



**Maidstone and
Tunbridge Wells**
NHS Trust

Ref: FOI/GS/ID 8981

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

21 March 2024

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 Paediatric Audiology Services.

You asked: All questions are shown as received by the Trust.

Audiology Services, Paediatric services only:

- 1. Are you a Tier 2 or Tier 3 service?*
- 2. When you triage referrals, what do you class as a "Diagnostic" and an "Assessment" referral? Do you have any guidance that you can share?*
- 3. When a child does not attend an appointment, how do you record these?*
 - a. Unable to attend*
 - b. Did not attend*
 - c. Other (please specify)*
- 4. Do you send a "Referral received - Please contact the service for an appointment" letter to parents?*
 - a. If yes - Is this all referrals or only certain referrals? Please specify.*
 - b. If no, do you offer an appointment to children via another method, such as online booking portal, etc. Do you send out blanket appointments? Please specify.*
- 5. If you do send a "Referral received - Please contact the service for an appointment" letter, how do you manage Safeguarding concerns? Do you have a process that you could share?*

Trust response:

Maidstone and Tunbridge Wells NHS Trust does not provide this service. Please contact Kent Community Health NHS Foundation Trust directly.