

TECHNOLOGY ENABLED CARE

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CYMRU

'Ask Us About Dementia'

Pilot Support Service Independent
Evaluation

Phase 2

May 2022

Brief Summary and Aims

The 'Ask Us About Dementia' pilot is a support service developed and implemented by Health and Social Care in 2021, creating a national dementia service offering support to family and paid carers via the use of a virtual service. The pilot service was available to both family carers and health and social staff to book online video consultations with dementia practitioners from various specialities, such as dietetics, nursing and speech and language therapy.

The practitioners were able to provide knowledgeable advice, skills and signpost users to further local services available. The 'Ask Us About Dementia' pilot was linked closely to pilot sites and allowed them to book virtual consultations for health and social staff and the family carers by triaging appointments to the relevant dementia practitioners. This ensured that video consultations were matched to best fit the practitioners who had specific knowledge in the areas where support was needed. Practitioners in the video consultations were paired up with another practitioner to ensure that a wide range of skills could be provided and increase levels of peer learning amongst practitioners too.

This Phase 2 evaluation is a continuation of the [Phase 1 pilot service evaluation](#) that took place in May 2021. The second phase builds upon previous findings and document how the service performed from May 2021 to April 2022 with captured feedback.

Method

To conduct the second phase of this evaluation a mixed methods approach was taken in the form of surveys and semi-structured interviews.

A series of **telephone interviews** were conducted with 11 **family members and paid carers** that had used the virtual Ask Us About Dementia Service, a link to a survey reflecting these questions was also sent if the carer wished to fill it in themselves or filled in on their behalf during the telephone call with the researcher (Appendix 1 & 2). Emails were then sent to **practitioners** who had provided sessions within the pilot service to gain their feedback within this second phase. Responses were gained from **5 practitioners**, and the questions asked are displayed in Appendix 3.

A further email was then sent to **pilot sites**, whose role was to link up carers and family members with the pilot service. The questions within this email reflected similarly to

those asked to practitioners and are displayed in Appendix 4. Within this phase of the evaluation, we received feedback from **3 pilot sites**.

On completion of data gathering, the responses were transcribed professionally by Transcription UK and coded by the TEC Cymru research team using a coding reliability analysis.

Results

The following results are separated into 3 sections: **carers, practitioners** and **pilot sites**. As this is the second phase of the evaluation, key points were discovered that added to the existing findings (Figure 1).



Figure 1: Comparison Chart summarising the key points from both phases of the evaluation.

As the service continued into 2022, the experiences and themes were similar to those discovered in 2021, with the addition of several important recommendations. This

suggests that the service was able to sustain itself during this time period with no major alterations allowing for a helpful service.

Practitioners

From the 5 responses, feedback from practitioners involved in the pilot was generally positive with only a small number of challenges.

Practitioners noted a vast variety of experiences that they had gained from being involved in the pilot that added to their involvement. For many practitioners they felt that the pilot service had allowed for more collaboration between practitioners from various specialities and teams which in turn, strengthened and widened the dementia network they were a part of.

“Working with other dementia practitioners from across Wales has been interesting, and engaging in a different, more consultative way of working has been valuable to think about” **(Arts Therapies practitioner, ABUHB)**

“Enjoyed being part of a larger team and getting to meet people across Wales” **(Social Care Workforce Development Partnership Co-ordinator, CTMUHB)**

“It was well organized. I wish I had joined the pilot earlier to have more involvement” **(Occupational Therapist, SBUHB)**

It is clear from the data that practitioners valued the connections that had been developed working with others during the pilot service and enjoyed working as part of a larger team across Wales. Practitioners all agreed that the pilot service is very helpful to the families and paid carers who had accessed the service. They also felt that the variety of different practitioners for carers to access was advantageous within this pilot service, ensuring that carers were matched up to the practitioner they needed to converse with.

A key question asked of practitioners was whether they thought the pilot service had achieved its aims of:

1. *Provide timely access to expert advice and signposting on dementia care using telehealth*

2. *Increase awareness of the Allied Health Professions and improve access to their expertise*
3. *Support peer learning between health and social care practitioners*

All practitioners felt that these aims were met and expressed that they would like the pilot service to continue as a long-standing project.

