

Using the Quality Improvement Framework for Dementia Post-Diagnostic Support as part of the East Edinburgh Cluster Primary Care Project

The Quality Improvement Framework for Dementia Post-Diagnostic Support in Scotland is a service self-assessment tool to support and improve the delivery of post-diagnostic support.

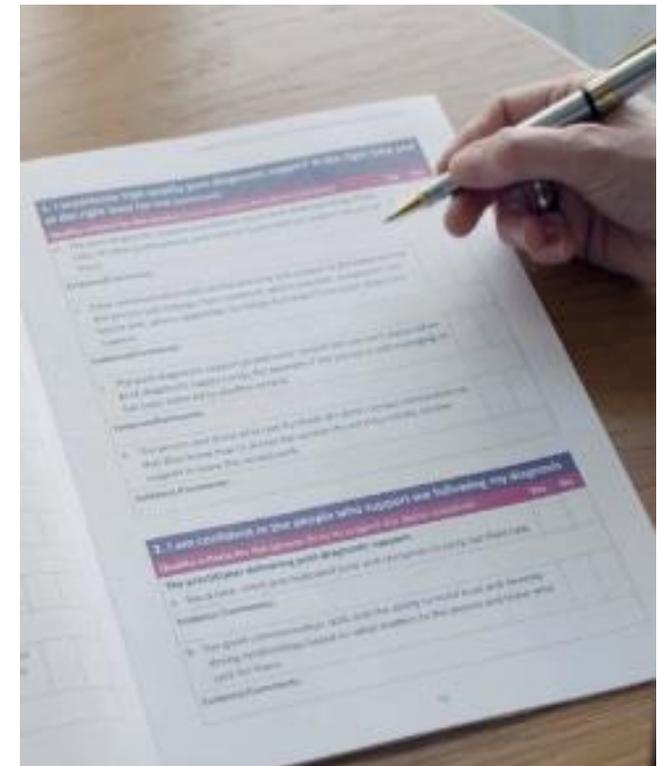
The framework was developed in collaboration with dementia practitioners, people with dementia and carers.

In this case study, the Dementia and Memory Support Service in the East Edinburgh primary care cluster share their experience of using the framework to identify areas for improvement.

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The quality improvement framework is useful as a communication tool and gives a focus for improvement”.

Becki Ballard,
Project Manager



Background



The Dementia and Memory Support Service is a pilot project in the East Edinburgh cluster testing the delivery of pre-diagnosis and post-diagnostic support (PDS) in primary care settings. Becki Ballard, Project Manager, had been involved in the consultation work held to produce the Quality Improvement Framework, and had liked the framework's focus on quality. The project decided to use the framework to consider their strengths and areas for improvement.

Approach



Becki completed the framework and identified three priority areas for improvement. She shared the completed framework and priority areas with the pilot project's steering group. Key points and learning from this approach are shared below.

Collecting evidence

- Becki reported that gathering the evidence to inform the framework took time initially. She learned it was helpful to refer to the section of the framework providing examples of evidence for inclusion. She found this made the process quicker and easier.
- The service collated evidence to inform the framework. To do this, Becki used information already held by the service.

Identifying priority areas for improvement

- Becki found identifying three priority areas for improvement to be a helpful part of the process. She used the [improvement plan template](#) to record this.

Sharing with the steering group

- Once Becki had collated the evidence and drafted the priorities for improvement, this information was shared with the steering group. The steering group had the opportunity to comment on the evidence, and agree the priorities for improvement.

More information



The Dementia and Memory Support Service are participating in a pilot project as part of Focus on Dementia's work to test the relocation of diagnosis and PDS services into primary care. [Read our webpages](#) to find out more about this work.

Visit the [Focus on Dementia webpages](#) to find out more about the Quality Improvement Framework for Dementia Post-Diagnostic Support in Scotland.

Impact



The Project Manager highlighted areas where the Quality Improvement Framework had supported their work.

- **Demonstrated the impact of the pandemic on service delivery**
Becki had completed parts of the framework both before the pandemic and during the pandemic. A comparison of the completed self-assessments provided useful evidence about the impact of the pandemic on delivery of the service. The team were able to use this information to inform their response to these issues. For example, the team identified a suitable video conference tool for peer support and group sessions when face to face meetings were not possible.
- **Monitoring of inequalities**
Evidence collected within the framework demonstrated that levels of PDS uptake were lower in certain areas. Becki plans to focus on understanding why this is as part of future improvement work.
- **Communication tool**
Becki found the framework useful as a tool to communicate with the steering group. The steering group fed back that they had also found it helpful to review the completed framework.