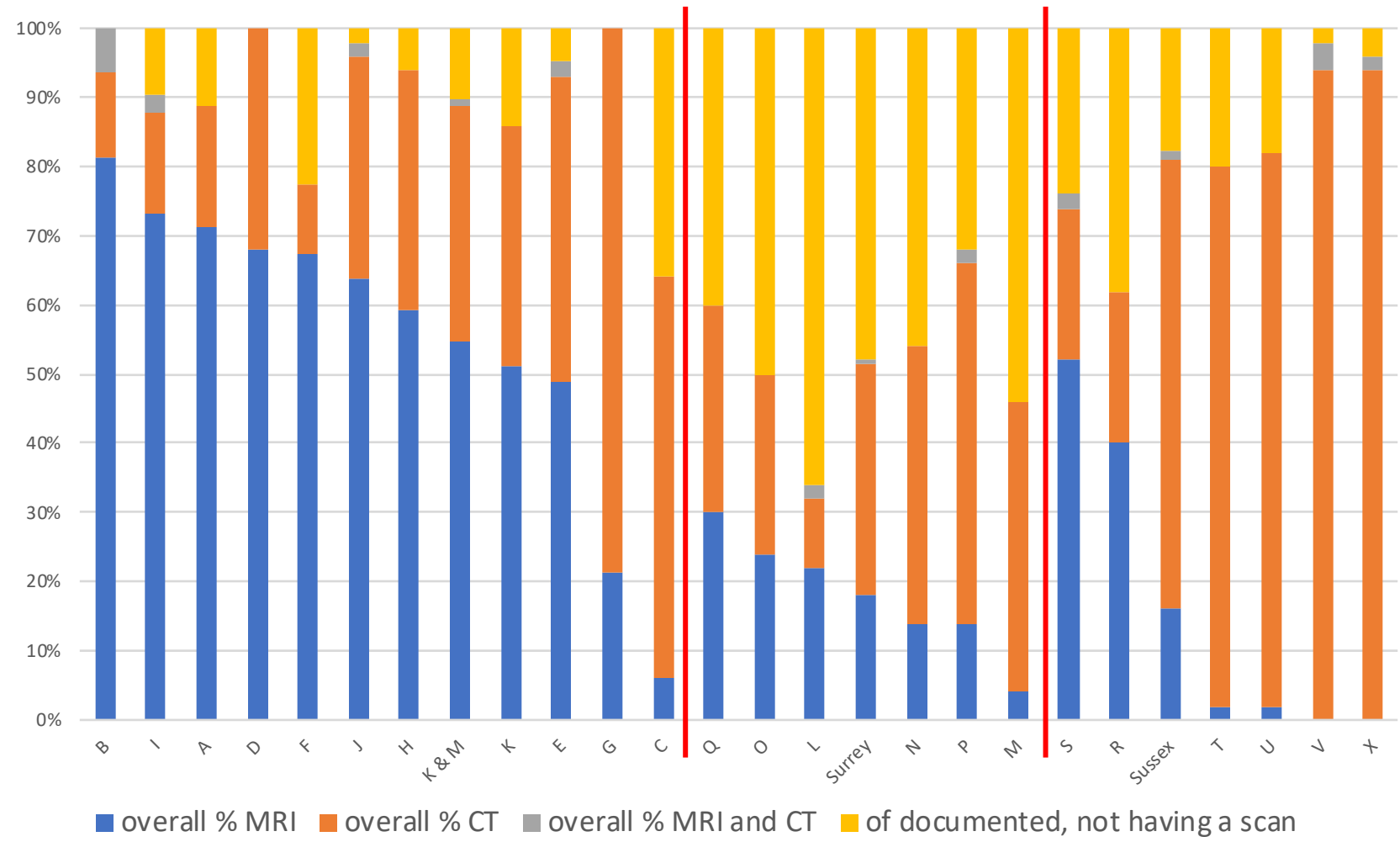
Mean scan wait



- K&M 5 weeks
- Surrey 2 weeks
- Sussex 5 weeks
- 'L' has 1 week
- ? time of scan related to assessment/request

This is calculated using the date scan was requested to the date the scan was performed (Excluding data quality issues - where this could not be worked out. K&M 25%, Surrey 2%, Sussex 28%)

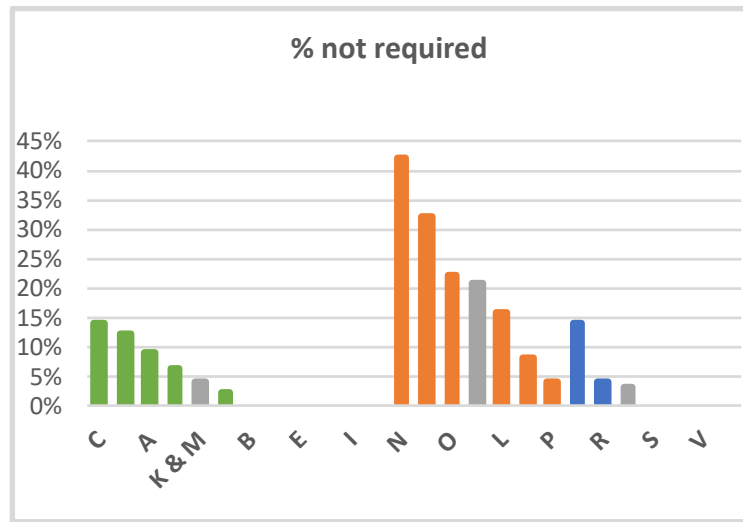
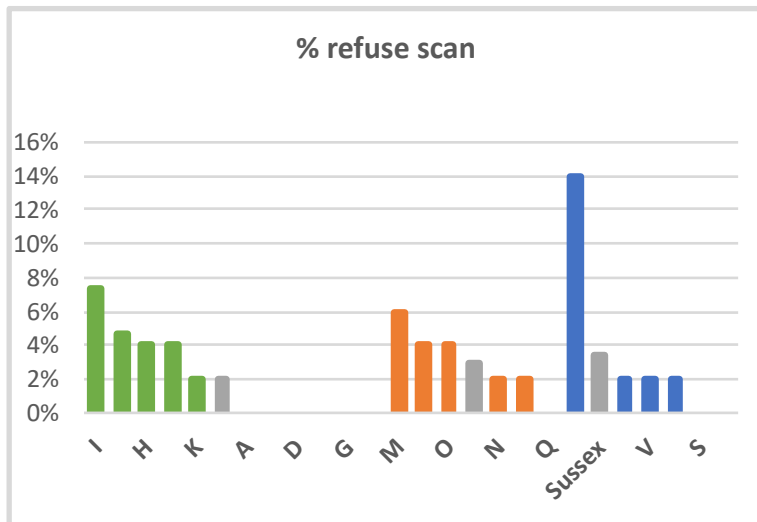
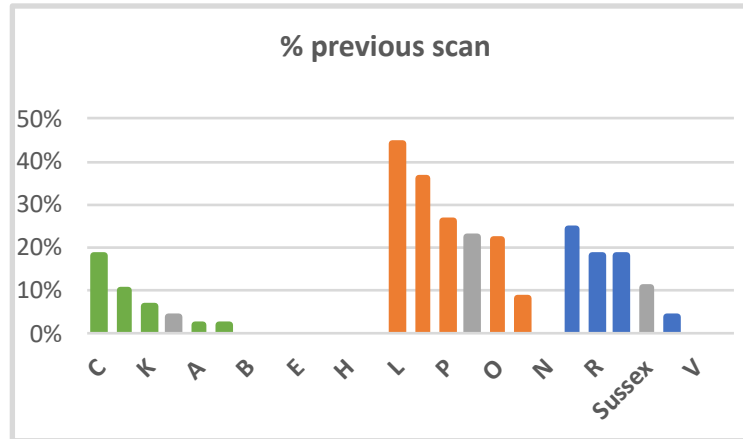
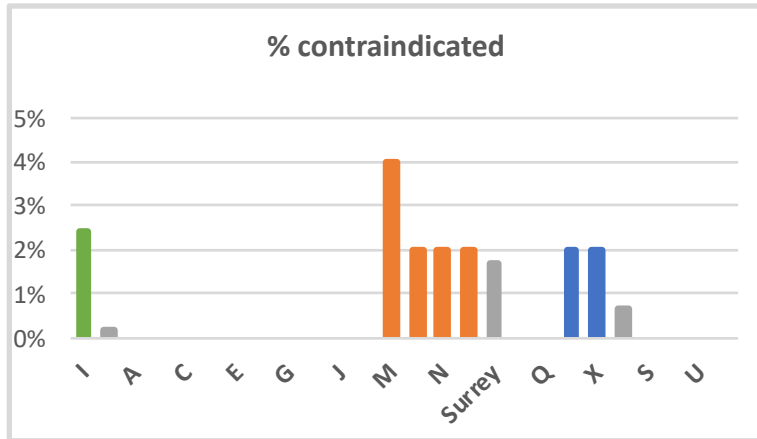
% of documented scans who had MRI/ CT/ Both



