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From: Public
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Subject: Audiology Service

REQUEST & RESPONSE

Audiology Service FOI questions

Contractual Arrangements

- Is your routine audiology service for those 18 and above commissioned via an AQP contract or other contract?

[AQP and other](#)

- Is there more than one contract in place for those aged 18 and above requiring routine audiology?

[Yes](#)

Patients

- How many direct access audiology patients do you see per year? –if there is more than one contract please break down by contract NB ***

[477 First Assess](#)

[1877 Reassess](#)

[\(Of which 870 are AQP –the rest are other\)](#)

- How many AQP patients do you see per year? (please provide breakdown by location)***

[870](#)

*** taken the phrase “patient you see” to mean referrals

Access to Services

- What locations do you provide services from?
[St Helens Hospital , Whiston Health Care Resource Centre \(Aftercare only\)](#)
- How many clinics and what days do you provide at each location?
[10 clinics at St Helens, 1 at Whiston on an ad-hoc basis](#)
- Do you provide a same day hearing aid assessment & fit pathway?
[Yes](#)
- Do you provide a walk in aftercare service for your patients?
[No – all aftercare is by appointment](#)

- Are aftercare services available across all locations?
Yes
- How are patients referred into your service?
E referral, ENT referral, "Other" specialities/clinicians and Self Referrals for reassessment.
- What referral forms are available?
None (although referrers need to comply with published criteria)

Audiology Waiting Times

- Using your latest recorded figures please state the percentage (%) of patients that were seen within the national target waiting time and the time period to which this figure refers.
100% seen within national target time (April 2018 to March 2019)

b. Please confirm the waiting times to the following parts of your pathway:

- First assessment- < 14 days
- Fitting - < 21days (or same day)

(Unless patients choose to wait longer)

Domiciliary service

- Do you offer a home visiting service to patients?
Yes
- How many days per month are available for home visits?
1
- Do you provide follow ups at home once patients have been fitted?
Yes
- How do you provide aftercare for home visiting patients?
Postal or 3rd party appointment

Lost hearing aids

- Do patients pay for lost or damaged aids? Yes
- How many replacement aids are patients allowed? As many as required

Re-assessment

- Do you offer a re-assessment of patients' hearing needs and after how long?
[Reassess after 3 years \(or before if clinically indicated\)](#)
- When patients are eligible for a new aid, are they able to self-refer back into the service or is a new GP referral sought?
[Self-referral for reassessment – no new GP referral required.](#)