# Brighton and Hove Memory Assessment Service

This leaflet provides information about accessibility in the service and what you can expect from us.

## If you would like this information in large print, audio, braille, easy read or another language, please contact 0300 555 0175.

### Consent

We are a consent-based service, which means you must freely agree to any Memory Assessment Service input after receiving all necessary information about the service and your journey through it. You will be asked in your first appointment if you consent to accessing the service, to potentially receiving a positive diagnosis of dementia, and if you're happy for information to be shared between us and other health providers involved in your care. You can change your mind about any of this at any point in your journey with the Memory Assessment Service.

### Interpreting Services

Access to interpreting services is arranged on your behalf when the service is advised of a need. The service does require an independent interpreter for the assessment appointment, however you are welcome to bring someone you know to all other appointments, if you prefer they interpret for you.

All leaflets and information from Memory Assessment Service can be provided in other languages. To request these, please call **0300 555 0175** or email **mas.enquiries@nhs.net**.

### Advocacy

If you find it difficult to understand your care and support, or find it hard to speak up, there are people who can act as a spokesperson for you. They make sure you're heard and are called advocates. For example, they can help you understand the care and support process, or talk about how you feel about your care, they can also help you to challenge decisions about your care and stand up for your rights. They can also write letters for you and attend meetings with you. Advocates are independent of social services and the NHS.

There are many Advocacy services, however two recommended by the NHS and available in Brighton and Hove are listed below:
The Advocacy People - Call 0330 440 9000 for advice or text PEOPLE to 80800 and someone will get back to you.
VoiceAbility - Call their helpline on 0300 303 1660 for advice or use VoiceAbility's online referral form.

### Accessing Records

You have the right to apply to access any personal data that an organisation holds about you. You also have the right to give authorisation for someone else to make the application on your behalf. This type of request is known as a Subject Access Request, or SAR.

If you would like your scan report or image then please contact our scan providers, MIP, directly on **governance@medicalimaging.org.uk** or **01293 534043**

To raise a Subject Access Request for any other information on your record, please call **0300 555 0175** or email **mas.enquiries@nhs.net**.

To support the speed and processing of your request, it's helpful if you could provide the below information:

- What exact documents you are requesting? (Assessment notes, cognitive test paper, etc.)
- Why are you requesting the information? (i.e for your own records, to support with an application, to get a second opinion, etc.)
- How would you like to receive the information? (via post or email, and to yourself or someone else)
- Consent from the patient, if the request is coming from someone else. (We always need consent from the patient to release information. This can be written or verbal.)

We have 30 working days, from the date of the service receiving the request, to process it and get the information back to you.

The Brighton and Hove Memory Assessment Service can only provide data where we are the data controller; if you are looking to obtain records from another service, such as a hospital, GP practice, or community service, these requests will need to be made directly to them.

## Feedback - To send us a compliment, complaint, or suggestion

You can write to us at the below postal address or email the team on mas.enquiries@nhs.net
**Brighton & Hove Memory Assessment Service**
**Feedback Team**
**FREEPOST RSKS-RHUR-TTRU**
**5th Floor, 177 Preston Road**
**Brighton**
**BN1 6AG**

You can also complete our Patient Experience Questionnaire, https://www.smartsurvey.co.uk/s/VFJJ4D/ or visit our website for more information www.memorybrightonhove.org.uk

If you feel a complaint has not been satisfactorily resolved, you can contact the Parliamentary and Health Service Ombudsman (PHSO) who will conduct an independent investigation into it.

## Accessing Second Opinions

Our nursing team are supported by experienced doctors and consultants who are part of the multidisciplinary team. This approach brings together our collective skills and knowledge when considering each person's assessment, potential diagnosis, and any treatment options. This helps to make sure that everyone gets the help that is right for them.
If you do not agree with any outcome, and are looking for a second opinion, we will refer you on to our Neurology colleagues who will be able to support you further.

## What to Expect

Whenever you have contact with the Memory Assessment Service you will be treated with courtesy, honesty, respect, and dignity. We will work with you and involve you in decisions about your care. We will treat everyone fairly, regardless of their race, sexuality, disability, age, gender, or religion.

If you would like a chaperone to accompany you to your face-to-face appointment, please let us know by calling **0300 555 0175**.

The Brighton and Hove Memory Assessment Service is delivered by Here in Partnership with Sussex Partnership Foundation NHS Trust and Carer's Centre for Brighton and Hove.