

16 May 2018

Paediatric audiology services: 2018/19

County Durham and Darlington NHS Foundation Trust

This is a request for information under the Freedom of Information Act.

The aim of these questions is to provide a benchmark for monitoring staffing capacity and other indicators of a quality paediatric audiology service, over the next five years. We are told by decision-makers, such as Health Education England, that more evidence is needed before any changes will be made to improve the availability of staff. We know from previous research that recruiting and retaining staff with the appropriate expertise, is a problem, and we hope that annual monitoring of staffing will benefit audiology services, as well as deaf children and their families.

The information requested may relate to services which you commission from private companies or are held in more than one department.

As you remain legally accountable for these services we still expect you to collate the information, rather than referring us on.

This is part of a nationwide request, using a standardised format to ensure consistency. Please do not alter this form.

Please answer ALL the questions. If the information cannot be provided in whole or in part, please justify all omissions by reference to the specific exemptions of the Act.

Questions for paediatric audiology services: 2018/19

Please complete this survey if your audiology service provides diagnostic hearing assessments and hearing aid provision for children. This may be hospital or community based. It is not necessary to complete this survey if your audiology service only provides hearing screening or assessments (such as primary tier, second tier or community services) and refers children on to other services for hearing aid provision when necessary.

Please base your answers on the support available as of 31 March 2018.

Section 1: Your service

Please answer the questions below based on the situation as of 31 March 2018.

1. Please provide the following information:

| | |
|------------------------|-----------------------------|
| Your name: | JOANNE CLOSE |
| Your role: | AUDIOLOGY SERVICES MANAGER |
| Your email address: | <u>JOANNE.CLOSE@NHS.NET</u> |
| Your telephone number: | 0191 3332723 |

Please give the name of your audiology service/s. If you provide services on behalf of another Trust/s please provide details of all the Trusts that you provide services for below. **Please write names in full and expand acronyms:**

County Durham and Darlington NHS Foundation Trust

If you provide the services for another Trust/s, do these include diagnostic hearing assessments and hearing aid provision for children in any of these locations? Please put a cross next to the relevant answer.

- Yes
- No - n/a x

If you selected Yes, we understand that your responses to the questions below may differ for each Trust. Please contact for an additional form/s.

2. We have included below, the locations where previously you, or a CCG for your area, have told us that paediatric audiology services are provided. Please complete the table by:

- Putting a tick (✓) or cross (✗) in the final column to let us know if the information is correct;
- Please strike through information that is incorrect and add in any corrections in the relevant boxes;
- Please add missing location details at the end of the table adding extra rows if necessary.

| Name of NHS Trust or Provider | Hospital or Clinic or site name | Address | Postcode | Funding CCGs | Is your service jointly delivered with an adult service? (for example does the service share clinical staff/a reception or waiting area/share a budget?) Y/N | Is this information correct? Please (✓) or cross (✗). |
|---|---|---|----------|--------------|--|---|
| County Durham and Darlington NHS Foundation Trust | University Hospital of North Durham - Audiology | North Road Durham County Durham | DH1 5TW | | Y | ✓ |
| County Durham and Darlington NHS Foundation Trust | Chester Le Street Hospital | Front Street Chester Le Street Durham | DH3 3AT | | Y | ✓ |

| | screening pathway) | post-newborn hearing screening) | date, i.e. a child seen for their 3/12 follow up at 3 months would be 0 days, a child seen at 4 months for a 3/12 follow up would be 30 days) | need) | need) | date, i.e. a child seen for their 3/12 follow up at 3 months would be 0 days, a child seen at 4 months for a 3/12 follow up would be 30 days) | (RTT pathway) |
|-----------------------|--------------------|---------------------------------|---|-----------------|----------------------------|---|---------------|
| Number of days | LESS THAN 4 WEEKS | LESS THAN 6 WEEKS | 0 – 30 days | Within 24-24hrs | Same day service available | 0 days | 8 Weeks |

Qu 3- 8 weeks

Qu 4-Otovent is offered as a management option

Section 3: Your policies

Please answer the questions in this section based on the situation as of 31 March 2018. Please put a cross next to the relevant answer/s.

