

Ref no: 030190614  
From: Research  
Date: 19/06/14  
Subject: Hearing Devices

## REQUEST & RESPONSE

1) Please confirm or deny if there is a mandatory requirement for patients referred to the Trust for suspected age related hearing loss to be seen as general outpatients prior to being referred to audiology services.

St Helens and Knowsley Hospitals Audiology services accept direct referrals for adults with suspected age related hearing loss. There is no need for these patients to be seen as general outpatients.

2) Please supply details of the defined pathway for a patient referred for suspected age related hearing loss.

NB As per "AQP pathway"

GP referral –Patient must have wax free ears, history of gradual onset, no asymmetry and no ENT pathology.



ASSESSMENT - Full history of nature and duration of loss. Patients subjective perception of problem and perception of /effect on significant others. Examination of external auditory meatus, pinna and tympanic membrane. Pure tone audiometry (tympanometry if indicated). Explanation of same and discussion of benefits from amplification (if appropriate) and patients' expectations. If amplification not indicated advised on listening techniques and **discharged** at this point.

(If fitting not possible at this point a further appointment scheduled within 22 days ,impressions may also need to be taken)



FITTING (same day if possible) – Hearing aid(s) fitted, verified and full instructions on how to obtain most benefit from device(s). Care and maintenance of hearing aid(s) advise given.



FOLLOW UP- assessment of hearing aid benefit and usage. Further advice regarding environmental aids and support services. Advised on on going care and maintenance.



DISCHARGED to on going care pathway-hearing aid users have open access to servicing and repair services for 3 years when they will be recalled for assessment of Hearing aid benefit. If hearing aids are not beneficial the patient will begin as per ASSESSMENT again. If hearing aids are still satisfactory on going care and maintenance continued.

3) Please list the total number of

- (a) new adult hearing devices fitted by the Trust in the 2014-15 year to date and each of the last two financial years

2012/2013 = 1710

2013/2014 = 1789

2014/20145 YTD = 236

(b) replacement adult hearing devices fitted by the Trust in the 2014-15 year to date and each of the last two financial years

2012/2013 = 1576

2013/2014 = 1545

2014/2015 YTD = 246

(c) patients who have been assessed and fitted for a hearing device on the same day in the 2014-15 year to date and each of the last two financial years and

2012/2013 = 1845

2013/2014 = 1695

2014/2015 YTD = 281

- (d) after-care appointments carried out by the Trust in the 2014-15 year to date and each of the last two financial years.

2014 /2015 YTD = 2850

2013/ 2014 = 13134

2012/2013 = 13148

4) Please list the makes and models of hearing aids currently fitted by the Trust.

OTICON – Zest ,Zest plus ,Zest Communicate , Synergy 85 ,Synergy100 and Vigo pro plus (for patients with specific clinical need)

PHONAK – Nathos micro , M , SP W , UP W, Cassia cross (for patients with specific clinical need)

DANALOGIC – Clip (for patients with specific clinical need)

5) Please supply the number of staff who carried out hearing aid fittings in the last financial year, broken down by Agenda for Change staffing grade.

1 X WTE BAND 8 , 1 WTE BAND 6 , 5 WTE BAND 5.

6) Please supply details of the price (tariff) paid by the Local Clinical Commissioning Group for each

- (a) a hearing assessment
- (b) a monaural hearing aid fitting
- (c) a binaural hearing aid fitting and
- (d) after-care visits.

Answer

- a) £55.48
- b) £225.00
- c) £332.88
- d) No charge

7) Please confirm or deny whether the Trust applies a market forces factor charge to this price.

Confirm trust applies MFF

9) Please supply details of the market forces factor charge that is added to the price.

Answer

1.043069

10) Please confirm or deny if the Trust collects data on any of the following outcomes achieved for people attending adult hearing services

- (a) patient experience Y
- (b) patient satisfaction Y
- (c) referral to treatment time Y
- (d) patient choice Y
- (e) personalised care Y
- (f) other (please specify) Referral to assessment time

11) Please supply details of the outcomes achieved for people attending adult hearing services provided by the Trust.

No **numerical** outcomes recorded

12) Please confirm or deny if the Trust currently subcontracts for any audiology services to any other providers.

No subcontracts

13) Please list all providers that the Trust holds subcontracts with to provide audiology services.

N/A

14) Please list all of the locations where your trust holds NHS Adult Hearing Clinics from (including community locations).

St Helens Hospital

Whiston Health Care Resource Centre