- Variation
 - 'B' has 80% MRI
 - 'V' and 'X' have 94% CT
 - CT & MRI both required is about 6% in 'B'.

This graph excludes those who have not had a scan and those who have not had a scan type documented.

Reasons no scan was completed

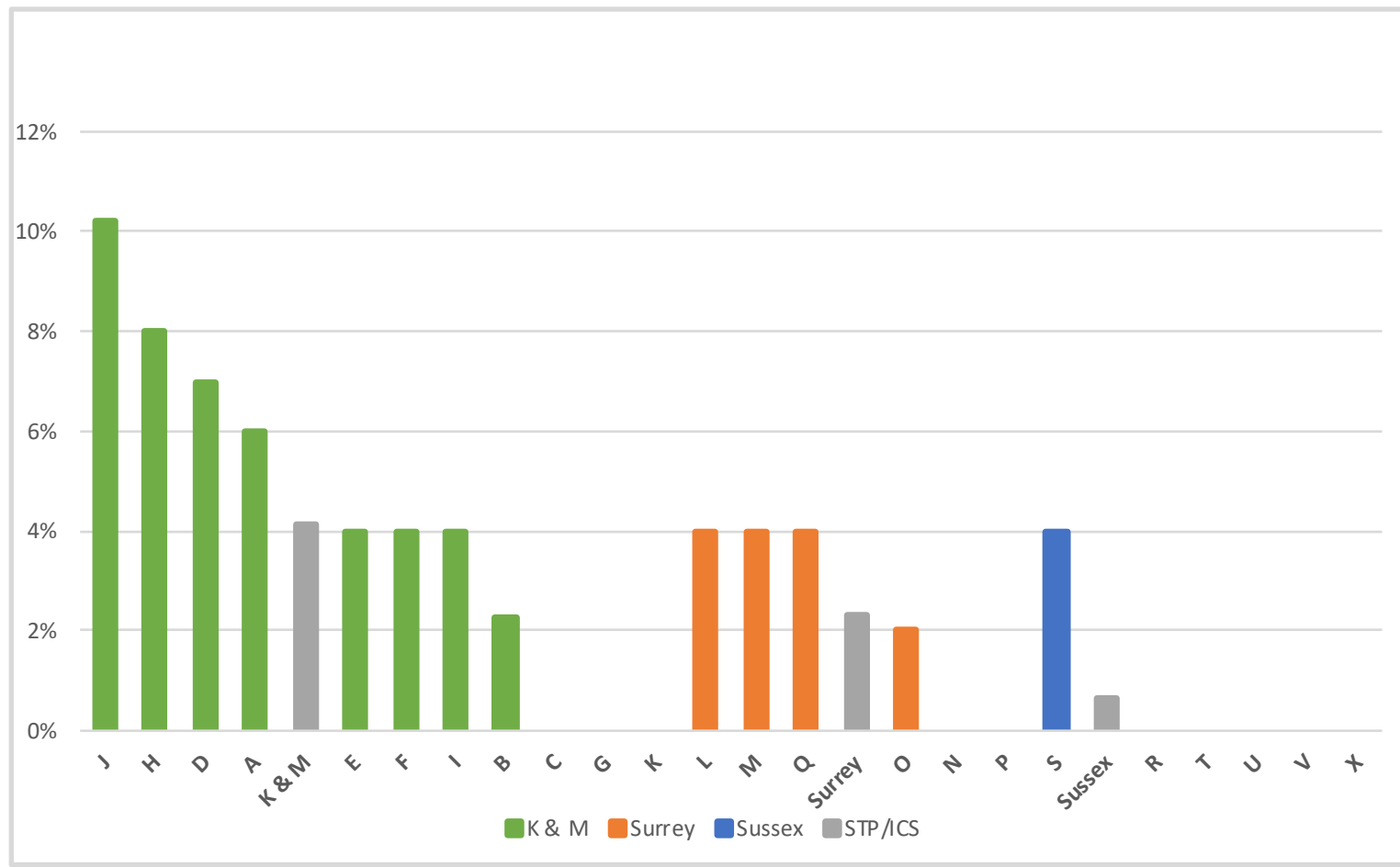


Range

- Contraindicated: 0-4%
- Previous scan: 0-44%
- Refuse scan: 0-14%
- Not required 0-42%

Numerator: each reason that no scan was completed e.g. previous scan
Denominator: all patients

% performed specialist investigation



- PET/DAT/CSF
- Variation 0-10%
- Certain services do not seem to perform specialist investigations

