

Date response issued: 01/12/2017
Request reference: FOI.17.NOR154

Freedom of Information Request

1. Regarding the CCG:

- a) Are adult hearing services currently being delivered through Any Qualified Provider (AQP) within the CCG?
- b) Does the CCG use AQP for any other services provided? If so, what services?

2. Regarding the CCG IF currently using AQP in the audiology service (IF NOT, please move to part 3):

2.1 The audiology services provided by AQP:

- a) When did the CCG begin using AQP?
- b) Who are the current providers for audiology services?
- c) How many AQP providers does the CCG have?
- d) What percentage of provision is provided by private sector companies and NHS services within the CCG?

2.2 Type of AQP service provided:

- a) Are they a Consultant led service?
- b) What are the current appointment waiting times for the Audiology service?
- c) What percentage of patients are fitted with bilateral hearing aids?
- d) Are the type of hearing aid that providers fit audited? If so, what make and model of Hearing Aids are used?
- e) Does the AQP service provide balance/diagnostic services?
- f) Does the AQP service offer appointments for repairs or open clinics?

2.3 Referral to the audiology service:

- a) Is a 'Choose and Book' system used for audiology referrals?
- b) Can patients be directly referred to an AQP audiology service by their GP?
- c) From what age of patient do they accept Direct Referrals?
- d) What percentage of referrals are a direct referral to an AQP audiology service?

2.4 Cost of the service:

- a) What is the current contract value of the Audiology service provided by AQP?
- b) Is the Audiology service being operated within the current contract value?
- c) What is the current contract length for the Audiology service?
- d) When is the current contract due to expire?
- e) Does the CCG have plans to continue using AQP for the audiology service after the current contract ends?

3. Regarding the CCG IF NOT currently using AQP in audiology:

- a) Has the CCG used AQP to provide audiology services before?
- b) When did the CCG stop using AQP in audiology?

NHS Norwich CCG response

NHS Norwich CCG would like to respond as follows:

- 1a) Yes for age related hearing loss.
- 1b) Yes, for some eye services.

2.1a) 2014

2.1b) Specsavers, Scrivens, Colemans Opticians, Primary Eyecare Ltd, and Complete Price Eyewear Limited (trading Outside Clinic)

2.1c) Five

2.1d) The information requested is not held by the CCG

2.2a) No

2.2b) Assessment should be undertaken within 16 working days of receipt of referral

2.2c) The information requested is not held by the CCG. It is advised you refer your request to the relevant providers who may be able to advise. Their contact details can be found on their websites:

[Specsavers Healthcare Group Ltd](#)

[Scrivens Opticians](#)

[Coleman Opticians Hearing & Vision Centre](#)

[Primary Eyecare Ltd](#)

[Outside Clinic](#)

2.2d) All audiometric equipment should be regularly calibrated to manufacturer's guidelines and relevant national or international guidelines and undergo regular checks (Stage A, Stage B or Stage C checks) in accordance with national recommendations. The information requested for make and model of hearing aids is not held by the CCG. It is advised you refer your request to the relevant providers detailed above who may hold this information.

2.2e) Complex audiology services are not covered. There are contra-indications included in the service spec as follows:-

Contra-indications which should not be referred into or treated by the Direct Access Adult Hearing Service

History:

- Persistent pain affecting either ear (defined as earache lasting more than 7 days in the past 90 days before appointment);
- History of discharge other than wax from either ear within the last 90 days
- Sudden loss or sudden deterioration of hearing (sudden=within 1 week, in which case send to A&E or refer urgently to ENT clinic)
- Rapid loss or rapid deterioration of hearing (rapid=90 days or less)
- Fluctuating hearing loss, other than associated with colds
- Unilateral or asymmetrical, or pulsatile or distressing tinnitus lasting more than 5 minutes at a time
- Troublesome, tinnitus which may lead to sleep disturbance or be associated with symptoms of anxiety or depression
- Abnormal auditory perceptions (dysacusis)
- Vertigo (Vertigo is classically described hallucination of movement, but here includes dizziness, swaying or floating sensations that may indicate ontological, neurological or medical conditions)

- Normal peripheral hearing but with abnormal difficulty hearing in noisy backgrounds; possibly having problems with sound localization, or difficulty following complex auditory directions.

Ear examination:

- Complete or partial obstruction of the external auditory canal preventing proper examination of the eardrum and/or proper taking of an aural impression.
- Abnormal appearance of the outer ear and/or the eardrum (e.g., inflammation of the external auditory canal, perforated eardrum, active discharge).

Audiometry:

- 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.

2.2f) Yes, repairs

2.3a) Yes

2.3b) Yes

2.3c) Above 50 years

2.3d) The information requested is not held by the CCG. It is advised you refer your request to the relevant providers detailed above who may hold this information.

2.4a) 2015/16 (full year) – £1.35m

2.4b) N/A – only indicative value

2.4c) The current contract length is either 3 years or 5 years contracts (depending on the contract)

2.4d)

Specsavers – end date 31/03/21

Scrivens – end date 31/03/21

Colemans Opticians – end date 31/03/21

Primary Eyecare Ltd (Community Glaucoma Level 1) – end date 30/09/17; this is subject to ongoing discussions

Complete Price Eyewear Limited (trading Outside Clinic) – end date 31/03/21

2.4e) Currently, the CCG do intend to continue using AQP for the audiology service after the current contract ends however this is subject to change.

3a) N/A

3b) N/A