

22nd August 2024

To whom it may concern,

Re: Memory Clinic Statement

ReMind UK is very proud to be the provider of a CQC rated “outstanding” memory service to our community in Bath and North East Somerset. We have delivered this high-quality service for over 25 years, being one of the first memory clinics in England and setting the standard for many others. We employ a caring and dedicated team, all of whom go above and beyond for people impacted by dementia.

Over the last three years, we have seen a 20% increase in referrals to our clinic, however the income we receive through the NHS contract has not kept pace, increasing by just 4.9% over the same period.

This, as well as escalating costs has inevitably led to a much longer waiting list for our service, as we struggle to meet the increasing demand within the resources we are allocated. We never compromise on care and our consultations remain of the highest quality.

Waiting times will continue to increase for the remainder of this year and, unfortunately, into next year without additional funds.

As a charity we continually manage the tension between increasing demand for our services and finite income. In the past we have supported the memory clinic’s expert assessment, diagnosis and care using other income sources to help bridge the shortfall in funding from the NHS. This is no longer manageable or affordable.

We hope that with new contracts from March 2025 there will be opportunities to discuss the funding model for dementia services in Bath & North East Somerset, in light of the rising demand and our desire to continue delivering top quality care.

Until then, we would like to reinforce our commitment to managing our growing waiting list and to reassure people affected by memory challenges, and our supporters, that we are doing everything within our power to meet the demands that are being placed on us without any drop in the care and quality we are so proud to have been providing for so long.

Yours faithfully,

Melissa Hillier

Chief Executive Officer

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