

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:	Jeannette Brammer
Your role:	Head of Audiology
Your email address:	Jeanette.brammer@uhn.nhs.uk
Your telephone number:	01782 674144

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:**

Royal Stoke Hospital – County Hospital –
Cannock Hospital – Wolverhampton trust we have an SLA to provide Audiology

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 X
- No

If you selected Yes, we understand that your responses to the questions below may differ for each Trust. Please contact us on campaigns@ndcs.org.uk 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 (✗).
University Hospitals of North Midlands NHS Trust	County Hospital	Weston Road, Stafford	ST16 3SA	NHS Stafford and Surrounds CCG NHS South East Staffordshire and Seisdon Peninsular CCG NHS Cannock Chase CCG		

<p>University Hospitals of North Midlands NHS Trust</p>	<p>Royal Stoke University Hospital</p>	<p>Newcastle Road Stoke-on-trent Staffordshire</p>	<p>ST4 6QG</p>	<p>NHS Stoke on Trent CCG NHS Stafford and Surrounds CCG NHS South East Staffordshire and Seisdon Peninsular CCG NHS North Staffordshire CCG NHS East Staffordshire CCG NHS Cannock Chase CCG</p>		
<p>University Hospitals of North Midlands NHS Trust</p>	<p>Cannock Chase Hospital</p>	<p>Brunswick Road Cannock Staffordshire</p>	<p>WS11 5XY</p>			

Section 2: Waiting times

3. On average, in the last quarter, (1 January – 31 March 2018) how many days did patients wait for the following?
If you are not sure please estimate.

	Referral to first assessment (newborn hearing screening pathway)	Referral to first assessment (older children post-newborn hearing screening)	Routine follow-up hearing tests for existing PCHI not including glue ear (wait beyond expected 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)	New earmoulds (from time notified of need)	Hearing aid repairs (from time notified of need)	Routine follow-up hearing tests for children with glue ear (wait beyond expected 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)	Grommet surgery for glue ear (RTT pathway)
Number of days	28 days	6 weeks or less (patients have to be seen in within this time).	Average wait 45.5 days approx.. (March 18 used to acquire data)	Offered 2 -3	Offered 2 -3	Section 12 exemption	Section 12 exemption

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	<input checked="" type="checkbox"/>
Bone conduction hearing aids	<input checked="" type="checkbox"/>
'Watch and wait'	<input checked="" type="checkbox"/>
Grommets	<input checked="" type="checkbox"/>
Otovent	<input checked="" type="checkbox"/>

Other, please specify:

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

Temporary conductive loss	<input type="checkbox"/>
Unilateral loss	<input type="checkbox"/>
Mild loss	<input type="checkbox"/>
Moderate loss	<input type="checkbox"/>
Auditory Neuropathy Spectrum Disorder (ANSO)	<input type="checkbox"/>
Not applicable – we provide hearing instruments for all children	<input checked="" type="checkbox"/>

Other, please specify:

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

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	
We offer extended opening times (before 9 am and/or after 5pm)	X
We offer Saturday appointments	
We deliver some services in schools	

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	Section 12 exemption as detailed in attached letter	
Total number of children with PCHI	Section 12 exemption as detailed in attached letter	Section 12 exemption as detailed in attached letter
Total number of children with temporary deafness (and fitted with hearing aids)	Section 12 exemption as detailed in attached	Section 12 exemption as detailed in attached

	letter	letter
Total number of children with ANSD	11	10

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

193 includes unilateral and bilateral (for 2017-2018)

FOI REF 120-19

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

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

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)	X
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	
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	X
Green	
Not using it	

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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 eg. 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										
Band 2										
Band 3										
Band 4										
Band 5										
Band 6	0.24					0.24				
Band 7	1.4					1.4				
Band 8 a	0.02					0.02				

Band 8b	0.5					0.5				
Band 8 c										
Band 8 d										
Band 9										
Doctor specialising in audiology (paediatrician, audiovestibular physician etc)										
Other staff eg. volunteers and students										

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	
We have been unable to recruit staff at lower bands – level 5 and below	
Posts have been frozen	X
Posts have been deleted	
Staff hours have been reduced – voluntarily or otherwise	

Other, please detail:

[Redacted text box]

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

- No X
- Yes, please detail:

[Redacted text box]

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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		
Band 6	10	0
Band 7	9	2 (this does vary as some band 7 have a management role and others do not)
Band 8 a	5	3 (this does include paed and adult clinics and long working days).
Band 8 b	4.2	3.8
Band 8 c		
Band 8 d		
Band 9		
Doctor specialising in audiology (paediatrician, audiovestibular physician etc)		

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	
No – because there isn't cover for clinical duties	

No – other [please detail]

We do attend courses ran by hearing aid companies etc. however this is dependent on finance being available.

FOI REF 120-1813

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	x
No	
Not sure	

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			

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	X
Offer an appointment with the adult service before being discharged from the children's service	X
Hold joint appointments with both paediatric and adult audiologist present	X
Visit local schools to offer sessions to share information with young people about deafness, independence and transition etc.	
None of the above	

Other please state:

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

Most recent Inpatient FFT score submitted to NHS England = 98%

Date the score was recorded: MM/YYYY

May 2018

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

16.1%

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

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>	x
As a block contract for both child and adult audiology services? <i>(go to question 33)</i>	
As an individual tariff per child? <i>(go to question 32)</i>	

Other, please specify:

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

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	x
Our service is joint and budgets are not shared	
Our service is paediatric only	

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 x
- 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 x
- 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.

If you have concerns about anything happening in your service that you'd like to speak to us about in confidence, please contact our helpline --

-----**Many thanks for your time.**