Numerator: patients where specialist investigation was performed

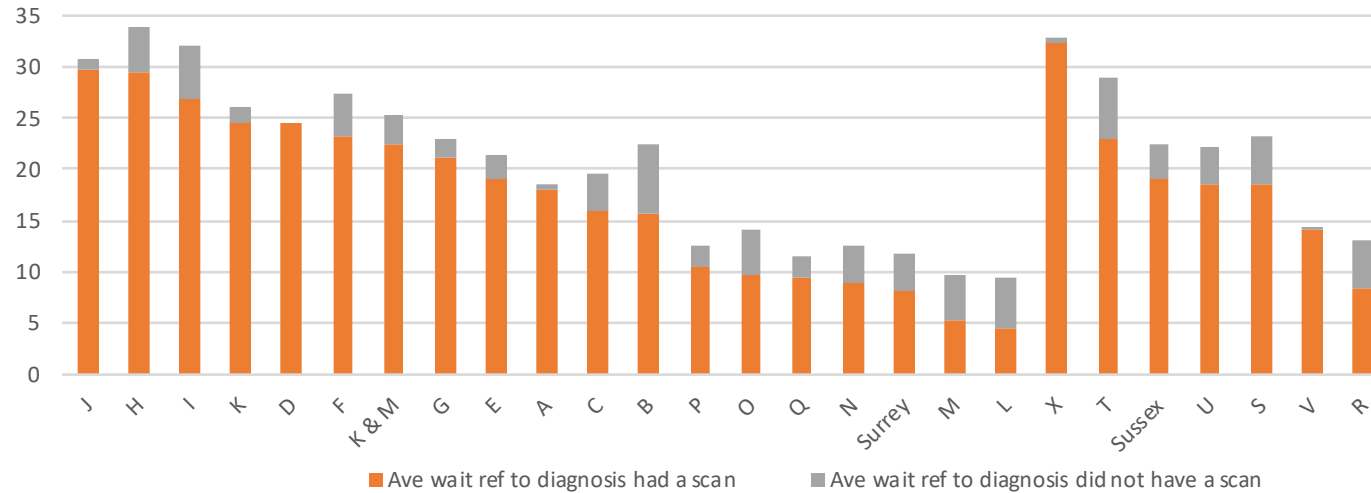
Denominator: Patients with a recorded response to the question whether a specialist investigation was performed
(Excludes blanks)

