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Request for Information Reference: 04.18.13

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Email only

3 May 2018

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 9 April 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding the audiology service. Specifically you asked for:

Contractual Arrangements

- ***Is your routine audiology service for those 55 and above commissioned via an AQP contract or other contract?***

Answer: Yes, the service is commissioned under AQP for patients older than 50 years for direct access, also by ENT referral too.

- ***Is there more than one contract in place for those aged 55 and above requiring routine audiology?***

Answer: Yes, ENT and AQP.

Patients

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

Answer: Please see below, data held by CCG.

- ***How many AQP patients do you see per year? (please provide breakdown by location)***

Answer: The Trust does not record this information. The local CCG's hold this information and they should be your first point of contact for this information. If you wish to contact them, we would advise, in accordance with Section 16 of the Act (duty to provide advice and assistance), that you contact the organisations via the following email addresses:

Durham Dales, Easington and Sedgefield CCG
Email: desccg.foi@nhs.net

Darlington Clinical Commissioning Group (CCG)
Email: DARCCG.contact@nhs.net.

North Durham Clinical Commissioning Group
Email: nduccg.northdurhamccg@nhs.net

Access to Services

- ***What locations do you provide services from?***

Answer: University Hospital of North Durham, Darlington Memorial Hospital, Chester le St Hospital, Richardson Hospital, Sedgefield Hospital, Shotley Bridge Hospital, Bishop Auckland Hospital.

- ***How many clinics and what days do you provide at each location?***

Answer: There are weekly choose and book slots across University Hospital of North Durham, Darlington Memorial Hospital, Chester le St Hospital, Richardson Hospital, Sedgefield Hospital and Shotley Bridge Hospital.

- ***Do you provide a same day hearing aid assessment & fit pathway?***

Answer: Same day hearing aid assessment and fit is available.

- ***Do you provide a walk in aftercare service for your patients?***

Answer: Yes.

- ***Are aftercare services available across all locations?***

Answer: No.

- ***How are patients referred into your service?***

Answer: AQP are referred in via GP referral on paper or via choose and book. Non AQP patients can come via ENT referral, or GP referral to the < 50yrs direct access service.

- ***What referral forms are available?***

Answer: Direct access form, please see the attached document.

Domiciliary service

- ***Do you offer a home visiting service to patients?***

Answer: Yes.

- ***How many days per month are available for home visits?***

Answer: This depends on demand.

- ***Do you provide follow ups at home once patients have been fitted?***

Answer: Yes, if requested.

- ***How do you provide aftercare for home visiting patients?***

Answer: If the patient is bed bound the aids can be posted in, brought in by a relative / friend or if this is not possible we will visit.

Lost hearing aids

- ***Do patients pay for lost or damaged aids?***

Answer: AQP pathway patients pay, but the first lost aid is free if the patient is on benefits and the cost is covered by us.

- ***How many replacement aids are patients allowed?***

Answer: There is no restriction.

Re-assessment

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

Answer: A reassessment is carried out every three 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?***

Answer: If the patient has not accessed the service at all for more than three years and has not responded to their three year recall they will need a new referral. Aside of that, patients can self-refer at any point via weekly open access repair sessions or respond to the three year recall letter.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington, DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer