

NHS Wirral Clinical Commissioning Group
Marriss House
Hamilton Street
Birkenhead
Wirral
CH41 5AL
Tel: 0151 651 0011

Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 5th December 2018.

You Asked for:

- 1. Name of CCG:** NHS Wirral Clinical Commissioning Group (CCG).
- 2. Are any of the adult hearing services provided through Any Qualified Provider (AQP) in your CCG area?**

Yes	
No	3 non AQP providers on 3 year contracts from October 2017
If 'yes' please state how many providers	

- 3. Do you have a policy on the implementation of the NICE guideline 'Hearing loss in adults: assessment and management' when providing adult audiology services?**

Yes	
No	x
If you have any comments on the implementation of the NICE guidance, please specify here: There is no specific policy, however the Adult Hearing Loss service specification refers to the NICE Guidelines.	

- 4. Do you hold information on the following for your CCG area:**

	Spend on adult audiology	Spend on child (paediatric)	Total audiology spend	Comments (Please clarify if this is complete data for the CCG, or just from a

		audiology		sub set of providers)
Your audiology spend in 2015/16			1,181,033	Cannot split Adult/Children
Your audiology spend in 2016/17			1,165,233	
Your audiology spend in 2017/18			1,343,753	
Your planned spend in 2018/19			1,235,283	
Your planned spend in 2019/20 (if known)			1,236,518	

5. a) How many hearing aid fittings took place in the services you commission in each of the following years for adults.

	Number of unilateral fittings (just one hearing aid fitted)	Number of bilateral fittings (hearing aids fitted to both ears)	Total	Comments (Please clarify if this is complete data for the CCG, or just from a sub set of providers)
2015/16				Cannot split Adults/Children. Please see response to 5c.
2016/17				
2017/18				

b: how many hearing aid fittings took place in each of the following years for children:

	Number of unilateral fittings (just one hearing aid fitted)	Number of bilateral fittings (hearing aids fitted to both ears)	Total	Comments (Please clarify if this is complete data for the CCG, or just from a sub set of providers)
2015/16				Cannot split Adults/Children. Please see response to 5c.
2016/17				
2017/18				

c: how many hearing aid fittings took place in total (adults + children):

	Number of unilateral fittings (just one hearing aid fitted)	Number of bilateral fittings (hearing aids fitted)	Total	Comments (Please clarify if this is complete data for the CCG, or just from a sub set of providers)

		to both ears)		
2015/16	584	2,495	3,079	All Data
2016/17	665	2,475	3,140	All Data
2017/18	463	3,188	3,651	All Data

6. Do you have a hearing loss threshold dBHL, below which adults will not be prescribed hearing aids?

Yes – please state what the threshold is:	
No	<p>However the following are Contra-indications which should not be referred into or treated by the Adult Hearing Service</p> <p>Audiometry:</p> <ul style="list-style-type: none"> • Conductive hearing loss, defined as 25 dB or greater air-bone gap present at two or more of the following frequencies: 500, 1000, 2000 or 4000 Hz; • Unilateral or asymmetrical sensorineural hearing loss, defined as a difference between the left and right bone conduction thresholds of 20 dB or greater at two or more of the following frequencies: 500, 1000, 2000 or 4000 Hz; • Evidence of deterioration of hearing by comparison with an audiogram taken in the last 24 months, defined as a deterioration of 15 dB or more in air conduction threshold readings at two or more of the following frequencies: 500, 1000, 2000 or 4000 Hz.

7. When adults have an aidable hearing loss in both ears, what is your CCG policy? (Please select the relevant response)

Two hearing aids are always offered	
One hearing aid is offered in the first instance unless someone specifically requests two hearing aids	
Only one hearing aid is offered	
We have a restriction in place for fitting hearing aids (please comment)	If the assessment indicates that the service user will benefit from bilateral hearing aids, provision

	<p>should be made for provision of two hearing aids, and the reason for this, and the expected benefits should be explained.</p> <p>Providers should issue service users with a maximum of one hearing aid for unilateral use or two hearing aids for bilateral use.</p>
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8. Do you commission any hearing screening programme in your CCG area?

Yes – please provide details	
No	x

9. For the services you commission please tell us how many Whole Time Equivalent (WTE) audiologists provide (or provided) services to adults? Please include all audiologists, including locums.

	Number
Currently	This information is not available or collected by the CCG
in 2017/18	
in 2016/17	
in 2015/16	

10. What is your tariff (or cost) for the following for non-complex adults (please complete table):

Description	Planned tariff 2019/20	Current tariff 2018/19	Tariff 2017/18	Tariff 2016/17	Tariff 2015/16
Audiology hearing aid assessment only					
Pathway for hearing aid assessment, fitting of one hearing aid device, cost of one device and first follow up					
Pathway for hearing aid assessment, fitting of two hearing aid devices, cost of					

two devices and first follow up					
Hearing aid aftercare (repairs)					

Please see the table below:

Audiology Tariff	
15/16 Tariff	
Assessment & Fitting of 1 hearing aid	284.34
Assessment & Fitting of 2 hearing aids	375.25
Hearing Assessment Only	47.39
Replacement Device	65.96
Fitment of single device after assessment	236.95
Fitment of 2 devices after assessment	327.86
Fitment of secondary single device after assessment	90.91
16/17 Tariff	
Assessment & Fitting of 1 hearing aid	287.47
Assessment & Fitting of 2 hearing aids	379.38
Hearing Assessment Only	47.91
Replacement Device	66.69
Fitment of single device after assessment	239.56
Fitment of 2 devices after assessment	331.47
Fitment of secondary single device after assessment	91.91
17/18 & 18/19 tariff- Following Procurement	
	Main Provider
Audiology hearing aid new assessment only	43.64
Full new pathway for hearing aid assessment, fitting of one hearing aid device, cost of one device and first follow up	198.34
Full new pathway for hearing aid assessment, fitting of two hearing aid devices, cost of two devices and first follow up	282.05
Hearing aid aftercare (inclusive of the replacement of malfunctioning or lost devices outside of warranty but within 36 months of device being fitted)	21.16
Hearing aid aftercare (inclusive of the replacement of malfunctioning or lost devices outside of warranty and beyond 36 months of device being fitted)	21.16
Audiology hearing aid 36 month review assessment only	0.00
Audiology hearing aid 36 month review assessment and replacement of one device	0.00
Audiology hearing aid 36 month review assessment and the replacement of two devices	0.00

Current tariff is different for each provider. The tariff for the provider who deals with the majority of cases has been included

11. Do the services you commission offer a one stop assess and fit service for people with hearing loss? This is a service where hearing aid assessment and fitting takes place on the same day.

Yes (If you wish, please provide further details of how this works)	Where hearing aids are expected to be beneficial and the service user wishes to accept provision of hearing aids, at the same appointment
No	

12. Is any of the following data collected in relation to outcomes from adults using hearing loss services in your area? (Please select all that apply)

Continuation with use of hearing intervention provided	Yes
Reported benefits from hearing	Patient satisfaction is monitored

intervention	
Service user satisfaction with their choice of intervention	Patient satisfaction is monitored
Reduced communication difficulties	Reviewed at re-assessment
Improved quality of life	Patient satisfaction is monitored
Other (please specify)	

13. Do you publish any of this data?

Yes (please specify)	
No	x

14. Do you use outcomes data as part of your commissioning and monitoring arrangements?

Yes	x
No	

15. Are adult hearing loss services in your CCG area commissioned on the basis of activity (e.g. number of procedures performed) or on the basis of outcome (e.g. patient outcome data)? Please select the relevant option and provide further details:

	Service commissioned by: (select option)	Please specify details of what activity / what outcomes
Activity		
Outcome		
Combination / other (please specify)	Activity and Outcomes are both considered	There are KPIs attached to the service which are regularly monitored. CQINS, patient satisfaction, complaints and improvement in Benefit Profiles are also monitored.

16. What follow-up arrangements are offered to patients who have received a hearing aid fitting from the services you commission?

Follow-up appointments are not offered	
Follow-up appointments are offered to patients who request them	
Follow-up appointments are	X

automatically offered to all patients	
Follow-up appointments are automatically offered, but only to some patients (please specify)	

17. If services automatically offer follow-up appointments, do you have any policies or targets in place for the length of time between hearing aid fittings, and follow up appointments?

Yes (please specify the length of time)	A follow-up appointment should be undertaken within 10 weeks of fitting (unless there are clear documented, clinical reasons to do otherwise, or if the service user chooses to wait beyond this period), in order to determine whether needs have been met.
No	

18. Do you hold any data on the actual length of time between hearing aid fitting and first follow up appointment?

Yes (please specify the median time in weeks and days)	
No	X

19. How do the services you commission offer follow-up appointments to patients? (Please tick all that apply)

Face-to-face	X
Via telephone	X
Via post/email	X
Other (please specify)	

20. Do the services you commission provide audiology clinics out of hours i.e. after 6pm/ before 9am/ at weekends?

Yes	X
No	
If yes, please provide any further details here: Operating hours of the service are 8.00am – 6.00pm, Monday to Friday, with additional flexibility to provide later evening and/or weekend appointments.	

21. We would like to know more about the services you commission and any charges patients may experience.

	We commission services that provide this, and the patient receives it for <u>free</u>	We commission services that provide this, but there is a <u>charge</u> . If so please specify the charge and what the patient receives for the charge (e.g. 5 batteries for £5).	We <u>do not</u> commission services that provide this.
Hearing aid batteries	x		
Hearing aid battery postage	x		
Replacement for lost hearing aid		X (£66) unless the patient is eligible for free replacements	
Ear moulds	x		
Tubing replacement	x		
Ear wax removal	x		
Hearing aid repair/maintenance	x		

21a. If the services you commission do not provide this service, please specify how people obtain their hearing aid batteries:

22. If you have any comments on the above, or if there are any other charges related to hearing aids or audiology service provision in your CCG area, please specify here

23. For patients fitted with hearing aids, in what ways do the services you commission offer re-assessments of their hearing needs after a period of time (please indicate all that apply)

Automatically after a certain period of time	X
On patient request or new GP referral	X.

Other (please specify)	
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24. If services offer an automatic re-assessment, after how many months/years does this take place for non-complex patients?

Please specify:	<p>After 3 years. Where the third year review suggests that there are no significant changes, the service user should continue in yearly aftercare (as required by the service user), with automatic recall to offer service users an annual review.</p>
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25. If services offer re-assessment on patient request or GP referral, is there a minimum number of months/years they have to wait before requesting this?

Please specify:	No
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We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter).

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