Diagnosis



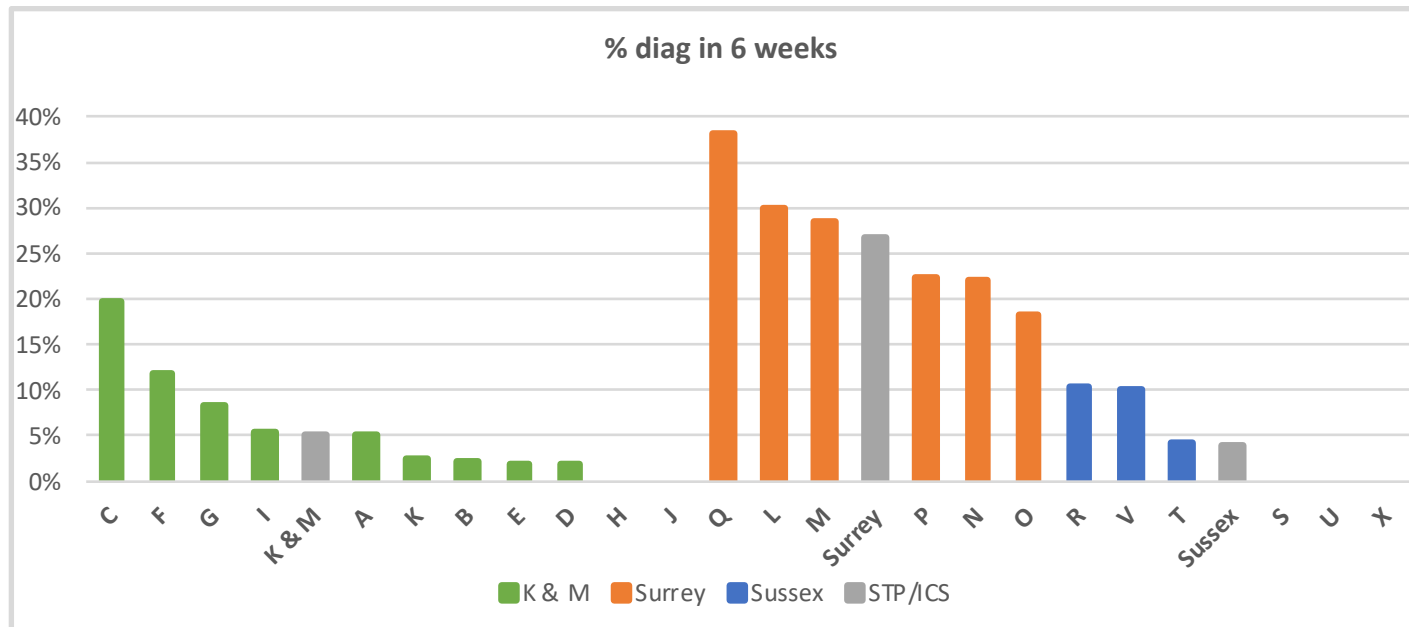
Diagnosis

Ave wait weeks from ref to diag



- With/without scan
- Range 9 to 32 weeks

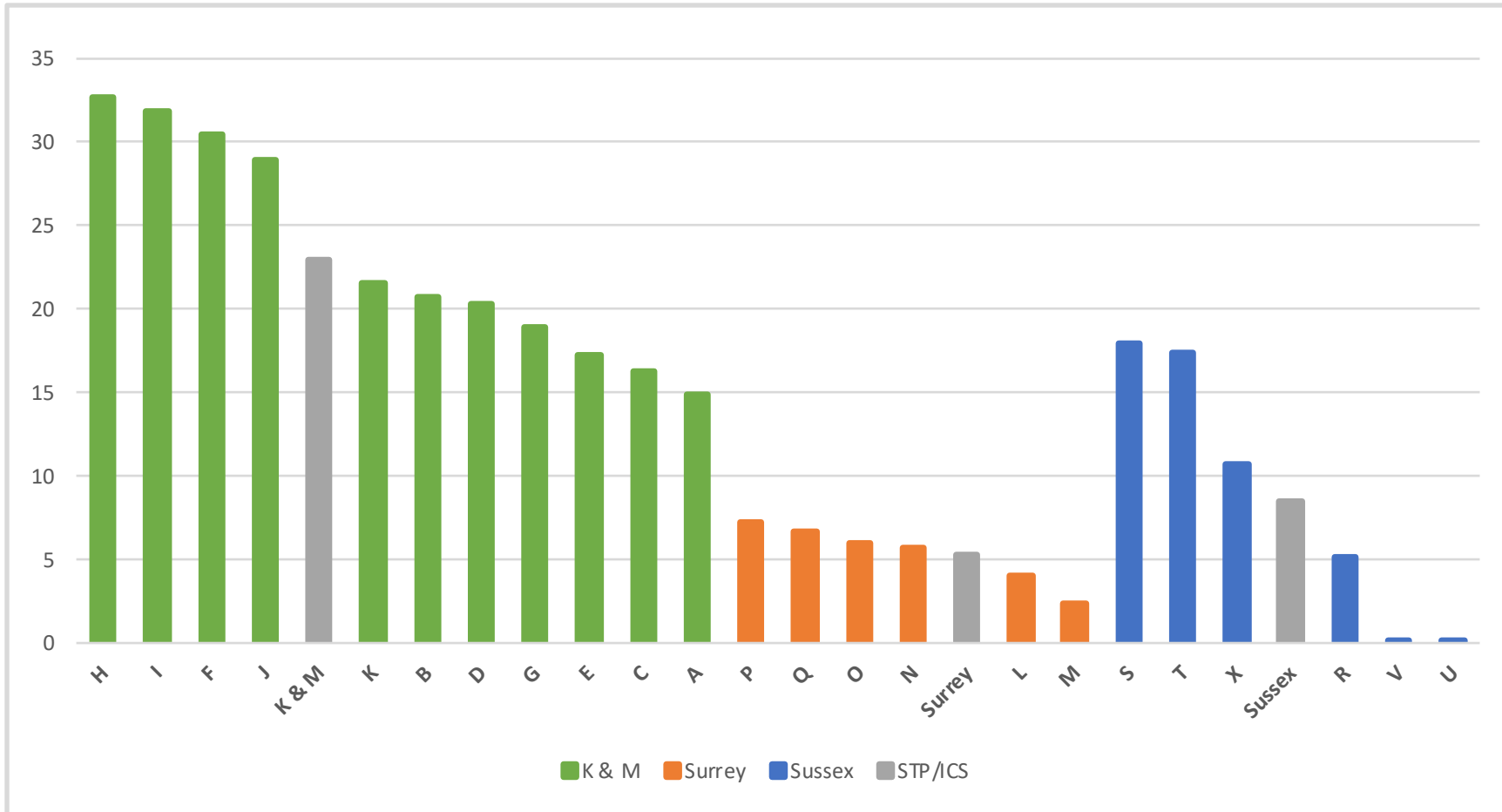
% diag in 6 weeks



- K&M 5%
- Surrey 27%
- Sussex 5%

Those with both referral and diagnosis assessment date where referral was before the initial assessment (excluding data quality issues)

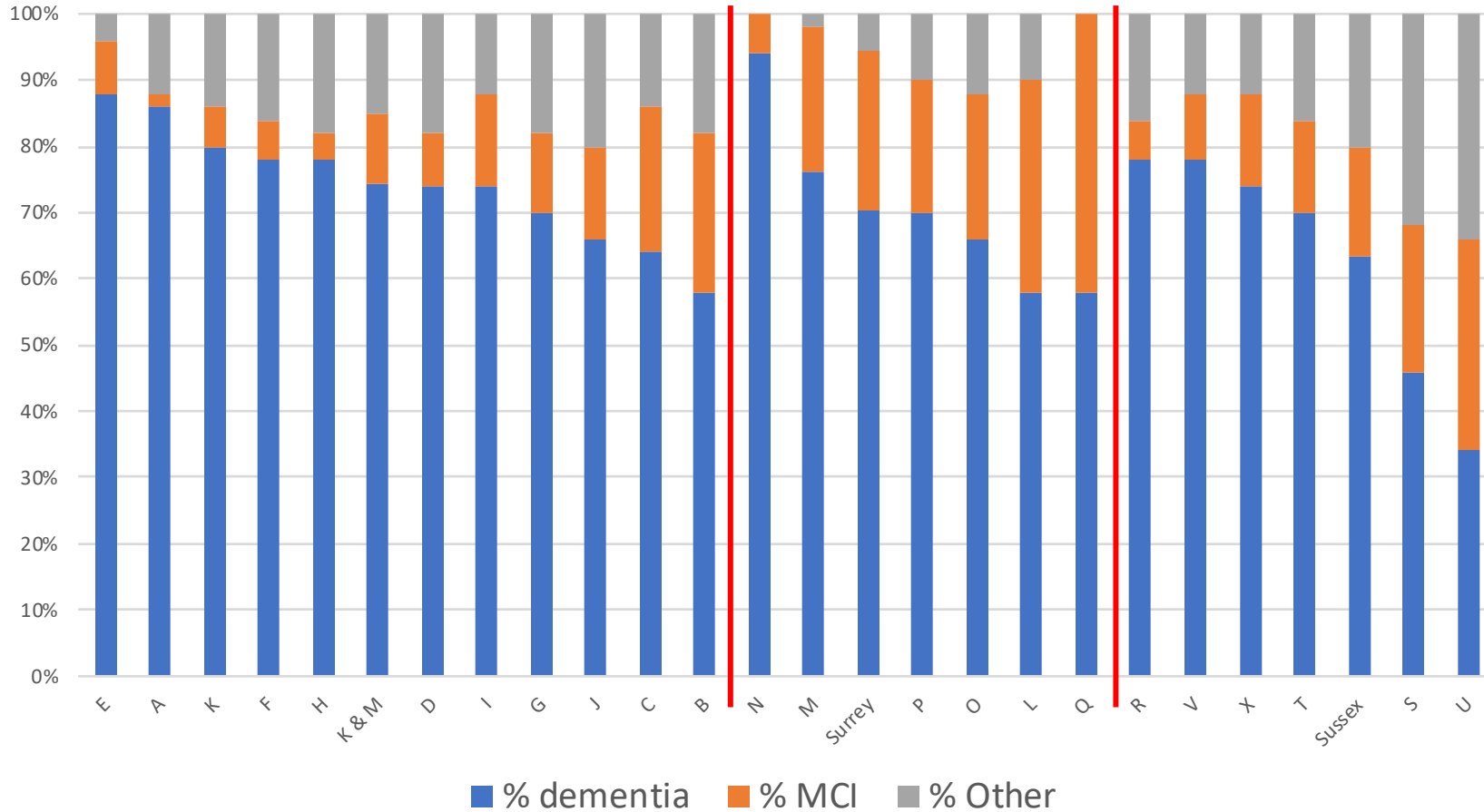
Average wait from assessment to diagnosis



- K&M 23 weeks
- Surrey 5 weeks
- Sussex 9 weeks

Those with both initial assessment date and diagnosis date where diagnosis date was before the initial assessment (excluding data quality issues, Kent 13% could not be calculated, Surrey 1%, Sussex 2%)

