

9 May 2017

Our Ref: RFI 20075

Dear

**Freedom of Information Act 2000
Information in Relation to Adults with Hearing Loss**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 3 April 2017.

A response to each of the questions raised has been provided in the format requested by the Hospital Services Directorate and is attached in Appendix A. Please note that under the Quality Questions, Number 3, the Directorate requires further information in order to respond.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**L McAree (Miss)
Head of Information Governance &
Directorate Support**

Enc

RFI 20075

Appendix A

Name of Trust: SOUTH EASTERN

We submit the Fol questions below to better understand local services for adults with hearing loss.

1. WORKFORCE

W1) How many full time equivalent qualified/registered audiologists do you have?
(Please include audiologists and clinical scientists here)

8.2 Whole Time Equivalent (WTE)

W2) How many full time equivalent non-qualified/non-registered* audiologists do you have?
(Please only include those that are paid and directly support audiologists - e.g. technicians that provide hearing aid repairs. Please exclude volunteers and administrative support)

2 WTE

W3) Do you use volunteers in any part of the patient pathway?

Yes - Joint working with voluntary organisation who offer support/advice to hearing aid users.

W4) Do you have sufficient numbers of qualified/registered audiologists to meet local needs in a way that allows quality services to be delivered?

No, see response provided to W5 below.

W5) What plans are in place to increase the number of qualified/registered audiologists, and how long is this expected to take?

Regional Workforce review undertaken – outcome/recommendations pending

*Staff that are not qualified to a level they can register with the HCPC or RCCP as audiologists. This might include assistants that support repair clinics for example.

2. Activity/Access

A1) What percentage of patients that are **referred to you** for a hearing assessment are referred from ENT, and what percentage are referred via direct access audiology referral criteria from their GP?

4 % referred from ENT
96 % referred from GP

A2) What percentage of adults that you assess **do you refer** on to ENT (e.g. because of pathology or for a second opinion), and what percentage do you refer back to the GP *without* fitting hearing aids (e.g. because of wax)?

Approx 7% referred to ENT
Approx 2 %referred back to GP without fitting hearing aids

A3) How many adult hearing assessments did you do in 2015/16?

2937

A4) How many adults did you fit with hearing aids in 2015/16? And how many were new patients?

The number of adults fitted with hearing aids for 2015/2016 was 4681.
A total of 1664 were new patients for 2015/2016..

A5) What proportion of people fitted with hearing aids receive a follow-up?

Follow ups are arranged at the patients request.

A6) On average, how many times per year do people fitted with hearing aids access aftercare?

2-3 times per year.

A7) How long, on average, do adults wait for each of the following: please provide details for the last two quarters.

| | Q3 (2016-17) | Q4 (2016-17) |
|---------------------------|--------------|--------------|
| Initial assessment: | 40 weeks | 21 weeks |
| Fitting of hearing aid(s) | 20 weeks | 12 weeks |
| Follow-up post fitting: | | |
| Aftercare: | 3-4 weeks | 1-2 weeks |

A8) Please list all locations at which you provide adult hearing services. And at each location please explain which services are offered and when. So for example if you provide the entire pathway five days a week at an acute hospital, but aftercare 1 day a week in a local GP practice please complete the table so it

is possible to assess how local people are able to access hearing care services.

| Location | Service(s) provided | Days and times |
|---------------------------|---------------------|--|
| Ulster hospital Dundonald | Complete pathway | Different aspects of service delivered on different days – the service is delivered on 5 days a week |
| Bangor Hospital | Complete pathway | Different aspects of service delivered on different days – the service is delivered on 4 days a week |
| Lagan Valley Hospital | Complete pathway | Different aspects of service delivered on different days – the service is delivered on 4 days a week |
| Downe Hospital | Complete pathway | Different aspects of service delivered on different days – the service is delivered on 4 days a week |

Add rows as required

A9) Do you provide a domiciliary service for people unable to attend the sites listed in response to question A8? And if so, how many domiciliary hearing assessments were done in 2015/16.

Provide a domiciliary hearing assessment service

Yes – 43 domiciliary hearing assessments were provided in 2015/16

3. Quality

Q1) Please attach any local adult hearing service specification(s). If you do not have a service specification, please state there is no service specification below.

There is no service specification

**Q2) How do you measure quality?
(e.g. please state whether or not you measure outcomes, how you ensure continuous quality improvement in your adult hearing service etc.)**

Adult Audiology Quality Standards as adopted by Department of Health.

Q3) Please provide data/information on quality of adult hearing services based on the items listed in response to Q2.

Further detail required

Q4) What is your bilateral fitting rate?

Approx 30% of new patients – this is increasing

4. Costs

C1) Please explain how adult hearing services are procured locally?

Commissioned as part of Audiology& ENT Service

C2) Please explain the reimbursement system in place for local adult hearing services in detail: i.e. please provide the most precise unit of analysis. For example if you have only knowledge of block contract without any marginal cost, then provide the value of the block contract and what it covers. If you know the marginal rate of reimbursement for each service line then provide this.

N/A