"The service appears to be meeting a gap that currently exists in being able to access targeted support that enables people with dementia and their families/ care partners to be empowered and self-manage with support. We know that people with dementia have difficulty in accessing specialist AHPs who understand dementia, and this service helps to signpost people to the help and support they need to remain independent, build resilience and live a life of quality for as long as possible" **(Speech and Language Therapist, HEIW)**

When asked about their experience during the pilot service, all practitioners noted that although they were offered monetary compensation, only one freelance Art Therapist took up the offer to be paid. One practitioner noted that their manager did not support using NHS time to complete sessions for this service.

"I took part on a freelance basis, as my NHS manager did not support me using my NHS hours" **(Arts Therapies, ABUHB)**

All 5 practitioners expressed that monetary compensation was not a deciding factor for them to take part in the pilot. Although it is important to consider that this could be a deciding factor in the future if practitioners struggle to take time off from their work or they do not receive the support needed from their team.

The rota system within the pilot service was convenient and helped the practitioners prioritise attendance for the session. For each appointment there were two practitioners on call with the carer or family member, practitioners felt that this number was enough and worked well. One practitioner felt that any additional practitioners within appointments would be too overwhelming for the carers, while another felt that they could have completed the session solo without support from another practitioner.

"If more practitioners were on the call, it may have been overwhelming for the person calling in" **(Dementia Lead Nurse, PTHB)**

"I'd also be happy to do a call by myself" **(Social Care Workforce Development Partnership Co-ordinator, CTMUHB)**

On the other hand, it was suggested that individual appointments alongside doubles would allow for more appointments to take place and increase carers and family members access to the service. This was offered to practitioners and several of them chose to do these individual sessions.

While practitioners had a generally positive experience during the pilot service, there were some reported challenges. For all practitioners, their involvement in the pilot service was in addition to their normal duties and roles. Many felt that by having to arrange hours specific for the pilot service around other work did impact their capacity for them to be involved as much as they would have liked.

"Difficult to arrange hours around my other work" **(Art Therapies, ABUHB)**

"I think time has been the biggest barrier – wanting to offer more sessions but not being able to due to workload" **(Speech and Language Therapist, HEIW)**

Although the implementation of the rota helped address this challenge, by allowing the practitioners to clearly see what times were available so they could arrange their work schedule accordingly (see Figure 1).

Pilot Sites

The pilot sites had an overall positive experience using the Ask Us About Dementia service. The sign posting capability of the service, especially during COVID-19 pandemic restrictions allowed for the common lengthy wait times to be avoided and patients were able to access care and advice from the comfort of their own homes. The pilot sites felt that the practitioners involved took their time to understand the issues of the patients involved and were able to work together to provide the most valuable advice.

"I found that the Ask Us service has empowered people to take control of their health by asking questions and collaboratively identifying solutions." **(Dementia Support Worker, South-East Wales, Alzheimer's Society Cymru)**

The pilot sites feel that the addition of telephone support is needed to meet the needs of the demographic as not everyone who needs to access this type of support has internet access. Although another site felt the service replaced the need of trying to access support from a multidisciplinary team, due to the variety of practitioners on the call.

"It is often quite difficult to get MDT support, this service replaced that need and I believe it has great potential for the future" **(Carers Support and Development Officer, Through Age Carers and Community Support Team, Ceredigion County Council)**

Due to the little feedback from pilot sites, attempting to assess the usage of the service is difficult. One site was able to use it with multiple callers, while another found it difficult to organise what appointments were suitable for patients as the appointments were released weekly which did not allow for enough time for the sites to organise the bookings. This challenge was addressed within the pilot and the pilot sites were provided with a monthly list of practitioners so they could arrange appointments accordingly. Though every site involved in providing feedback commented on how they would want to use it more in the future.

