

Date: 12/11/2015

FREEDOM OF INFORMATION REQUEST 012489 – Adult hearing services

Please see response below

Questions 13 to 17 - Prices given for AQP contracts only

- Adult refers to patients aged 18 and over that are managed by audiology (e.g. noise and age-related hearing loss and people discharged from ENT). NB. we appreciate that in most cases this will simply cover Direct Access Audiology patients
- Prices and activity refer to the NHS financial year 2014/15 – i.e. historical data

Q1) How many adult patients do you have on your audiology database?

A1)

32,962 as of 28/10/15

These adults are registered on our system and are not necessarily active or were at any time audiology patients, this includes those used to be registered for use at community ENT only (historically)

Q2) How many qualified audiology staff do you have?

(Please include audiologists and clinical scientists here)

A2)

14 of which 11.74 WTE

Q3) How many non-qualified audiology staff 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)

A3)

2 WTE

Q4) Do you use volunteers in any part of the patient pathway?

A4)

Yes (please explain how – e.g. aftercare provided by a charity:)

No

Q5) What % of patients that are referred to you for a hearing assessment are referred from ENT and what % are referred directly from their GP?

A5)

6.31 % referred from ENT

93.69 % referred from GP

Q6) What % of adults that you assess do you refer on to ENT (e.g. because of pathology or for a second opinion) and what % do you refer back to the GP *without* fitting hearing aids (e.g. because of wax)?

A6)

0 % you refer to ENT – as a department we do not refer adults direct to ENT

Information not held - % you refer back to GP without fitting hearing aids

Q7) How many adult hearing assessments did you do in 2014/15?

A7)

2178

Q8) How many adults did you fit with hearing aids in 2014/15? And how many were new patients?

A8)

Number of adults fitted with hearing aids 1334

Number of these that were new patients - Not able to identify as not recorded

Q9) What is your bilateral fitting rate?

A9)

50.18% **adults** fitted with two hearing aids

Q10) Are you providing adult hearing services to NHS commissioner(s) under Any Qualified Provider (AQP)?

A10)

Provide adult services under AQP

Yes (if yes, please list all CCGs that you provided this service to in 2014/15 below)

No (if no, please skip to Q13)

List all CCGs: Dudley CCG, Birmingham Crosscity CCG, Birmingham South and Central CCG, Sandwell and West Birmingham CCG, Walsall CCG, Wolverhampton CCG, South East Staffs and Seisdon Peninsular CCG, South Worcester CCG, Wyre Forest CCG

Q11) In the financial year 2014/15 did you hold any other contract, with **any** of the CCGs listed in answer to question 10, to provide services to the same group of patients as your AQP contract?

(e.g. did you hold a block contract at the same time as a AQP contract for adults with age-related hearing loss)

A11)

Yes (if yes, please list all the CCGs where this was the case below)

No (if no, please skip to Q13)

List all CCGs:

As per question 10

Q12) As of July 2015 do you still hold any of the contracts listed in answer 11?

A12)

Yes (if yes, please list all CCGs below)

No (**please skip to Q13**)

List all CCGs:

As per question 10

Q13) In the year 2014/15, under what type(s) of contract did you provide adult hearing services?

A13) Please note: Questions 13 to 17 - Prices are given for AQP contracts only

Please tick **ALL** that apply

- Block Contract
- Non-mandated national tariff/Payment by Results
- AQP tariff
- Cost per case
- Other – (Local tariff)

Q14) In 2014/15 what did you charge your CCG(s) for an adult hearing assessment?

