

Please respond by selecting the relevant answer option at each question by placing an 'X' in the box, or by providing the information requested in the question. Please find attached a word version of these questions.

1. Name of CCG: NHS Norwich CCG
2. Are any of the adult hearing services provided through Any Qualified Provider (AQP) in your CCG area?

Yes	X
No	
If 'yes' please state how many providers	

3. Do you have a policy on the implementation of the NICE guideline 'Hearing loss in adults: assessment and management' when providing adult audiology services?

Yes	
No	X
<p>If you have any comments on the implementation of the NICE guidance, please specify here:</p> <p>Where possible, the CCG considers NICE guidance within its pathways, however, it does not have a standalone policy on the implementation of NICE guideline 'Hearing loss in adults: assessment and management'</p>	

4. Do you hold information on the following for your CCG area:

	Spend on adult audiology	Spend on child (paediatric) audiology	Total audiology spend	Comments (Please clarify if this is complete data for the CCG, or just from a sub set of providers)
Your audiology spend in 2015/16	Not available	Not available	£681,095	NNUH and Independent providers.
Your audiology spend in 2016/17	Not available	Not available	£644,554	NNUH and Independent providers.
Your audiology spend in 2017/18	Not available	Not available	£903,703	NNUH and Independent providers.
Your planned spend in 2018/19	Not available	Not available	£806,834	NNUH and Independent providers.
Your planned spend in 2019/20 (if known)	Not available	Not available	£681,095	NNUH and Independent providers.

NOTE 1: Please fill in as much as you can. If, for example, you cannot provide a breakdown between adult and child services, please just fill in the TOTAL fields.

NOTE 2: Please present all these figures in nominal terms.

5. a) How many hearing aid fittings took place in the services you commission in each of the following years for adults.

NOTE 1: we are not asking for patient identifiable data, we just want the number of fittings.

NOTE 2: Please fill in as much as you can. However if, for example, you cannot provide a breakdown between adult and child services, or bilateral vs unilateral, please just fill in the total fields – or even just the total field or the total table in part c.

The CCG does not hold the data in this form. CCGs are invoiced on a monthly basis for each provider, based on the number of patient contacts, which could include the fitting of a unilateral aid, bilateral aid, follow-up appointment, review. Backing data supplied to support each invoice does not itemise according to the type of service delivered per patient contact.

	Number of unilateral fittings (just one hearing aid fitted)	Number of bilateral fittings (hearing aids fitted to both ears)	Total	Comments (Please clarify if this this is complete data for the CCG, or just from a sub set of providers)
2015/16				
2016/17				
2017/18				

b: how many hearing aid fittings took place in each of the following years for children:

The CCG does not hold the data in this form. CCGs are invoiced on a monthly basis for each provider, based on the number of patient contacts, which could include the fitting of a unilateral aid, bilateral aid, follow-up appointment, review. Backing data supplied to support each invoice does not according to the type of service delivered per patient contact.

	Number of unilateral fittings (just one hearing aid fitted)	Number of bilateral fittings (hearing aids fitted to both ears)	Total	Comments (Please clarify if this is complete data for the CCG, or just from a sub set of providers)
2015/16				
2016/17				
2017/18				

c: how many hearing aid fittings took place in total (adults + children):

The CCG does not hold the data in this form. CCGs are invoiced on a monthly basis for each provider, based on the number of patient contacts, which could include the fitting of a unilateral aid, bilateral aid, follow-up appointment, review. Backing data supplied to support each invoice does not according to the type of service delivered per patient contact.

	Number of unilateral fittings (just one hearing aid fitted)	Number of bilateral fittings (hearing aids fitted to both ears)	Total	Comments (Please clarify if this is complete data for the CCG, or just from a sub set of providers)

	aid fitted)	fitted to both ears)		
2015/16				
2016/17				
2017/18				

6. Do you have a hearing loss threshold dBHL, below which adults will not be prescribed hearing aids?

Yes – please state what the threshold is:	
No	X

7. When adults have an aidable hearing loss in both ears, what is your CCG policy? (Please select the relevant response)

Two hearing aids are always offered	X
One hearing aid is offered in the first instance unless someone specifically requests two hearing aids	
Only one hearing aid is offered	
We have a restriction in place for fitting hearing aids (please comment)	

8. Do you commission any hearing screening programme in your CCG area?

Yes – please provide details	
No	X

This is an NHS England responsibility - <https://www.england.nhs.uk/contact-us/foi/>

9. For the services you commission please tell us how many Whole Time Equivalent (WTE) audiologists provide (or provided) services to adults? Please include all audiologists, including locums.

	Number
Currently	
in 2017/18	
in 2016/17	
in 2015/16	

We do not hold this information as it concerns staffing and treatment within the acute trusts. Below are the FOI contact details for the main acute providers in Norfolk and surrounding area.