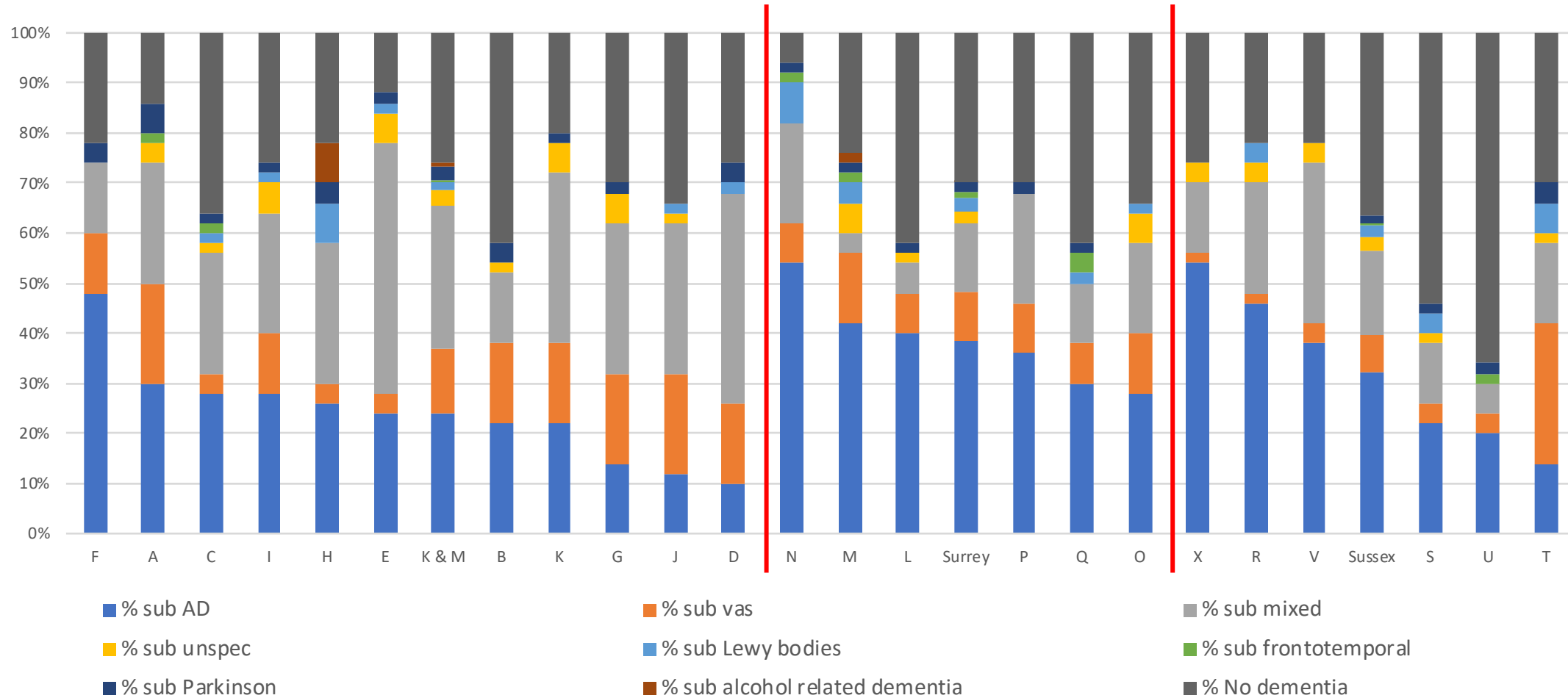
Diagnoses



- Some services have high % of dementia diagnosis i.e. service 'E' and 'N'

| |
|-------------------------------|
| Numerator: Recorded diagnosis |
| Denominator: All patients |

Diagnoses with dementia breakdown

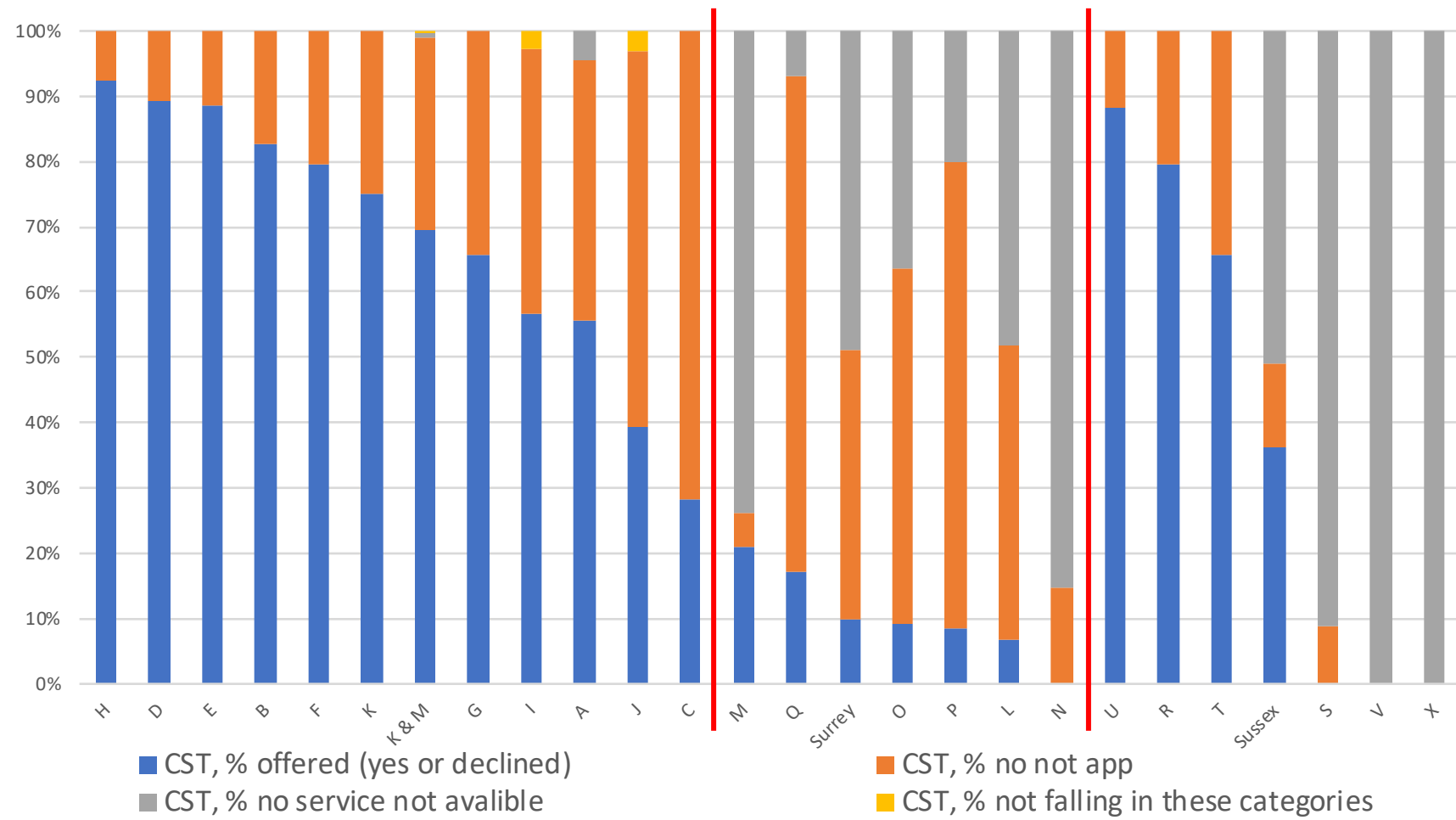


Dementia diagnosis breakdown - chart form

| Subtype | K&M Av (range) | Surrey Av (Range) | Sussex Av (Range) |
|-----------------|-----------------|-------------------|-------------------|
| Alzheimer's | 24% (10% - 48%) | 38% (28% - 54%) | 32% (14% - 54%) |
| Vascular | 13% (4% - 20%) | 10% (8% - 14%) | 7% (2% - 28%) |
| Mixed | 29% (14% - 50%) | 14% (4%-22%) | 17% (6% - 32%) |
| Unspecified | 3% (0% - 6%) | 3% (0% -6%) | 3% (0% - 4%) |
| Lewy Bodies | 2% (0% - 8%) | 3% (0%-8%) | 2% (0% - 6%) |
| Frontotemporal | 3% (0% - 6%) | 1% (0% - 4%) | 0% (0% - 2%) |
| Parkinson's | 3% (0% - 6%) | 2% (0% - 2%) | 1% (0% - 4%) |
| Alcohol related | 1% (0% - 8%) | 0% (0% - 2%) | 0% (0%) |
| Not dementia | 26% (12% - 42%) | 30% (6% - 42%) | 37% (22% - 66%) |