4. What options are included in your current management pathway for temporary conductive hearing loss? Select all that apply:

| | |
|------------------------------|---------------------------------------|
| Air conduction hearing aids | X |
| Bone conduction hearing aids | X |
| 'Watch and wait' | X |
| Grommets | X |
| Otovent | offered as a management option |

Other, please specify: **X**

5. Are there any groups of children that you don't currently provide hearing instruments for? Select all that apply:

| | |
|--|---|
| Temporary conductive loss | This is case specific |
| Unilateral loss | |
| Mild loss | |
| Moderate loss | |
| Auditory Neuropathy Spectrum Disorder (ANSO) | We work to national guidance for ANSD |
| Not applicable – we provide hearing instruments for all children | Yes in line with current national policies and guidelines |

Other, please specify:

If you have selected any groups of children above, please explain why you don't provide hearing instruments for those groups.

A temp cond loss will be assessed on need and level of loss and a clinically appropriate decision will be made.

6. Do you currently provide free batteries for children's hearing aids? Please select one answer:

- No, never
- Yes, always x
- Yes, with limitations – please specify:

7. Do you currently provide a choice of coloured moulds to children at no extra charge? Please select one answer:

- No, never
- Yes, always x
- Yes, with limitations – please specify:

8. What appointment times do you offer? Please select all that apply:

| | |
|--|---|
| We offer extra appointments in school holidays | No due to staff pressures as staff also want school holiday annual leave and we have to be family friendly for our staff as well as service users. |
| We offer extended opening times (before 9 am and/or after 5pm) | Yes |
| We offer Saturday appointments | No |
| We deliver some services in schools | No |

Section 4: Your caseload

9. How many deaf children were on your case load?

The answer below should include:

- All children who have a unilateral or bilateral sensori-neural or permanent conductive deafness, at all levels from mild to profound, using BSA/BATOD descriptors.
- We use the term permanent conductive deafness to include those children with a syndrome known to include permanent conductive deafness, microtia/atresia, middle ear malformation, or those who have had middle ear surgery such as mastoidectomy. It also includes those children with glue ear who are not expected to 'grow out' of the condition before the age of 10 years, such as those born with a cleft palate, Down's syndrome, cystic fibrosis, or primary ciliary dyskinesia. Under temporary conductive deafness, we include those children with glue ear who may have been fitted with hearing aids as an alternative to grommet surgery but who are expected to 'grow out' of the condition before the age of 10 years.

| | On 31 March 2018 | On 31 March 2017 |
|--|--|--|
| Total service population | 122,608 0-16 years 2018 | 121,096 0-16 years 2017 |
| Total number of children with PCHI | This will take > 18.5hrs to seek - see below | This will take > 18.5hrs to seek- see below |
| Total number of children with temporary deafness (and fitted with hearing aids) | This will take > 18.5hrs to seek – see below | This will take > 18.5hrs to seek – see below |
| Total number of children with ANSD | 4 | 3 |

The information requested is not centrally recorded. In order to gather the information requested it would take one member of staff in excess of the statutory timescale.

We are therefore refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and a quarter hours of work by a member of staff at the rate of £25 per hour.

10. How many of the children on your caseload were referred to your service from the Newborn Hearing Screen?

There are 69 PCHI children on esp listed under CDDFT audiology with dob on or before 31/3/17. There are a further 3 with DOB before this who were diagnosed after 1/4/17; and a further 5 born and diagnosed since 1/4/17.

Section 5: Quality improvement

Please put a cross next to the relevant answer/s.

11. Have you ever registered for (Improving Quality in Physiological Services) IQIPS? Please select one answer:

- No (*go to question 13*)
- Yes x

If yes, which year did you register for the IQIPS process? (*go to question 12*)

YYYY

2012

12. Which of the below best describes your current status with regard to IQIPS? Please select one answer:

| | |
|---|---|
| Registered for the IQIPS process but dropped out before March 2017 (<i>go to question 13</i>) | |
| Registered for the IQIPS process but dropped out after March 2017 (<i>go to question 13</i>) | |
| Registered for the IQIPS process but have not had an onsite assessment (<i>go to question 14</i>) | x |
| Registered for the IQIPS process, had an onsite assessment but did not reach the required standard (<i>go to question 16</i>) | |
| Gained accreditation with IQIPS (<i>go to next section 6: Staffing and training</i>) | |

13. If you are not registered with IQIPS, what is the main reason? Please select one answer:

| | |
|--|--|
| Lack of capacity (staffing) | |
| Think we won't reach the required standard | |
| No budget for it | |
| It's a tick box exercise | |
| It's too complicated | |
| Commissioners won't fund it | |
| Commissioners don't require it | |

| | |
|---|--|
| Trust Management haven't prioritised it | |
| It is not mandatory | |
| Other (please specify) | |

Please move to section 6: Staffing and training.

