

Freedom of Information request 013980

20/3/18

Audiology Service FOI questions

Contractual Arrangements

Is your routine audiology service for those 55 and above commissioned via an AQP contract or other contract?

We accept referrals from both AQP and non-AQP routes

Is there more than one contract in place for those aged 55 and above requiring routine audiology?

Yes, as above

Patients

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

1/3/17 to 28/2/18 – 2312 patients

How many AQP patients do you see per year?

1/3/17 to 28/2/18 – 2988 patients

Access to Services

What locations do you provide services from?

Routine audiology service provided from the Audiology Department, Brierley Hill Health and Social Care Centre

How many clinics and what days do you provide at each location?

Clinics are available Monday – Thursday 8-6 and Friday 8-5.30

Number of clinics dependant on number of referrals

Do you provide a same day hearing aid assessment & fit pathway?

No

Do you provide a walk in aftercare service for your patients?

No

Are aftercare services available across all locations?

Yes

How are patients referred into your service?

Referrals for routine audiology services are accepted via GPs using the e-Referral system

What referral forms are available?

2 standard referral forms are available

1 for AQP and 1 for non-AQP referrals

Domiciliary service

Do you offer a home visiting service to patients?

Yes

How many days per month are available for home visits?

Home visits are possible every working day of the month

Do you provide follow ups at home once patients have been fitted?

Yes

How do you provide aftercare for home visiting patients?

We provide aftercare for all home visit patients on request by patient or carer/relative

Lost hearing aids

Do patients pay for lost or damaged aids?

Yes, but there are exceptions which are included in our policy

How many replacement aids are patients allowed?

No definite limit set. It is subject to individual circumstances and need

Re-assessment

Do you offer a re-assessment of patients' hearing needs and after how long?

If during any appointment within our service the clinician seeing the patient may make a decision based on their clinical assessment of the patient and book the patient in for a reassessment of their hearing aid provision

If a patient or carer/representative contacts the department requesting a reassessment/hearing test and the patient had a hearing test over 3 years ago (and has attended for regular maintenance of their hearing aids) then an appointment will be made.

If a patient has a broken/faulty hearing aid that is now obsolete they will be booked for a reassessment of their hearing aid provision

If a patient attends or contacts the department to request a further hearing test/reassessment and their last test was less than 3 years old and there is no communication problems with the patient we would advise the patient to see their GP for a referral letter.

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?

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