Contact us

South & West Wiltshire Memory Service
Shearwater Lodge, 1, The Avenue, Warminster, BA12 9AB
Tel – 01985 220055

North Somerset Memory Service
Windmill House, Windmill Road, Clevedon, BS21 6UJ
Tel: 01275 335300 Fax: 01275 873582

PALS

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

Tel: 01249 468261
Freephone: 0800 073 1778
Email: awp.pals@nhs.net

Other formats and languages

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

Lead: Modern Matron
Leaflet Code: AWPAug2010-144
Last review: Sept 2013
Next review: Sept 2016

Memory Services

Early assessment, diagnosis, support and treatment for people with memory problems

you matter, we care
Who are we?

The Memory Service consists of specialist memory nurses, psychologists, doctors, therapists and support workers.

Who is the Memory Service for?

The Memory Service is for people who are concerned about their memory and think it is affecting their day to day life.

Our aim is to ensure that everybody worried about a cognitive or memory problem is thoroughly assessed, appropriately diagnosed and that this diagnosis is given in a sensitive way.

By helping individuals to understand the cause of their memory problem, and any likely future changes, we hope to enable them to deal with things more confidently, helping them to understand and find ways to manage their situation. Information and support is provided in a format that suits the individual. Information and advice is also provided to carers and family.

It is important that anyone concerned about their memory visits their GP first to discuss their concerns. There are many medical conditions that can affect memory and these need to be diagnosed and treated first. Once the doctor has checked for any easily treatable causes, they can then request a specialist assessment from our service.

What will the Memory Service do?

You will be sent a clinic appointment with a specialist memory assessor who will talk with you about your memory difficulty, complete some memory checks with you and discuss the impact of any problems or issues. The assessor will also start to advise you about any support or information that may help you manage the memory difficulty and will discuss any emotional or psychological concerns you have. We encourage you to bring someone with you to talk about this together. You may also be given an appointment to go for a head scan and be asked to have some blood tests at your GP surgery. The results of these tests provide helpful information in determining the reason for your memory problem.

Occasionally you may be asked to attend further appointments for more detailed memory testing.

Once the above information is collected, you will be offered an appointment to discuss the results of these tests. You will be given an explanation of what they mean and a diagnosis if there is one. You will also be able to discuss what the implications of the conclusions mean, and any possible medication and support to help you manage the situation.

There are several possible next steps

- You may be offered a further appointment to discuss the diagnosis and what impact this has on you and your family
- You could receive information and advice about the different services that may be of use to you or your family/carers
- If you have been offered medication, you will receive a further appointment to review this
- You will be given information about the specialist post-diagnostic groups that we are running in your area by our specialist staff. This may be a way for you and your family/carer to meet other people with similar difficulties, to share experiences and look at things that may help.