"More availability of appointments and varied practitioners every week/couple of weeks. Perhaps a monthly timetable of appointments – we sometimes work with people for a limited time therefore they may miss out on appointments if we don't know what appointments might come up before we finish working with them" **(Anglesey Alzheimer's Society Cymru)**

With regards to staff awareness, again there was a variety of answers. Within one pilot site, all staff were made aware and worked as a team to help facilitate the virtual appointments. Whereas for another site, colleagues were aware of the service but lacked an understanding of how to use it.

The pilot sites found that the combination of professionals on the call were able to answer all the questions posed to them. Though one site found the lack of information on the availabilities of practitioner a challenge, as this made it difficult to book in advance.

"I never experienced any difficulty and always found the combination of professionals that I needed for my query" **(Carers Support and Development**

Officer, Through Age Carers and Community Support Team, Ceredigion County Council)

Another pilot site suggested that having limited appointments meant sometimes waiting weeks for an appointment to come up with a relevant practitioner. Though the service was commended for its short wait times, allowing access to practitioners quicker than the usual referral pathways.

The pilot sites found the booking system easy to use. Although one suggested that it could be somewhat complex for the public to use. The digital ability within the pilot sites varied, some sites found that telephone is often preferred to video calling as family and paid carers do not always feel confident using video and often not all have access to video calling.

"The booking system was accessible to me but may be complex for some members of the public" **(Dementia Support Worker, Alzheimer's Society Cymru)**

"There are some barriers to accessing the service, not all People I support have access to the internet or the confidence to book however I feel that this issue is decreasing due to the reliance on virtual support due to Covid-19" **(Dementia Support Worker, South East Wales, Alzheimer's Society Cymru)**

One of the most common suggestions from the pilot sites was to increase the awareness surrounding the Ask Us About Dementia service, to allow for it to be used more widely within healthcare. Although this was not done during the pilot stage as access was limited to the number of pilot sites so that public advertisement campaigns would have risked non-pilot sites showing interest and having to be turned away. For future longer term use, the service would have more public facing promotion to be able to spread awareness about the service.

Another suggestion was that more appointments be made available, and that there should be a system in which it notifies users of availability of upcoming appointments so that bookings can be done in advance. The releasing of the rota on a monthly basis would also help assist the pilot sites in organising the use of the service. One site suggested the use of a service for users to be able to stay connected after their appointment has taken place.

"More awareness of the service directly with service users – perhaps if there are no upcoming appointments, service users could sign up to be notified"

themselves. I work on a community-based service and when I have met the person's outcomes, I transfer back to our telephone 'keeping in touch' service, therefore if I don't know of any appointments before I finish working with the person, I'm unable to signpost them to the service" **(Dementia Adviser – Anglesey Alzheimer's Society Cymru)**

Despite some of the challenges they faced, all the pilot sites recommended the Ask Us About Dementia Service.

Family and Paid Carers

All 11 of the family and paid carers that were involved in the evaluation of the pilot service felt that the service on a whole had been invaluable and had an extremely positive experience when using it. Several carers felt that the pilot service was easy to use even with the virtual nature of appointments.

"Yes, it was an excellent service. Yes, it was good. It was easy to log on. I supported a service user to do it, but they did it virtually and I did virtually. I was just present to just give them confidence really" **(Paid carer)**

One carer commented that even though they were not an avid user of technology, they were able to set up and complete the virtual session. For another carer, they felt it was an easy booking system to use online and were grateful for the numerous dates that were available to choose from.

"I'm not IT literate as it were, but it was simple enough for me" **(Family carer)**

"Yes, it was easy to book online, and then they gave you a date then, a couple of days which were more convenient for yourself" **(Family carer)**

The ability to book an appointment from a series of available dates was also seen to be an advantage for carers, commenting on the convenience that this allowed for when trying to fit it into a carer's busy day.

"It was fine, and because they gave you different times to access it, you could do it then at your convenience, because it was such a busy time as it was, being a carer and that. You can book your time which you felt you were freer to do it" **(Family carer)**

For one family carer, their contact with the pilot service ensured that they were able to access additional support, something which would have not been possible without the conversations they had with their practitioners.

