

Diagnostic Clinical Neuropsychology Service

This leaflet provides information on the Clinical Neuropsychology Service. If you have any further questions, please speak to a doctor or nurse caring for you.

What is the Diagnostic Clinical Neuropsychology Service?

You have been referred to our service for a neuropsychological assessment so that we can find out about difficulties you may be having with your cognitive functioning (e.g., thinking skills such as memory, concentration, problem-solving, language or visual skills). Neuropsychological assessment will help us to understand your current strengths and difficulties and consider possible influencing factors like mood. This will help us to find the most appropriate treatment or advice for you.

How can Neuropsychology help?

The aim of the appointment is to help you:

- Make sense of why some tasks are difficult for you.
- Identify strategies to help memory, concentration or other thinking skills.
- Facilitate the diagnostic process under the care of your Neurologist.
- Provide information on other services that may be able to help.

Who can attend / receive the service?

The service only accepts referrals from hospital clinicians (e.g., your consultant neurologist).

Where do I need to go?

You will be sent an appointment letter to your home address with the time and venue of your appointment. Appointments usually take place in Neurology Outpatients, Atkinson Morley Wing, St. George's Hospital.

What do I need to bring with me?

1. Bring a relative or friend who knows you well.
2. Your reading glasses and hearing aids if you have any.

What happens at my appointment?

We will ask you about the kind of problems you are having and your friend or relative will be asked for their views about any difficulties or changes they have noticed. We usually ask you to do a variety of paper and pencil tests, which can involve reading, drawing and looking at pictures. These are designed to measure your brain's functioning, in abilities such as memory and concentration.

People usually perform better when they are alone in the room with the examiner, so we ask that relatives or friends are not present while the tests are conducted. The assessment will take approximately three hours but this differs from patient to patient and will be discussed with you at the beginning of the appointment.

What happens after my assessment?

The results will be discussed with you that day or at another agreed time with the neuropsychologist or your consultant neurologist. This will include recommendations for future care. A report will also be sent to the person that referred you and we will discuss with you if you would like this to be copied to your GP.

Does it cost anything?

Treatment is normally free to UK residents. However, all NHS Trusts in the UK are legally obliged to assess whether a person accessing NHS hospital treatment is entitled to receive it.

What should I do if I cannot get to an appointment?

If you cannot attend your appointment, please contact our Booking Team as soon as possible: ☎ **020 8725 4321**. They will arrange an alternative date. If you no longer wish to be seen please let us know as soon as possible so that we can offer your appointment to someone else.

What should I do if I would like an interpreter to attend an appointment with me?

If you need an interpreter, please contact our Booking Team: ☎ **020 8725 4321**. Although family members or friends can be helpful in translating information, it is important that the tests administered during neuropsychological assessment are facilitated by a trained interpreter, so please inform the Booking Team if English is not your first language.

Confidentiality

All members of staff working with our service are bound by rules of confidentiality set by the NHS Code of Practice and professional bodies. We would be happy to discuss issues related to confidentiality at your assessment should you wish to do so.

Contact us

If you have any questions or concerns about your appointment or about the Clinical Neuropsychology Service, you can telephone us ☎ **020 8725 2470**. Our office is open 9am until 5pm, Monday to Friday. Out of office hours you can leave a message.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you advice and information when you have comments or concerns about our services or care. You can contact the PALS team on the advisory telephone line Monday, Tuesday, Thursday and Friday from 2pm to 5pm.

A Walk-in service is available:

Monday, Tuesday and Thursday between 10am and 4pm

Friday between 10am and 2pm.

The Walk-in and Advisory telephone services are closed on Wednesdays. Please contact PALS in advance to check if there are any changes to opening times.

PALS is based within the hospital in the ground floor main corridor between Grosvenor and Lanesborough wings.

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS UK

The NHS provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health. **Web:** www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. **Tel:** 111

AccessAble

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



Reference: NEU_DCNS_LP_02 **Published:** March 2025 **Review date:** March 2027