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Request for Information Reference: 03.19.24

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Email only

11 April 2019

## **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 14 March 2019 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 audiology. Specifically you requested information as follows:

### ***Audiology Service FOI questions***

#### ***1. Contractual Arrangements***

***a) Is your routine audiology service for those 18 and above commissioned via an AQP contract or other contract?***

Answer: AQP> 50 Years 18 Years – <50 Years other contract

***b) Is there more than one contract in place for those aged 18 and above requiring routine audiology?***

Answer: As above.

#### ***2. Patients***

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

Answer: 13,149 distinct Non AQP Audiology patients seen in 2018/19

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

Answer: 2,546 distinct AQP patients seen in 2018/19

Please note: These could be for follow ups or just repairs, not just new pathways starting.

### **3. Access to Services**

**a) What locations do you provide services from?**

Answer:

- Darlington Memorial Hospital (DMH)
- University Hospital North Durham (UHND)
- Bishop Auckland Hospital (BAH)
- Shotley Bridge Hospital (SB)
- Richardson Hospital
- Sedgefield Community Hospital
- Chester-Le-Street Community Hospital (CLS)

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

Answer:

UHND/ DMH/ BAH/ SB: 5 Days/ Week

CLS: 3.5 Days/Week

Sedgefield: 1 Day/Week

Richardson: 1.5 – 2 Day/Week

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

Answer: Yes.

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

Answer: Yes.

**e) Are aftercare services available across all locations?**

Answer: All except Sedgefield.

**f) How are patients referred into your service?**

Answer: Adults are via GP or ENT.

**g) What referral forms are available?**

Answer: GPs use their own letters templates.

**4. Audiology Waiting Times**

**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.**

**Please confirm the waiting times to the following parts of your pathway:**

- **First assessment**

Answer: 16 days: 100% for AQP

- **Fitting**

Answer: 20 days: 100% for AQP

**5. Domiciliary service**

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

Answer: Yes.

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

Answer: Arranged as requested by GP.

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

Answer: If required.

**d) How do you provide aftercare for home visiting patients?**

Answer: Home visits/ postal service/ open access service for family/ carers to attend – aftercare can be accessed via numerous routes

**6. Lost hearing aids**

**a) Do patients pay for lost or damaged aids?**

Answer: Yes unless they meet exemptions for a charge.

**b) How many replacement aids are patients allowed?**

Answer: N/A.

**7. Re-assessment**

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

Answer: After 3 years.

**b) 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: Yes they can self-refer if they have been seen within last 3 years.

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](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**