Patients with a diagnosis of dementia questions

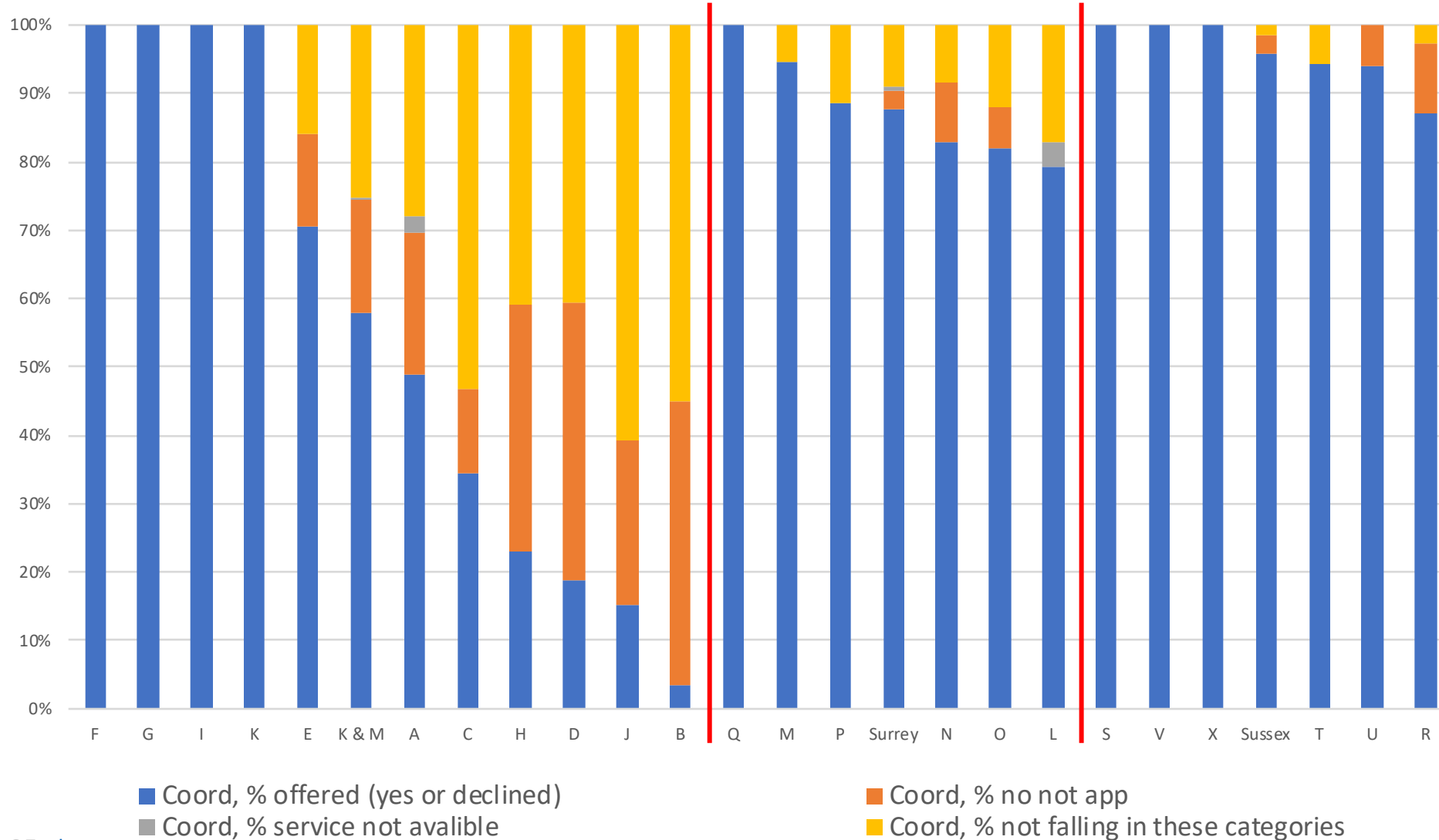
Referred for CST



- CST not available
- Providers with 'Not falling in these categories' did not answer the questions about CST

| |
|---|
| Numerator: responses to question referred for CST |
| Denominator: those with a dementia diagnosis |