"I found them exceptionally helpful. In fact, when we had finished the discussion, they asked me if I knew about Dementia Adventures. I said, "No." Well, that was probably the finest contact they ever gave me. If it hadn't had been for them, I wouldn't have experienced what I've experienced since May last year" **(Family carer)**

By using the pilot service, this family carer was able to access significant support which alleviated certain stressors of being a carer and enabled a more positive experience. Signposting to Dementia Adventures was also the case for another family carer, who was incredibly grateful to hear of their services, and utilise these in the future.

"...Had I heard about Dementia Adventures? I said, "No. Who are they and what do they do?" Obviously, they run holidays for those living with dementia and those who care for those living with dementia" **(Family carer)**

The family carer went on to express how positive they found this experience to be, as it had provided him with something they never thought they could have achieved since receiving the prognosis of their partner. They also commented that without the Ask Us About Dementia Pilot Service, they would be "in the dark".

"We had a quite cracking day, yes, quite cracking days, and we've actually booked now with them, last week, to go to the Isle of Wight at the end of April" **(Family carer)**

"If it hadn't had been for those advisors, I wouldn't know anything at all about them. I would still remain in the dark" **(Family carer)**

The service was able to provide carers with a series of alternative support services and advice that they could contact, such as energy and heating suppliers, which proved to be invaluable.

"Yes, I think they gave me some places or contact numbers to ring" **(Family carer)**

"So that was good. He recommended that I go for the Warm Discount on my heating, so that's going to be another thing that's in the pipework" **(Family carer)**

"The one lady I'm thinking of particularly that I helped to... she was having absolutely no support at all and then following discussion with the memory nurse, and the music therapist was on that call as well, following their advice she was really able to, sort of, accept that it was time to ask for some external help. And from there, she arranged some sit-in service for herself, which was a really big help, just to give her, as a carer, to give her a break" **(Paid carer)**

When asked about the benefits of accessing and using the pilot service, many carers commented that they did save on parking and travelling to an appointment within a hospital.

"Oh, yes, that is right it saved me paying for parking and wasting time looking for a space, it was all beneficial" **(Family carer)**

One carer explained that they are a 'cross-border' patient, needing to access support and services a fair distance from where they live. Being able to have this appointment virtually was an invaluable experience, and something that often is not available.

"Because I'm a cross-border patient. We did have a little sub one in our village here. They closed that, so we had to go across the border into Neath Port Talbot for their head one. It's a couple of miles across the road. And it's the border things we have difficulty with, because my doctors in Neath Port Talbot and she has to go on a virtual ward to Powys to discuss [name removed] case" **(Family carer)**

A further benefit highlighted by a family carer was that by using the pilot service, they felt as if this had prevented being referred to another service and waiting list for support or advice.

"Yes, I suppose it did [prevent a waiting list]" **(Family carer)**

Several of the family members and paid carers felt they would use the service again, commending it for being an informative source that they could access without the trouble of a referral.

"It was very informative" **(Family carer)**

"The phone calls I had were really helpful in every way...everything was good" **(Family carer)**

While many carers had their appointments virtually, a small number of family carers had their appointments via telephone and would continue to use this mode of consultation in the future, due to not liking being visible on camera and having a preference for telephone.

"Oh, I'd prefer a telephone call. She actually did it for me instead" **(Family carer)**

"I prefer telephone, I do. I'm just old school" **(Family carer)**

For others, while they still found the service useful, they felt as though face-to-face services such as Admiral Nurses were still needed to ensure that a meaningful relationship and history could be made.

"It is a useful service but it doesn't replace things like Admiral Nurses where it is face to face, and they understand you and the dementia, the specific dementia of the person that you are talking to" **(Family carer)**

The family and paid carers also commented on the use of two practitioners on each call, some found that it was 'wasteful' and that one would be sufficient, while others thought that this system worked perfectly and allowed for maximum collaboration.

"That seemed like a waste of resources as well, like the other person could have been speaking to somebody else" **(Family carer)**

For one paid carer who found the service incredibly helpful, they mentioned that the option to send 'alerts' prior to the appointment would be a useful suggestion to take forward to remind them of appointments coming up so that they could book the most suitable session for their user and keep track of appointments if they had multiple users using it.

