

To Neil Kennet-Brown, Director of LAS Commissioning

Following on from last evening's meeting of the Patients' Forum, I have attached the Forum's proposal for developing dementia service in the LAS. It was triggered by discovering that other Ambulance Services are variously already well on the way to developing a good 'joined-up' pathway, have done so, or are just embarking on scoping a project in order to start developments. The one I have contact with is the EEAS, which is working under the auspices of the National Institute for Health Research. The project there comes under the Collaborations for Leadership in Applied Health Research and Care (CLARHRC) which is a subset of the National Institute. The project is working on designing the means for improving ambulance service care and developing a referral pathway that ambulance staff can access, using agreed criteria, managed by a Dementia Intensive Support Team (DIST).

Based on that kind of thinking, we put together the attached in the hope that it would enable you to see a way in which the LAS could embark on something similar. You will recall from last evening that we envisage a small group (multi-disciplinary in many ways but including dementia patients and/or carers) to act as an 'interface' group (a) to share experiences and hopefully help LAS front line staff to learn from them and (b) to 'report' on progress.

Do contact us if you have any queries.

Kind regards

Angela

Angela Cross-Durrant

Vice Chair, LAS Patients' Forum

Angela,

Thanks very much for sending this through. We thought that last night's discussion on Dementia was very helpful, and Jon from Alzheimer's Society was a good communicator.

Katy and I are reflecting on your proposals, and discussing them with clinical commissioners and the LAS, in order to shape the CQUIN on Dementia for next year.

We both feel that we need to ensure that the 'basics' are in place first in 2013, with focus on effective training and

local champions, and we see the Dementia Action Alliance might be really helpful to have clear plan and support partnership approach. This is likely to mean that the research work is seen as a second phase activity.

We will update you on the discussions we will be having on this,

Neil Kennett-Brown
Director of LAS Commissioning

NHS North West London

DEMENTIA SERVICE DEVELOPMENT IN THE LAS

Forum's Proposal

- (1) High level training of Dementia Champions amongst front line staff in each of the 26 ambulance and the Clinical Support Desk.
- (2) Dementia champions cascade training to all staff in their Complex.
- (3) Evaluation of training after 6 months and 1 year, with specific reporting of outcomes.
- (4) Development of techniques for identifying patients with dementia – especially in light of simultaneous physical health problems, including deafness and 'frailty'.
- (5) Focus on (a) screening for dementia, (b) identifying pain accurately and (c) recognising cognitive impairment.
- (6) Development of dementia 'interface' group enabling people with dementia and carers to meet with front line staff to talk about their experiences of dementia and their experiences of using LAS services, (to include perhaps a dementia specialist and one or two other interested stakeholders), in order to continue improvements and report on progress.
- (7) Liaison with the National Institute of Health Research through their Applied Health Research with ambulance trusts on the Dementia programme.

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