

Ref: FOI/GS/ID 5564

Please reply to:
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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.

You asked:

Contractual Arrangements

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

Patients

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

Access to Services

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

Audiology Waiting Times

- 12. 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.*
- 13. Please confirm the waiting times to the following parts of your pathway:*
 - a. First assessment*
 - b. Fitting*

Domiciliary service

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

Lost hearing aids

18. Do patients pay for lost or damaged aids?
19. How many replacement aids are patients allowed?

Re-assessment

20. Do you offer a re-assessment of patients' hearing needs and after how long?
21. 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?

Trust response:

Contractual Arrangements

1. The service is commissioned for those that are 16 and above.
2. No there is only one contract.

Patients

3. Approximately 7500
4. We do not see any AQP patients.

Access to Services

5. Maidstone Hospital, Tunbridge Wells hospital and Sevenoaks Hospital.

6.

Maidstone hospital: Monday – Friday;

Monday 1 clinic, Tuesday 3 clinics, Wednesday 4 clinics, Thursday 2 clinics, Friday 1 clinic

Tunbridge wells hospital: Monday – Friday;

Monday 4 clinics, Tuesday 3 clinics, Wednesday 2 clinics, Thursday 3 clinics, Friday 3 clinics

Sevenoaks hospital: Monday, Tuesday and Thursday; 1 clinic per day

7. Yes we do.

8. No, patients can go to Hi-Kent for batteries and maintenance of their hearing aids which are walk-in clinics.

9. Yes, with appointment only.

10. Direct from G.P, self-referral or Ear Nose Throat Department

11. Audiology Referral forms are available on DORIS.

Audiology Waiting Times

12. 7506 total seen in 2018/19 within 6 week, of which 4 breached. Hence 99% achieved.

13.

a. 6 weeks

b. 18 weeks

Domiciliary service

14. No

15. Not applicable

16. Not applicable

17. Not applicable

Lost hearing aids

18. Yes

19. There is no such limits as long as patients pay for their lost/damaged aid they can have a replacement hearing aid.

Re-assessment

20. 3 years

21. This is decision made by the Audiologist when the hearing aid is no longer sufficient to reach their hearing thresholds, or the hearing aid technology has reached the limit of the patient hearing thresholds.