A14)

PLEASE COMPLETE FOR YOUR MAIN CCG

Main CCG name here: Dudley CCG

£49 for AQP assessments (excluding market forces factor)

£N/A (inclusive of any local adjustment. **If no adjustment insert N/A**)

PLEASE ALSO COMPLETE THE FOLLOWING SECTION IF YOU CHARGE DIFFERENT RATES TO DIFFERENT CCGs. OTHERWISE GO TO NEXT QUESTION

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

(please continue on separate piece of paper if necessary)

Q15) In 2014/15 what did you charge your CCG(s) for fitting one hearing aid? (Please include hearing assessment, fit and hearing aid for an adult patient)

A15)

PLEASE COMPLETE FOR YOUR MAIN CCG

Main CCG name here: Dudley CCG

£225 price for fitting one hearing aid including assessment (excluding market forces factor)

£N/A (inclusive of any local adjustment. **If no adjustment insert N/A**)

PLEASE ALSO COMPLETE THE FOLLOWING SECTION IF YOU CHARGE DIFFERENT RATES TO DIFFERENT CCGs. OTHERWISE GO TO NEXT QUESTION

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

(please continue on separate piece of paper if necessary)

Q16) In 2014/15 what did you charge your CCG(s) for fitting two hearing aids? (please include hearing assessment, fit and two hearing aids for an adult patient)

A16)

PLEASE COMPLETE FOR YOUR MAIN CCG

Main CCG name here: Dudley CCG

£319 for fitting 2 hearing aids plus assessment (excluding market forces factor)

£N/A (inclusive of any local adjustment. **If no adjustment insert N/A**)

PLEASE ALSO COMPLETE THE FOLLOWING SECTION IF YOU CHARGE DIFFERENT RATES TO DIFFERENT CCGs. OTHERWISE GO TO NEXT QUESTION

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

(please continue on separate piece of paper if necessary)

Q17) What do you charge your CCG for one follow-up appointment for an adult patient?

A17)

PLEASE COMPLETE FOR YOUR MAIN CCG

Main CCG name here: Dudley CCG

£23 (excluding market forces factor)

£N/A (inclusive of any local adjustment. **If no adjustment insert N/A**)

PLEASE ALSO COMPLETE THE FOLLOWING SECTION IF YOU CHARGE DIFFERENT RATES TO DIFFERENT CCGs. OTHERWISE GO TO NEXT QUESTION

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

(please continue on separate piece of paper if necessary)

Q18) What do you charge your CCG for aftercare visits?

(Please state how much you charge and how often. E.g. if you charge for each time a patient visits, please select "each visit", if you charge a flat fee per year please select "each year").

A18)

PLEASE COMPLETE FOR YOUR MAIN CCG

Main CCG name here: Dudley CCG

£23 (excluding market forces factor)

£N/A (inclusive of any local adjustment. **If no adjustment insert N/A**)

How often did you make this charge?

- Charged this fee for each aftercare
- Charged this fee once per year regardless how often the patient attended
- Charged this fee once every three years regardless how often the patient attended
- Other (if ticked please specify here:)

PLEASE ALSO COMPLETE THE FOLLOWING SECTION IF YOU CHARGE DIFFERENT RATES TO DIFFERENT CCGs. OTHERWISE GO TO NEXT QUESTION

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

How often did you make this charge?

- Charged this fee for each aftercare
- Charged this fee once per year regardless how often the patient attended
- Charged this fee once every three years regardless how often the patient attended
- Other (if ticked please specify here:)

Name of CCG is

£ (excluding market forces factor)

£ (inclusive of any local adjustment. **If no adjustment insert N/A**)

How often did you make this charge?

- Charged this fee for each aftercare
- Charged this fee once per year regardless how often the patient attended
- Charged this fee once every three years regardless how often the patient attended
- Other (if ticked please specify here:)

Q19) How often does a typical adult hearing aid user visit you for an aftercare each year?

A19)

Twice a year

Q20) 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.)

A 20)

- Client Oriented Scale of Improvement Questionnaire (COSI) completed with patient before and after fitting.
- Individual Management Plans (IMP) agreed with patient and reviewed
- Regular team meetings to discuss all aspects of the service
- Patient experience questionnaires
- Annual appraisals for all staff

- Monitor compliments and complaints and act on them as necessary