14. If you are registered with IQIPS but have not progressed in the last year, what is the main reason? Please select one answer:

| | |
|--|---|
| Lack of capacity (staffing) | |
| Think we won't reach the required standard | |
| No budget for it | x |
| It's a tick box exercise | |
| It's too complicated | |
| Commissioners won't fund it | |
| Commissioners don't require it | |
| Trust Management haven't prioritised it | |
| It is not mandatory | |
| Not applicable – we have made progress with accreditation in the last year | |

Other (please specify)

15. Has your service booked its onsite assessment with UKAS? Please select one answer:

- No (**go to question 16**)x
- Yes

If yes, what is the date of your onsite assessment:

MM/YYYY

Please move to section 6: Staffing and training.

16. What colour are you currently at on the UKAS traffic light system?

Please put a cross next to the relevant answer.

| | |
|--------------|---|
| Red | |
| Amber | |
| Green | |
| Not using it | x |

Section 6: Staffing and training

17. How many full time equivalent staff does your **children's** audiology service have at the following levels as on 31 March 2018 and how many did it have on 31 March 2017?

Please express part-time roles as a fraction of a full time role e.g. 1 full time role and a part time role of 3 days would be 1.6 FTE.

| Level | 31 March 2017 | | | | | 31 March 2018 | | | | |
|-----------------|-----------------|------------------------|--------------|--------------|-------------|-----------------|------------------------|--------------|--------------|-------------|
| | Permanent posts | Locum/ temporary posts | Vacant posts | Frozen posts | Apprentices | Permanent posts | Locum/ temporary posts | Vacant posts | Frozen posts | Apprentices |
| Band 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Band 2 | 1.94 | 0 | 0 | 0 | 0 | 1.85 | 0 | 0 | 0 | 0 |
| Band 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Band 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Band 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Band 6 | 11.97 | 0 | 1 | 1 | 0 | 12.06 | 0 | 1 | 1 | 0 |
| Band 7 | 1.3 | 0 | 0 | 0 | 0 | 1.3 | 0 | 0 | 0 | 0 |
| Band 8 a | 0.9 | 0 | 0 | 0 | 0 | 0.9 | 0 | 0 | 0 | 0 |

| | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|
| Band 8b | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Band 8 c | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Band 8 d | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Band 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Doctor specialising in audiology (paediatrician, audiovestibular physician etc) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other staff eg. volunteers and students | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Please put a cross next to the relevant answer/s.

18. If there has been a reduction in the number or skill level of staff in the table above, what are the reasons for this?
Please select all that apply.

| | |
|--|---|
| We have been unable to recruit staff at higher bands – level 6 and above | x |
| We have been unable to recruit staff at lower bands – level 5 and below | x |
| Posts have been frozen | |
| Posts have been deleted | |
| Staff hours have been reduced – voluntarily or otherwise | x |

Other, please detail:

19. Are you aware of any planned changes to staffing in 2018/19?

- No
- Yes, please detail:

20. Thinking about permanent posts in the service as of 31 March 2018, what was the split of clinical and non-clinical sessions for audiology staff?

| Level | Number of clinical sessions per week | Number of non-clinical sessions per week |
|---|--------------------------------------|--|
| Band 5 | No band 5 staff | |
| Band 6 | 10 | 0 |
| Band 7 | 10 | 0 |
| Band 8 a | 4 | 4 |
| Band 8 b | n/a | |
| Band 8 c | n/a | |
| Band 8 d | n/a | |
| Band 9 | n/a | |
| Doctor specialising in audiology (paediatrician, audiovestibular physician etc) | n/a | |

21. Are all staff able to access the CPD necessary for their roles? Select all that apply:

| | |
|---|---|
| Yes | |
| No – because of financial constraints | x |
| No – because training expenses are not covered eg. travel to training | x |
| No – because there isn't cover for clinical duties | x |

No – other [please detail]

Section 7: Children's Hearing Services Working Groups

Please answer the questions in this section based on the situation as of 31 March 2018. Please put a cross next to the relevant answer/s.

