

Date response issued: 23/05/2017
Request reference: FOI.17.NOR028

Freedom of Information Request

My Freedom of Information request is as follows:

With regards to the AQP providers and their sites:

1. How many “alternative” provider sites are present in each of the 4 Norfolk CCGs
2. How many pathways have they started since the contract began per provider?
3. How many patients expressed dissatisfaction and asked for second opinion referrals to alternative providers?
4. How many patients, following their consultation, turned out *not to* meet the referral criteria and needed onward referral to ENT?
5. How many patients had a minimal hearing loss and were considered not yet ready to benefit from amplification?
6. What level of hearing loss results in a patient receiving a hearing aid and how is this “hearing level” calculated?
7. How has each provider contributed to training at Audiology PTP (BSc) and STP (MSc) level?
8. What is the Audiology staff structure and qualification level in each provider site?

With regards to patients, how many patients with hearing loss:

- (a) in each age group
- (b) who (i) were and (ii) were not eligible for free prescriptions; and
- (c) treated by each of the AQP Audiology providers in Norwich were funded by
 - (A) Norwich Central CCG
 - (B) North Norfolk CCG
 - (C) South Norfolk CCGin each of the last three years?

NHS Norwich CCG response

NHS Norwich CCG would like to respond as follows:

The information requested is not held by the CCG.

It is advised you refer your request to the relevant providers who may hold the information you seek. See below for a list of providers you may wish to contact:

- Colemans Opticians – <http://www.colemanopticians.co.uk/>
- Complete Price Eyewear (The Outside Clinic) – <http://outsideclinic.co.uk/contact-us/>
- Primary Eyecare Ltd – <http://www.primary-eyecare.co.uk/contact.php>
- Scrivens Opticians – <https://scrivens.com/about-us/contact-us/>
- Specsavers Hearcare Ltd – <https://www.specsavers.co.uk/news-and-information/customer-service/contact-us>