"Often, we get the alerts, an appointment that is being run or facilitators are running them the following week. For me, I think if I knew further in advance, I would probably have more time to suggest it to service users" **(Paid carer)**

Though the service did send reminders to pilot sites via email in advance, it may have been the case of them not distributing the information in enough time to the users. For future use it was suggested that contact details be given for the advisors and care workers so that they could receive the alerts directly.

Discussion

From the results, it is apparent that carers, pilot sites and practitioners can see that a dementia service such as this Ask Us About Dementia pilot service has potential to be utilised as a long-term service. It has been suggested that the Ask Us About Dementia service has provided many benefits such as providing support to dementia carers, helpful signposting to other services where needed, and given practitioners an opportunity to work alongside other disciplines which has increased connectedness across the dementia network.

The Ask Us About Dementia service across both of its phases was during the time of the COVID-19 pandemic. While this brought its own difficulties for many services within the NHS, the Ask Us About Dementia service was able to provide an additional benefit of utilising technology within healthcare during this time, and with a demographic that is typically associated with being users that use technology less. By being able to conduct a service in this way, it has added to [existing literature](#) that suggests there is no digital divide within Wales, and that individuals of any age can use technology within care.

The Ask Us About Dementia service has demonstrated many benefits, a small number of issues were raised that need to be considered moving forward. While some found the number of practitioners on call to be sufficient, the number was sometimes questioned by both practitioners and family carers. It was suggested that the use of any more than two practitioners would be overwhelming to people calling in, and some felt confident enough to lead the session solo. Doing the appointments individually, the practitioners felt that this would allow for more appointments to take place alongside the double practitioner ones, increasing the access to the service. The pilot sites sometimes felt having double practitioners meant waiting weeks for an appropriate practitioner to show up on rota. The family members and paid carers also felt that by including solo practitioner appointments as an option, it would allow resources to be used to their full potential.

Regarding the releasing of the rota, practitioners found it useful that it was developed and released a month in advance so that they could adapt their work schedule around this service. Although the pilot sites and carers felt that increasing their ability to see the rota in advance would allow for them to better organise their time and make sure that their patient could attend the most suitable session.

Results from practitioners, pilot sites and family and paid carers all suggest that the Ask Us About Dementia pilot service requires a further level of awareness. For practitioners, they felt as though an increase in awareness would be useful going forward if the service is to be rolled out nationally so that further dementia networks can be built amongst practitioners. Increasing the awareness surrounding the service may also allow for a greater number of available appointments with further variety of practitioners. Not only this, but for some practitioners who were not supported from within their roles and managers, an increase in awareness may allow for them to conduct their appointments as part of their normal role and have the support they need.

Pilot sites were also eager to ensure an increased level of awareness was made moving forward with this service as it would be easier for pilot sites to use, and easier to link up practitioners with service users. For paid and family carers, they were extremely grateful to have used the service and so felt that more awareness could support others in similar situations to receive the care and support they require.

What was noted as invaluable by all 3 respondents (practitioners, pilot sites, paid and family carers) was the ability the pilot service gave to signposting carers to other services that they may find useful, such as Dementia Adventures. Feedback surrounding signposting was positive, and in particular family carers were satisfied with this information.

Attend Anywhere Usage

The Ask Us About Dementia sessions took place using the NHS's video consulting service, Attend Anywhere. Practitioners, pilot sites, family members and carers each used the service virtually and from the comfort of their own homes or workplaces.

The practitioners commented that the platform was easy to use and navigate, and any problems with audio and visuals were solved by refreshing the platform on the

practitioner side. One practitioner found that during their involvement, it was difficult at times to stay feeling 'connected' with the carer using Attend Anywhere.

"At times it has worked really well, at other times it has prevented building connection with the caller" **(Speech and Language Therapist, HEIW)**

While the pilot sites, family members and paid carers reported no issues with the quality of the video or the AA platform itself, some had common issues with internet speed that led to delays in the image on screen. Though this issue did not interfere with the appointment.

