

2018-288 - FOI request - Adult Audiology**Contractual Arrangements**

- Is your routine audiology service for those 18 and above commissioned via an AQP contract or other contract?
AQP
- Is there more than one contract in place for those aged 18 and above requiring routine audiology?
No

Patients

- How many direct access audiology patients do you see per year? -if there is more than one contract please break down by contract
Commercially sensitive information
- How many AQP patients do you see per year?
Commercially sensitive information

Access to Services

- What locations do you provide services from?
Main base or patient's home, maintenance on site, at home, and at outreach
- How many clinics and what days do you provide at each location?
19, Mon-Sat at main site, one session per month at each of the 18 outreach centres
- Do you provide a same day hearing aid assessment & fit pathway?
Yes
- Do you provide a walk in aftercare service for your patients?
Yes
- Are aftercare services available across all locations?
Yes
- How are patients referred into your service?
GP
- What referral forms are available?
None

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.
Which national target as AQP is a local contract. 100% of patients meet the nationally reportable DMO1 target.
- Please confirm the waiting times to the following parts of your pathway:
 - o First assessment
3.7 days
 - o Fitting
13 days for those requiring ear moulds, 3.7 days referral to fit for those eligible for slimfit aids.

Domiciliary service

- Do you offer a home visiting service to patients?
Yes
- How many days per month are available for home visits?
On a needs basis
- Do you provide follow ups at home once patients have been fitted?
Yes
- How do you provide aftercare for home visiting patients?
Relative can bring aids in or we can see patients at home. Additionally, all patients have a scheduled 4-6 month review for aftercare and maintenance

Lost hearing aids

- Do patients pay for lost or damaged aids?
Yes
- How many replacement aids are patients allowed?
Can have as many aids at a given time as the number of ears

Re-assessment

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

Yes, 3 years

- 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?

AQP contract requires new GP referral if needs have changed