

Ref: FOI/CAD/ID 3841

Please reply to:
FOI Administrator
Trust Management
Service Centre
Maidstone Hospital
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Maidstone
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ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

15 March 2017

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to audiology services for children and young people.

- 1. Thinking about the 2015/16 financial year, did your service experience longer waiting times for?*
- 2. Were there any changes in policy or practice in what your audiology service provided in 2015/16?*
- 3. If you have ticked yes to any of the above, please tell us what has changed and the reasons for the Change*
- 4. At what age does your service transfer deaf young people to adult services?*
- 5. Were there any changes to how your audiology service for deaf children is commissioned in 2015/16?*
- 6. Were there any changes in the number and skill-mix of full time equivalent (FTE) staff in your team, including administrative staff, in 2015/16?*
- 7. If you have ticked yes to any of the above, please describe in more detail what has changed (including the number of staff reductions, if any) and the reasons for the change.*
- 8. Was there a training programme in place for audiologists in your service in 2015/16?*
- 9. If yes, were there any changes to the availability of training in 2015/16?*
- 10. Looking ahead to the 2016/17 financial year, are you aware of any planned changes to any of the below?*
- 11. Did your service provide informal family support services such as parent coffee mornings, playgroups, use of voluntary sector, etc. in 2015/16?*
- 12. If yes, were there any reductions in informal family support services in 2015/16?*
- 13. Is anyone from the audiology team involved in the development of Education Health and Care plans?*

14. Have you faced any barriers to being involved in developing Education Health and Care plans?
15. If yes, what were the barriers?
16. Did your service provide any assistive listening devices or take any action to ensure they work effectively with the child's personal amplification in 2015/16?
17. If you have ticked any of the above, were there any reductions in the provision of assistive learning devices or services to ensure they work effectively with the child's personal amplification in 2015/16?
18. Has your service gained accreditation with (Improving Quality in Physiological Diagnostic Services) IQIPS?
19. Has your service registered for the IQIPS process?
20. Has your service started using the Self-Assessment and Improvement Tool (SAIT)?
21. Has your service applied to UKAS to begin the accreditation peer review process?
22. Has your service booked or completed its onsite assessment with UKAS?
23. If you have not registered with the SAIT for IQIPS, what are your reasons for not doing so?
24. What are the most successful aspects of your audiology service at the moment?
25. What are main challenges or problems facing your audiology service at the moment?
26. Is there anything else you would like to tell us about the audiology service and any future plans?
- * 27. Your name:
- * 28. Your role:
- * 29. Name of audiology service (please don't use abbreviations):
- * 30. Name of Trust that provides the paediatric audiology service (please don't use abbreviations):
- * 31. Sites where paediatric audiology is delivered by your service (please don't use abbreviations):

Please see the completed form:

1. Your service

1. No

2.

Other: one stop appointment meant that hearing aid assessment and fitting could be done in one appointment. Avoiding a second appointment.

3. As above

4. 16

5. No

2. Staff and training

6. Yes - there are fewer substantive staff available than last year because we have been unable to recruit to posts, so we have employed locum cover.

7. Two vacant audiology post are covered by two Audiology locums at higher cost for the department, necessary to cover the work load and Ear nose and throat outpatient clinics

- 8. Yes
- 9. Yes – an increase
- 10. None

3. Working with others

- 11. Yes
- 12. No
- 13. No
- 14. No
- 15. Not applicable

4. Technology

- 16. We paired Bluetooth streamers which had been purchased elsewhere
- 17. No

5. IQIPS accreditation

- 18. No, we've not had an onsite assessment
- 19. No
- 20. No
- 21. No
- 22. No
- 23. Senior Management haven't prioritised it
- 24. One stop appointments
Fitting Receiver-In-Canal Hearing aid (mainly adults)
Student training records
- 25. No money for IQIPS
No extra time to complete the work for IQIPS
- 26. New Vestibular equipment, ABR, OAE equipment in the new financial year plan.

6. Please tell us about yourself and the service

- 27. Graham Watson-Smith
- 28. Head of audiology department
- 29. Audiology service
- 30. Maidstone and Tunbridge wells NHS Trust
- 31. All, Maidstone hospital, Tunbridge wells, Sevenoaks, East Grinstead Hospital, Edenbridge and Crowborough hospital for Ent clinics only.
- 32. East Kent
- 33. graham.smith3@nhs.net
- 34. 01622 226198
- 35.