"Just freezing and something but then got over that part. But yes, the quality was fine and really easy to access." **(Family carer)**

One family carer also commented that the use of a 2-way chat feature when still in the waiting room would be advantageous in ensuring that appointments ran to time for both carers and practitioners.

"The chat function told me that the appointment would be running late but it was not two way - I was unable to reply and say that. I would still have to leave at the original time so we only actually had 7 minutes to talk. If slots are not given sufficient time and run over, this is problematic" **(Family carer)**

Overall, no serious issues were identified with the platform and suggestions were to make an information pack to help in instances where practitioners and other users are unfamiliar with the platform. It was also suggested that the Attend Anywhere platform needs more awareness surrounding it.

Limitations

Due to the low number of responses from practitioners, pilot sites and paid and family carers, it is difficult to gather a full representation of the Ask Us About Dementia service. Despite this, the data above is an in-depth case study view of the experiences from those who have used the service, with additional suggestions and recommendations to take forward if this service is to be rolled out at a national level. This builds upon the Phase 1 evaluation.

To improve the service if it is to be rolled out nationally on completion of the pilot phase, data needs to be captured continually on a rolling basis, as many of the carers and family members contacted during this second phase, had completed their calls

in 2021. This meant that several carers struggled to remember specifics regarding their call, especially for those who are frequent users of several services simultaneously.

Recommendations

The results of this Phase 2 evaluation have yielded a series of recommendations to take forward when considering the future of this pilot service from practitioners, pilot sites and carers. These include specific recommendations from Pilot Sites, Practitioners, Family and Paid Carers regarding the dementia service and the virtual platform used within the pilot phase.

Dementia Service Recommendations

- Practitioners would like to see the pilot service rolled out nationally
- More advertisement of the service aimed at family carers was recognised as a needed improvement by practitioners
- Practitioners felt the option for solo sessions would be useful to ensure that practitioners who were confident could undertake these sessions, leading to more availability
- Pilot Sites would like to see a monthly timetable of which practitioners and appointments were available was seen to be a sought-after recommendation by the pilot sites to ensure a slick appointment process with their service users
- Implementation of a 'keep in touch' service
- One family carer was confused by the need to have two practitioners per call and felt that it was a waste of resources. They expressed that the option to just have 1 practitioner on certain calls would be more helpful, and links in with a number of practitioners who also would like to lead single calls
- An 'alert' option to notify users of upcoming appointments scheduled, so that they can share the most appropriate ones with service users would be a useful feature
- Increased awareness surrounding the service to allow for the service to be used more easily with more support

Virtual Platform Recommendations

- Practitioners suggested an information pack to help those less experienced use Attend Anywhere
- It was also suggested that the Attend Anywhere platform itself needs more awareness surrounding it
- Pilot sites suggested that some users struggled using the technology required. Something needs to be put in place to support this, access to Attend Anywhere tutorials and guides would be a useful addition
- Ability for the chat feature to be 2-way when you are still in the waiting room to ensure that time keeping can be updated for both parties

Appendix

Appendix 1

Topic list for carers

- What was your overall experience of using Ask Us about Dementia Service?
- Which practitioners did you have your appointment with?
- How did you find the IT and accessing the service virtually?
- How did you find the set-up of appointment?
- Was it easy to book?
- How was the wait time for the appointment?
- Did the biographies on the booking page help you
 - a) learn about different types of support available
 - b) book an appointment with someone who could help with your issue.
- Were you signposted to where you needed to be?
- Were you able to take action after appointment?
- Any suggestions going forward? (For the Dementia Service or for the AA platform)
- Would you use the service again?
- Would you recommend the service to others?

Appendix 2

Telephone Interview Prompt List

- Overall experience of using Ask Us about Dementia Service (How this was at time of access)
- How did you find the IT and accessing the service virtually
- How did you find the set-up of appointment/ease of booking/wait time for this appointment
- Did the biographies on the booking page help you a) learn about different types of support available b) book an appointment with someone who could help with your issue.
- Were you signposted to where you needed to be/were you able to take action after appointment

- Any suggestions going forward (for the Dementia Service or for the AA platform)
- Would you use the service again/recommend it to others?
- Keen to hear about which practitioner caller had appointment with (audiology/music therapy new)

Appendix 3

Practitioner email to gain feedback

Hello

You are being contacted because of your involvement within the Ask Us About Dementia Pilot Service. By taking part in this evaluation, you are helping to provide valuable information to improve the Ask us about dementia service to help continue its use going forward.

Please reply to this email with your answers/thoughts on the following questions:

1. What have you gained from your involvement in Ask us About Dementia?
2. Did you receive back pay for your time on the Ask Us About Dementia Service? Was this a deciding factor for yourself?
3. Have you experienced any challenges or barriers to your involvement in Ask us About Dementia?
4. What has been your experience of using Attend Anywhere (the digital platform)?
5. If rolled out nationally as the service currently stands, do you believe this service is helpful?
6. After the pilot, will your Health Board maintain national work, or will it be local?
7. How did you find the setting up of the rota? Was it an efficient method?
8. Were two practitioners a suitable amount for each call?
9. Would there be anything you would improve about the deliverance and setup of the service (or Attend Anywhere specifically)?

Do you think Ask us About Dementia pilot has achieved it's aims which are:

1. Provide timely access to expert advice and signposting on dementia care using telehealth
2. Increase awareness of the Allied Health Professions and improve access to their expertise
3. Support peer learning between health and social care practitioners

Appendix 4

Pilot Site email to gain feedback

Hello,

You are being contacted because of your involvement within the Ask Us About Dementia Pilot Service.

What we are trying to achieve:

The Ask us About Dementia pilot was developed as a response to the Covid-19 pandemic to increase dementia support for family carers and care workers. The purpose of the service is to provide a video appointment, creating opportunities to connect with specialist dementia practitioners for advice in a timely manner that avoids the need for face-to-face contact.

Technology Enabled Care (TEC) Cymru and Ask about Dementia are working together to evaluate this service and its use of Video Consulting (VC) within this. As stakeholders, we would like to capture data surrounding your experience of using the Ask Us about Dementia service.

What we would like from you:

By taking part in this evaluation, you are helping to provide valuable information to improve the Ask us about dementia service to help continue its use going forward.

If you would like to arrange a short telephone call so that we can discuss your experience, please do reply with your contact details and availability. If you would prefer to respond via email, **please reply to this email with your answers/thoughts on the following questions:**

Questions about service:

1. Tell us about your experience with the service (e.g., what have you gained from being involved, have you experienced any challenges or barriers)
2. How often have you used this service? Would you continue to use it? If not, what is stopping you?
3. Do you think it is the right type of service to meet the needs of the demographic for future use?
4. Were all staff made aware that this pilot service was available to offer appointments?
5. Appointments from Ask Us About Dementia practitioners are on a rolling basis, how did you find this? (e.g., did you have any difficulties booking the appointment you needed? How did you find the availability of practitioners? How was the wait time?)
6. Tell us about any suggestions you might have for the service going forward (e.g., greater availability and choice of practitioner type, more awareness of service)
7. Would you recommend this service to others?

Questions regarding VC:

8. How did you find the booking system?
9. Do you think the carers/care workers the service was referred to had the digital ability to undertake the VC?
10. If you have accessed the service yourself, how was your sound and image quality when connecting to the practitioners?

11. Do you have any suggestions for how attend anywhere can be improved?

Thank you for taking the time to tell us about your experiences and opinions on the Ask Us About Dementia Pilot Service.

Authors and Referencing of the Data

On behalf of the 'Ask Us About Dementia' pilot support service, Technology Enabled Care Cymru were commissioned as independent researchers. The data was recruited, collected, analysed & written up independently for the 'Ask Us About Dementia' pilot by the TEC Cymru in-house Research & Evaluation Team, forming an independent perspective.

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Referencing the Data: When using the data as a source please reference the authors and main owner (TEC Cymru) of the data appropriately.