

Ref: FOIA Reference 2019/20-175

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 12th July 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 27th June 2019 requesting information under the Freedom of Information Act (2000) regarding Audiology Services.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Contractual Arrangements

- **Is your routine audiology service for those 18 and above commissioned via an AQP contract or other contract?**
- **Is there more than one contract in place for those aged 18 and above requiring routine audiology?**

A1 Please see below:

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

Q2 Patients

- **How many direct access audiology patients do you see per year? –if there is more than one contract please break down by contract**
- **How many AQP patients do you see per year? (please provide breakdown by location)**

A2 Please see below;

| | |
|--|---|
| How many direct access audiology patients do you see per year? –if there is more than one contract please break down by contract | Royal Stoke and community Complex patients: 1,162 |
| How many AQP patients do you see per year? (please provide breakdown by location) | County and Cannock: 1,602 |

Q3 Access to Services

- **What locations do you provide services from?**
- **How many clinics and what days do you provide at each location?**
- **Do you provide a same day hearing aid assessment & fit pathway?**
- **Do you provide a walk in aftercare service for your patients?**
- **Are aftercare services available across all locations?**
- **How are patients referred into your service?**
- **What referral forms are available?**

A3 Please see below:

| | |
|---|---|
| What locations do you provide services from? | Royal Stoke, County Hospital, Cannock Hospital, Cobridge Health Centre, Bentilee Neighbourhood Centre, Bradwell Hospital |
| How many clinics and what days do you provide at each location? | Royal Stoke 29 clinics -Monday to Friday. County Hospital 14 clinics Monday – Friday Cannock Hospital 11 Clinics Tuesday -Friday Cobridge Hospital 4 Clinics Tuesday and Thursday Bentilee Neighbourhood Centre 2 clinics Monday Bradwell Hospital 5 Clinics Wednesday to Friday |
| Do you provide a same day hearing aid assessment & fit pathway? | Yes |
| Do you provide a walk in aftercare service for your patients? | No , appointment only |
| Are aftercare services available across all locations? | Yes |
| How are patients referred into your service? | Via GP/ENT consultant |
| What referral forms are available? | Routine patient referral and complex referral form |

Q4 Audiology Waiting Times

a. 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.

b. Please confirm the waiting times to the following parts of your pathway:

- **First assessment**
- **Fitting**

- A4 Please see below:
- a. Taken from the national RTT return for the period of June 99.73% were seen within the national target.
 - b. 6 weeks and 12 weeks

Q5 Domiciliary service

- **Do you offer a home visiting service to patients?**
- **How many days per month are available for home visits?**
- **Do you provide follow ups at home once patients have been fitted?**
- **How do you provide aftercare for home visiting patients?**

- A5 Please see below:

| | |
|---|---|
| Do you offer a home visiting service to patients? | Yes |
| How many days per month are available for home visits? | 2 days |
| Do you provide follow ups at home once patients have been fitted? | Yes |
| How do you provide aftercare for home visiting patients? | Visit again and/or post batteries/accessories |

Q6 Lost hearing aids

- **Do patients pay for lost or damaged aids?**
- **How many replacement aids are patients allowed?**

- A6 Please see below:

| | |
|---|-------------------|
| Do patients pay for lost or damaged aids? | Yes |
| How many replacement aids are patients allowed? | There is no limit |

Q7 Re-assessment

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

- A7 Please see below:

| | |
|--|--|
| Do you offer a re-assessment of patients' hearing needs and after how long? | When necessary after three years, unless patient reports certain criteria in which case a hearing reassessment may be advised earlier. |
| When patients are eligible for a new aid, are they able to self-refer back into the service or is a new GP | Patients can self-refer |

| | |
|------------------|--|
| referral sought? | |
|------------------|--|

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

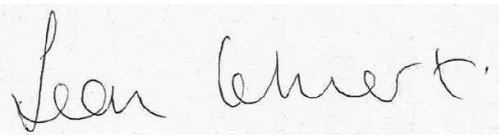
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager