

Adult Non-complex Audiology Service Freedom of Information Request
January 2019

- 1. Please can you provide a summary of the types of audiology services in your area including what your service age threshold is, what type of contractual arrangements are in place (AQP/block/ cost per case contract/included in local secondary care Trust contract etc.) and your CCG registered population size?**

The Adult Hearing Service is to age 18+. The contract is a Framework Agreement under tariff. As of the 31ST October 2016 the GP registered population was 335,198.

- 2. Please provide the names of the Adult non-complex Audiology Providers in your area and how long the contract with these providers has been in place?**

Since October 2017 the providers of the Adult Hearing Service are:

- Specsavers
- Scrivens
- Mediscan

- 3. If you have not already renewed or testing the market for adult audiology services, does your CCG have intentions of procuring the service, how and when?**

If not, why not?

Not Applicable

- 4. What is your tariff (or price) for the following non-complex adult audiology services for NHS and independent sector (please complete table). If it defers with between providers please can you provide all financial information.**

Please see the information in the table below.

If you have commissioned other services or have other contractual arrangements in place for adult audiology services with different tariff or price categories to those set out above, or in different ways, please could you specify below:

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

Audiology Tariff	
15/16 Tariff	
Assessment & Fitting of 1 hearing aid	284.
Assessment & Fitting of 2 hearing aids	375.
Hearing Assessment Only	47.
Replacement Device	65.
Fitment of single device after assessment	236.
Fitment of 2 devices after assessment	327.
Fitment of secondary single device after assessment	90.
16/17 Tariff	
Assessment & Fitting of 1 hearing aid	287.
Assessment & Fitting of 2 hearing aids	379.
Hearing Assessment Only	47.
Replacement Device	66.
Fitment of single device after assessment	239.
Fitment of 2 devices after assessment	331.
Fitment of secondary single device after assessment	91.
17/18 & 18/19 tariff- Following Procurement	
	Main Provi
Audiology hearing aid new assessment only	45
Full new pathway for hearing aid assessment, fitting of one hearing aid device, cost of one device and first follow up	198
Full new pathway for hearing aid assessment, fitting of two hearing aid devices, cost of two devices and first follow up	282
Hearing aid aftercare (inclusive of the replacement of malfunctioning or lost devices outside of warranty but within 36 months of device being fitted)	21
Hearing aid aftercare (inclusive of the replacement of malfunctioning or lost devices outside of warranty and beyond 36 months of device being fitted)	21
Audiology hearing aid 36 month review assessment only	(
Audiology hearing aid 36 month review assessment and replacement of one device	(
Audiology hearing aid 36 month review assessment and the replacement of two devices	(

5. Please can you provide any information on benchmarking, comparison or financial modelling activity or methodology utilised by your CCG relating to your current tariff?

The current tariffs were submitted by the providers in the tender against indicative total volumes in the Invitation to Tender. NHS Wirral Clinical Commissioning Group went from six Any Qualified Provider (AQP) providers to three providers on a framework agreement, each with their own tariffs.

6. Can you confirm if the above referenced tariffs for your area are inclusive of VAT?

VAT is paid on the aid not on the service.

7. Please can you provide a copy of your service specification, tender questions, evaluation model and Schedule 4 Quality report template for the current audiology contract?

The service specification is awaiting final agreement by all providers (Please see separate attachment).

8. Do the service/s you commission offer a one stop assess and fit service (completed in one appointment) 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	

9. What follow-up/annual after care arrangements are offered to patients who have received a hearing aid fitting from the services you commission? (i.e. follow up appointments are not offered, or only to some patients, face to face/telephone etc).

Annual after care appointment	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. The Provider must provide on-going aftercare, support and equipment maintenance on an annual basis as required by the service user after the service user's follow up appointment
Annual follow up appointment	
Criteria in place for some patients	
No annual follow up/after care available to patients	
If annual after care or follow up appointments are available are they (insert a cross against each relevant option below):	
Face to face	X
Telephone	X
Online/electronic (i.e. facetime)	X
Other	X – written / email

10. 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.

11. Please provide details of the last time that you tested the market for your adult audiology service include dates, number of providers who expressed an interest in the notice.

Date Tender issued: 10th February 2017

Number of providers who expressed an interest: 5 providers

12. Please provide details of the outcome of the last audiology procurement or market testing exercise, including:

- **Were you able to award the contract, if not why not?**
Yes
- **Was there any changes to the service specification, contract or price during or after the procurement/market testing exercise?**
No
- **Were there any substantial or legal challenge from current or perspective providers on the procurement process and why?**
No
- **Please explain how any challenges to the procurement of the contract were managed by your CCG**
N/A