22. Does the Children's Hearing Services Working Group (CHSWG) in your area include at least one parent representative? Please select one answer:

| | |
|--|---|
| Yes | x |
| No (<i>go to question 24</i>) | |
| Not sure (<i>go to question 24</i>) | |
| We don't have a CHSWG (<i>go to question 24</i>) | |

23. Do you use the Children's Hearing Services Working Group Guidance (2010)? Please select one answer:

| | |
|----------|---|
| Yes | |
| No | |
| Not sure | x |

Section 8: Technology

24. As of 31 March 2018 which organisation provides the following technology:

Please put a cross in the relevant boxes to select your answers.

| | The local authority | Your service | Jointly - the local authority and your service |
|---------------------------|---|--------------|--|
| Radio aids | x | | |
| Remote microphones | x | | |
| Streamers | Don't know if they are provided by the local auth | | |

25. As of 31 March 2018 do you balance or pair streamers purchased by (please tick the relevant box):
Please put a cross in the relevant boxes to select your answers.

| | The local authority | Parents of the deaf child | We don't balance or pair devices unless we've provided them |
|-------------------|---------------------|---------------------------|---|
| FM systems | x | | |
| Streamers | | x | |

26. Are there any plans to stop the provision of hearing equipment or accessories for hearing equipment in 2018/19? Please select one answer:

- No x
- Yes – please tell us which equipment and why:

Section 9: Patient engagement

Please answer the questions in this section based on the situation as of 31 March 2018. Please put a cross next to the relevant answer/s.

27. How do you prepare young people for transition to adult services? Please select all that apply.

| | |
|---|-------------------------------------|
| Provide information on the adult service for young people | <input checked="" type="checkbox"/> |
| Offer an appointment with the adult service before being discharged from the children's service | <input checked="" type="checkbox"/> |
| Hold joint appointments with both paediatric and adult audiologist present | <input type="checkbox"/> |
| Visit local schools to offer sessions to share information with young people about deafness, independence and transition etc. | <input type="checkbox"/> |
| None of the above | <input type="checkbox"/> |

Other please state:

We are holding a transition event in Oct 2019 in conjunction with our local education authority, NDCS, Coch imp team & Hearing aid companies to inform young people what is out there for them in their next steps into adulthood.

28. What was your service's most recent score in the family and friends test?

The services are grouped together for inpatient/maternity/outpatient/community etc. We do not have a separate score for Paediatric Services.

Date the score was recorded: MM/YYYY

29. What was your average 'Did Not Attend (DNA)' for the 2017/18 financial year in percent?

23%

Section 10: Funding and commissioning -

30. What was the annual budget for your paediatric hearing aid service for the 2017/18 financial year, from the organisations below?

Complete all that apply:

- NHS England

- The CCG(s)

- Other

- we don't have an individual budget as such for paediatric audiology, but we set a 'demand plan' for the year based upon 16/17 outturn as a starting point. With this in mind, our demand plan for 17/18 was £78,656, all spent with CCGs rather than any other commissioners.

Please put a cross next to the relevant answer/s.

31. How is your funding provided? Please select all that apply.

| | |
|---|----|
| As a block contract within ENT services? (<i>go to question 33</i>) | |
| As a block contract within wider children's services? (<i>go to question 33</i>) | |
| As a block contract for all children's audiology services? (<i>go to question 33</i>) | |
| As a block contract for both child and adult audiology services? (<i>go to question 33</i>) | xx |
| As an individual tariff per child? (<i>go to question 32</i>) | x |

Other, please specify:

Q31 – we receive an individual tariff per child; AS1A(p), which is a locally agreed tariff with our local CCGs. The tariff for this in 17/18 was £32.74. I don't have the breakdown of how this figure was originally constructed to help with Q32 unfortunately.

32. If you selected tariff per child, how much money do you receive for each service below?

Complete all that apply:

- Initial hearing assessment/diagnosis

- Follow up assessment

- Hearing aid fitting

- After care

The Trust does not have the breakdown of how this figure was originally constructed to help with Q32 .

33. If you run a joint paediatric and adult service, are your budgets shared? Please select one answer:

| | |
|---|-------------------------------------|
| Our service is joint and budgets are shared | <input checked="" type="checkbox"/> |
| Our service is joint and budgets are not shared | <input type="checkbox"/> |
| Our service is paediatric only | <input type="checkbox"/> |

34. Was your audiology service for deaf children commissioned differently in the 2017/18 financial year when compared to the 2016/17 financial year? (e.g. competitive tendering, any qualified provider, etc.)

- No
- Yes - please explain the changes and the impact this has had on your service and patients:

35. Is your audiology service being commissioned differently or reviewed in 2018/19? (e.g. competitive tendering, any qualified provider, etc.)

- No
- Yes – please explain the changes you are expecting and the impact you expect this to have on your service and patients:

Section 12: Anything else

36. Is there anything else you would like to tell us about your audiology service and any future plans? This question is optional.

37. Is there anything you'd like to tell us about the National Deaf Children's Society? This question is optional.