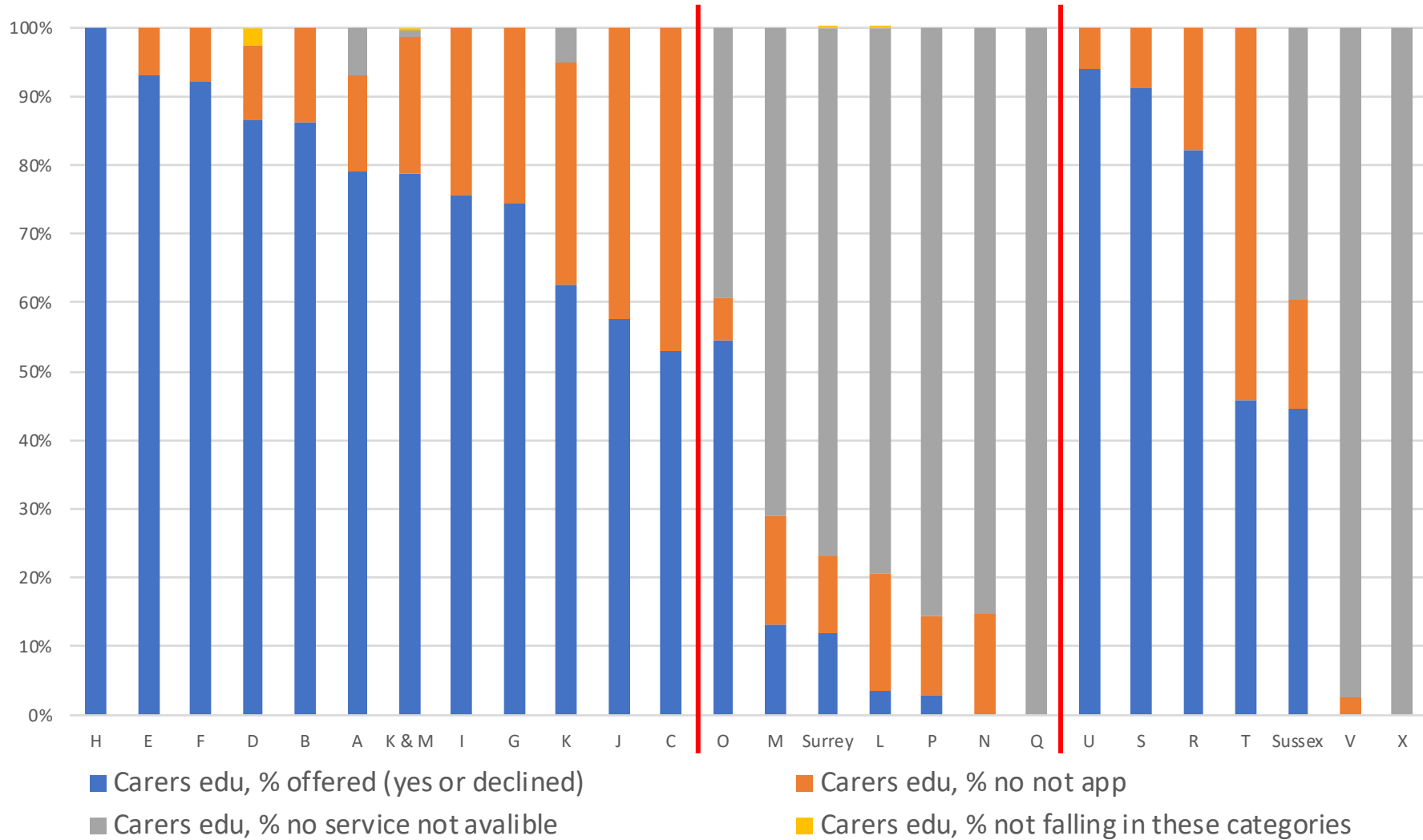
Offered care co-ordination/navigation



- Providers with 'Not falling in these categories' did not answer the questions offered care.

Numerator: responses to question offered care co-ordination/navigation
Denominator: those with a dementia diagnosis

Offered psycho-education course

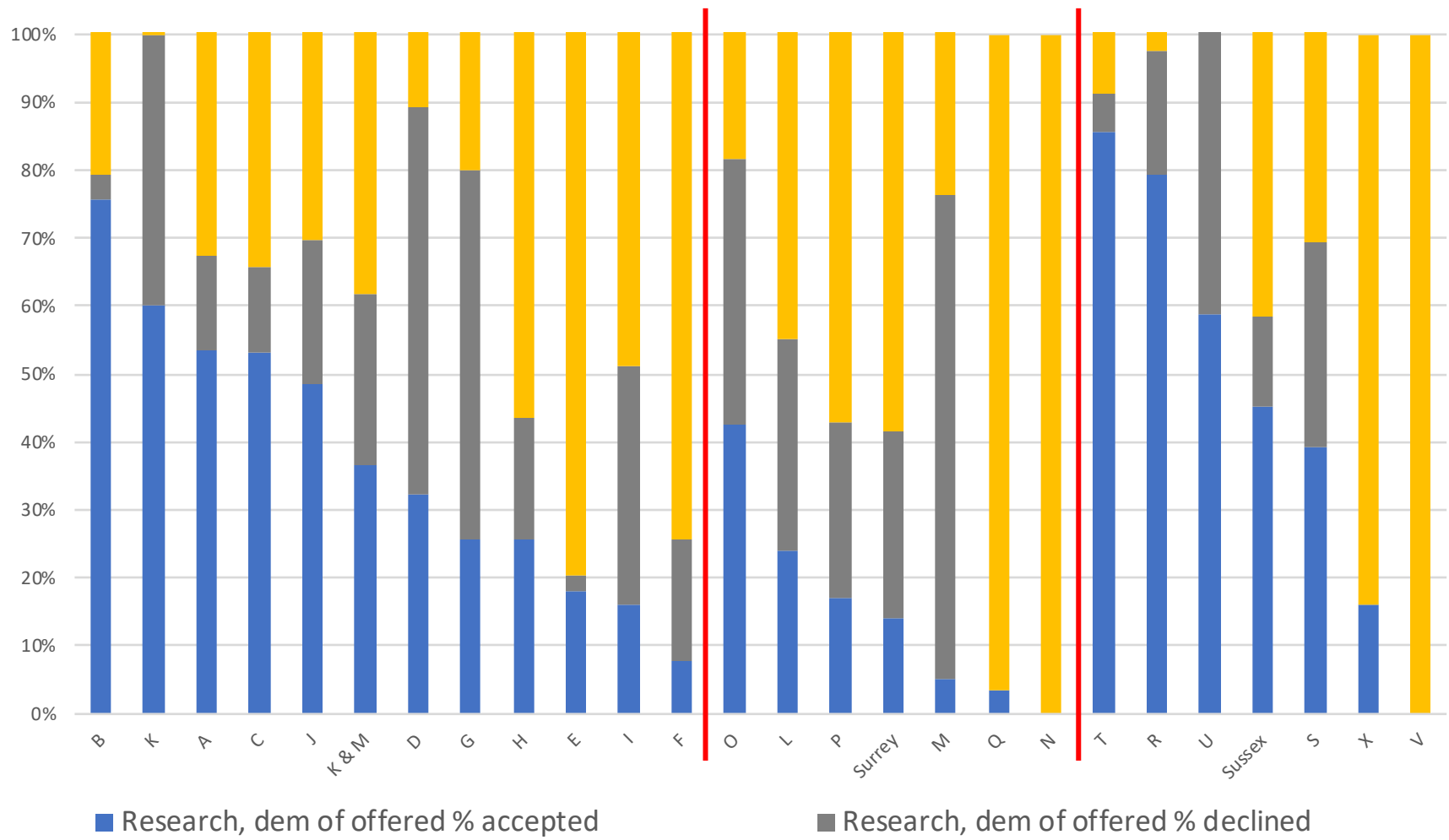


- Providers with 'Not falling in these categories' did not answer the questions about education course
- Psychoeducation - START/CRISP courses

Numerator: responses to question offered psycho-education course

Denominator: those with a dementia diagnosis

Consent taken to be contacted for research

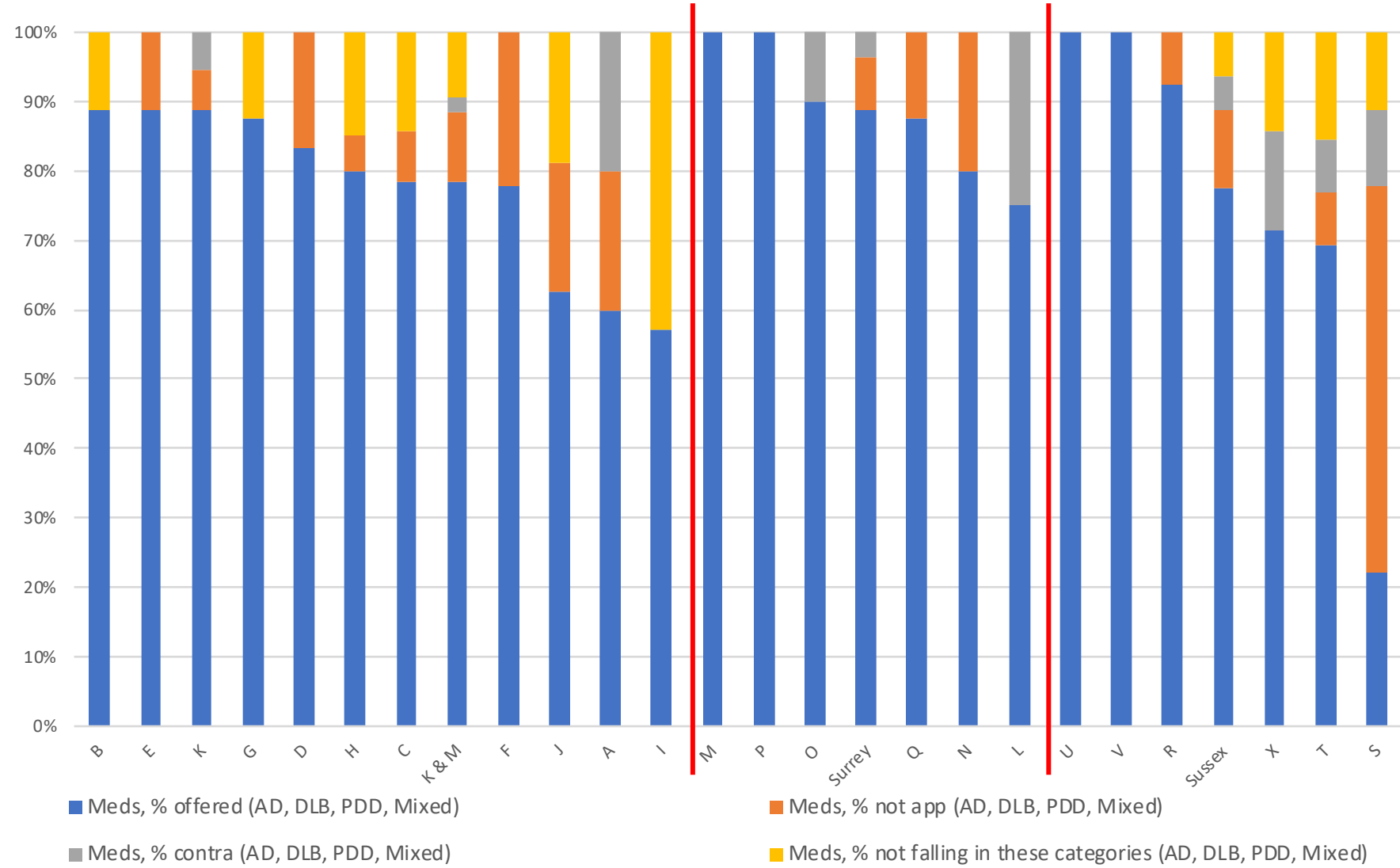


- Variation in take up
- Not everyone asking
- ‘Not falling in these categories includes ‘no discussion documented’ and ‘not appropriate’

Numerator: responses to question consent taken to be contacted for research

Denominator: those with a dementia diagnosis

Was medication offered?

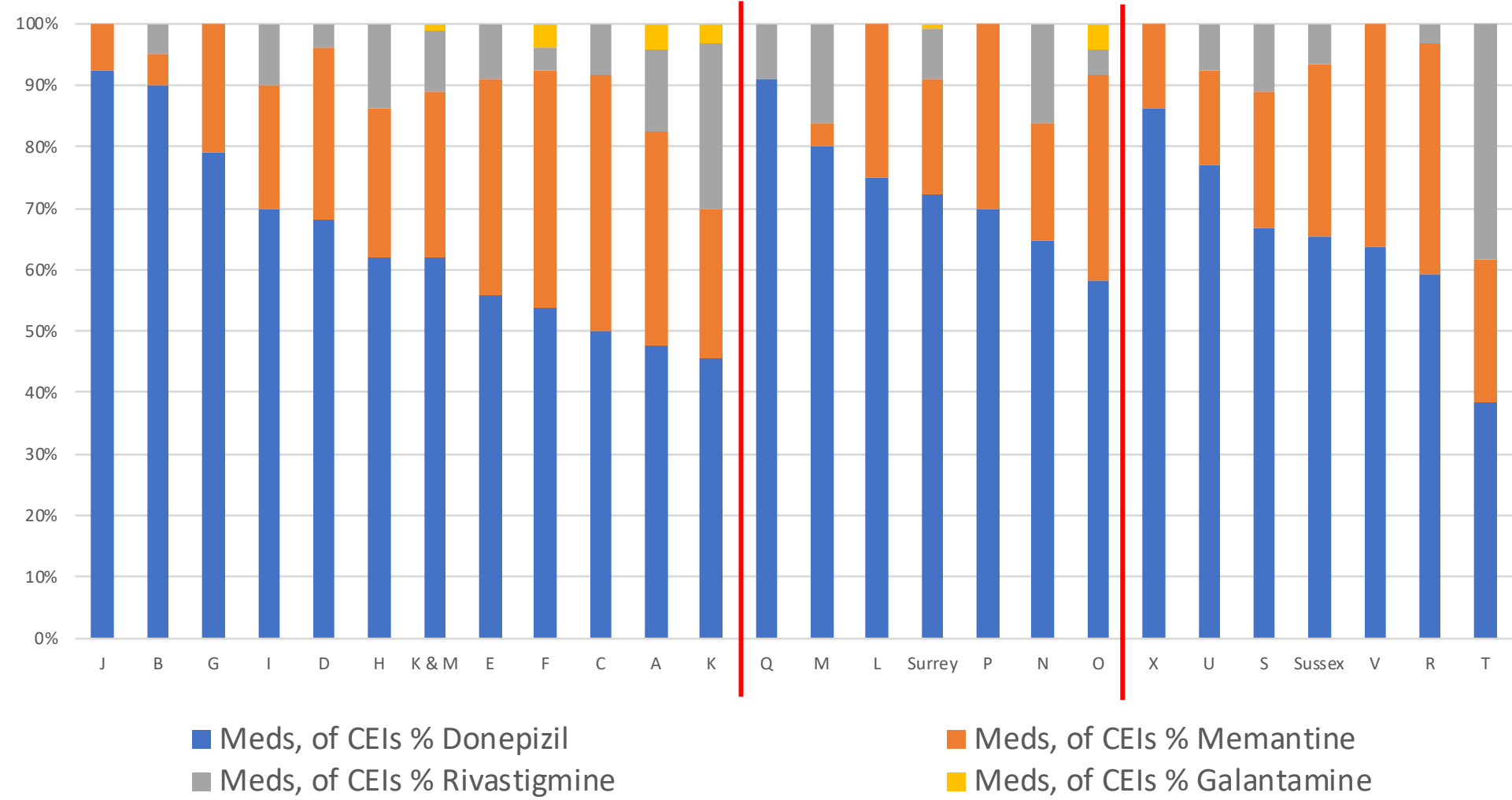


- Providers with 'Not falling in these categories' did not answer the questions about medication offered

Numerator: medication offered

Denominator: those with a dementia diagnosis

Which medication was prescribed to dementia patients?



- A few non-dementia patients in K&M have been prescribed Donepezil, Rivastigmine, Memantine and Galantamine.

Numerator: which type of medication

Denominator: those who were offered CEIs

Themes from the Audit

- Waiting times from referral to initial assessment
- Considerable variation of initial clinic assessment versus home visit
- Facilitation of scanning appointment necessary?
- Why are some patients having both MRI/CT scans?
- Range of 9 to 32 weeks with/without scan