Norfolk and Norwich University Hospitals NHS Foundation Trust
<http://www.nnuh.nhs.uk/about-us/freedom-of-information-foi/>

Queen Elizabeth Hospital NHS Foundation Trust
<http://www.qehkl.nhs.uk/freedom-of-information>

James Paget Hospital NHS Foundation Trust
<https://www.jpaget.nhs.uk/about-us/freedom-of-information/>

West Suffolk Hospital NHS Foundation Trust
<https://www.wsh.nhs.uk/Corporate-information/Information>

10. What is your tariff (or cost) for the following for non-complex adults (please complete table):

Description	Planned tariff 2019/20	Current tariff 2018/19	Tariff 2017/18	Tariff 2016/17	Tariff 2015/16
Audiology hearing aid assessment only	£39	£39	£39	£39	£49
Pathway for hearing aid assessment, fitting of one hearing aid device, cost of one device and first follow up	£162	£162	£162	£162	£294 (including 3yrs aftercare)
Pathway for hearing aid assessment, fitting of two hearing aid devices, cost of two devices and first follow up	£251	£251	£251	£251	£388 (including 3yrs aftercare)
Hearing aid aftercare (repairs)	£21	£21	£21	£21	£23

NOTE 1) Please specify these figures in nominal terms.

NOTE 2) If you pay for services in different categories to those set out above, or in different ways, please could you specify.

11. Do the services you commission offer a one stop assess and fit service 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)	X
No	

12. Is any of the following data collected in relation to outcomes from adults using hearing loss services in your area? (Please select all that apply)

Continuation with use of hearing intervention provided	X
Reported benefits from hearing intervention	X
Service user satisfaction with their choice of intervention	X
Reduced communication difficulties	
Improved quality of life	X
Other (please specify)	Reduced social isolation and consequent mental health improvement

13. Do you publish any of this data?

Yes (please specify)	
No	X

14. Do you use outcomes data as part of your commissioning and monitoring arrangements?

Yes	
No	X

The CCG monitors performance through Key Performance Indicators and through feedback it receives directly from services users.

15. 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	Please specify details of what activity / what outcomes
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	option)	
Activity	X	Number of procedures performed, however these are not itemised per patient
Outcome		
Combination / other (please specify)		

16. What follow-up arrangements are offered to patients who have received a hearing aid fitting from the services you commission?

Follow-up appointments are not offered	
Follow-up appointments are offered to patients who request them	
Follow-up appointments are automatically offered to all patients	X
Follow-up appointments are automatically offered, but only to some patients (please specify)	

17. If services automatically offer follow-up appointments, do you have any policies or targets in place for the length of time between hearing aid fittings, and follow up appointments?

Yes (please specify the length of time)	X Follow up within 10 weeks of fitting
No	

18. Do you hold any data on the actual length of time between hearing aid fitting and first follow up appointment?

Yes (please specify the median time in weeks and days)	
No	X

The CCG does not hold this information. It is advised that you redirect your request to the providers directly. The acute providers are noted in the response to question 9.

Additionally, the AQP providers are as follows: Specsavers, Scrivens Opticians, Colemans and The Outside Clinic.

19. How do the services you commission offer follow-up appointments to patients?
(Please tick all that apply)

Face-to-face	X
Via telephone	X
Via post/email	X
Other (please specify)	

20. Do the services you commission provide audiology clinics out of hours i.e. after 6pm/ before 9am/ at weekends?

Yes	
No	X
If yes, please provide any further details here:	

21. We would like to know more about the services you commission and any charges patients may experience.

	We commission services that provide this, and the patient receives it for <u>free</u>	We commission services that provide this, but there is a <u>charge</u> . If so please specify the charge and what the patient receives for the charge (e.g. 5 batteries for £5).	We <u>do not</u> commission services that provide this.
Hearing aid batteries	X		
Hearing aid battery postage	X		
Replacement for lost hearing aid	X		
Ear moulds	X		
Tubing replacement	X		
Ear wax removal	X		
Hearing aid repair/maintenance	X		

21a. If the services you commission do not provide this service, please specify how people obtain their hearing aid batteries:

N/A

22. If you have any comments on the above, or if there are any other charges related to hearing aids or audiology service provision in your CCG area, please specify here

No comments

23. For patients fitted with hearing aids, in what ways do the services you commission offer re-assessments of their hearing needs after a period of time (please indicate all that apply)

Automatically after a certain period of time	X
On patient request or new GP referral	X
Other (please specify)	

24. If services offer an automatic re-assessment, after how many months/years does this take place for non-complex patients?

Please specify:	Annual review
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25. If services offer re-assessment on patient request or GP referral, is there a minimum number of months/years they have to wait before requesting this?

Please specify:	No
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