



**University Hospitals  
of North Midlands**  
NHS Trust

**Royal Stoke University Hospital**  
**Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Ref: FOIA Reference 2021/22-592

Date: 23<sup>rd</sup> March 2021

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 18<sup>th</sup> February 2021 requesting information under the Freedom of Information Act (2000) regarding Audiology Services.

**The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.**

**However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.**

**We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.**

**The Information Commissioners Office has recognised the current situation in the NHS.**

On 21<sup>st</sup> February 2022 we contacted you via email with the following:

Unfortunately UHNM is unable to open survey links or respond to FOI request made this way, due to cyber security and the procedures we have in place to validate the information we release.

We are more than happy to answer your request if you are able to put into a word document/ spread sheet or in the body of an email.

Your request will therefore be paused until we fully understand the information requested. We will continue to process your request when we understand the information requested. If we do not hear from you within two months we will close your request

On 28<sup>th</sup> February you replied via email with a word document

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.



**Q1 Audiology Services: Provision for People with Intellectual Disabilities and Autistic People**

University Hospitals of North Midlands NHS Trust: Please provide the requested information for all your sites that deliver Audiology services.

This is a request for information under the Freedom of Information Act 2000. Please confirm that you have received this request.

The head or manager of your audiology service/s should be best placed to provide the information for the questions. Please provide information for these questions from your service as a whole, including community, satellite, or outreach clinics if relevant. This request for information is in the form of a survey, which is being jointly led by [REDACTED]

[REDACTED] at [REDACTED] [REDACTED] The project team are working to ensure adults and children with intellectual disabilities and autistic people can access the audiological provision they need. The project team have partnered with Sheffield Voices, a self-advocacy group for people with intellectual disabilities, to plan and conduct this study; and with whom the questions for the survey have been co-produced. This study is being advised by a steering group with key representatives from RNID, British Society of Audiology (BSA) Cognition and Hearing Special Interest Group and Hearing and Learning Disabilities (HaLD) group.

For the purposes of this request, the following terms and definitions have been used:  
Intellectual disabilities: People who have an intellectual or learning disability identified in their medical records.

Autistic people: Autistic people whose autism is known to audiology services.

The aim of this request is to audit the provision of audiology services for people with intellectual disabilities and autistic people in the UK. The prevalence of hearing loss among these populations has been reported to be considerably higher than the wider population and vastly under-detected. Given the extensive variability in healthcare services for adults and children with intellectual disabilities and autistic people, there is a need to evaluate how audiological provision is delivered for these populations, to determine areas of good practice and posit improvement.

The survey is designed to gather information about the current design and delivery of audiology services for people with intellectual disabilities and autistic people. Specifically, the questions ask about: caseload, transition to adult services, reasonable adjustments, wax management, specialist services, meeting relevant guidance, policies, referral routes, multi-disciplinary working, staffing and training, patient engagement and service evaluation.

The outputs of the study will include a report of the national picture of audiology service provision for people with intellectual disabilities and autistic people, alongside policy implications and recommendations for service improvement to ensure the hearing health needs of these populations are addressed. The outputs will also be disseminated on the study website ([REDACTED]) and through easy read summaries.

We hope this survey will benefit audiology services, as well as people with intellectual disabilities, autistic people, and their families.

This is part of a nationwide request, using a standardised format to ensure consistency. The survey can be filled in and submitted electronically on REDCap, via the following link: [REDACTED]

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

A1 See attached document that you supplied

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



University Hospitals  
of North Midlands  
NHS Trust

Jean Lehnert  
Data, Security & Protection Manager

