



## Impact Case Study

**Title:** Delivering diagnoses sensitively to Dementia patients

### **User testimonial:**

*“It allowed me to devise a training day, with theory and researched knowledge as a pillar of the training. We now have experienced and confident clinicians able to take certain types of patients to discuss in supervision with a MAS consultant where a diagnosis can be made, a plan of care decided and the clinician can then deliver the diagnosis to the patient and carer rather than the person have to wait for 7-9 months for a medic to see them.*

*Clinicians are more confident and skilled now, non-complex patients can be seen and treated earlier than before, our waiting list is going down and the consultants can concentrate on more complex or difficult to diagnose cases.*

*The literature search was a key part of what we did and will continue doing. There is a real impact to this, so thank you”.*

**Mental Health Nurse, Dorset HealthCare University NHS Foundation Trust.**

### **Challenge:**

The requester was seeking to develop a training programme to up-skill the confidence of the clinicians’ in their team in delivering diagnoses made by the diagnosing practitioner. The challenge therefore was to find appropriate and up to date papers that explored aspects of delivering sensitive diagnoses, with particular focus on dementia.

### **Solution:**

In addition to the Clinical Leadership team making use of the monthly Dementia bulletin that is produced by the KLS team. The requester approached the KLS team for an evidence based literature search. A librarian undertook a literature search of the healthcare

databases - CINAHL, MEDLINE, PsychInfo and the Psychology and Behavioral Sciences collection and supplied a number of articles.

### **Immediate and future Impact:**

Articles selected from the literature search were used during the training that was devised and implemented. The evidence enabled *“the clinicians to help them think around the subject, and reflect on the knowledge and skills needed to deliver an effective diagnosis. The reading and discussing of the articles formed the key part of the morning's training.”*

Whilst already having impact it is anticipated the future impact of a competency training framework based on the evidence provided will *“reduce the diagnosis waiting list, increase the skills and knowledge of the clinicians, increase the team working aspect of the MAS teams, offer a more responsive and rapid diagnostic pathway to possible treatment options for those with non-complex diagnoses and offer patients the chance to have their whole treatment journey through MAS with one clinician rather than seeing different people they haven't met before.”*

### **Success factors:**

The KLS literature search offer can directly contribute to patient care “it was exactly what we needed”.

### **Our Lessons learnt:**

The services we offer to our users complement and enhance each other. In this case, our Current Awareness bulletins signposted to the full range of our Knowledge and Library service offer, leading to this request for a Literature Search.

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