



5 February 2019

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 000093

I refer to your email of 14 January requesting information in respect of audiology services.

I can confirm on behalf of Great Yarmouth and Waveney, North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some the information that you have requested. A response to each element of your request is detailed below:

Request

1. Please provide the names of the Adult non-complex Audiology Providers in your area and how long the contract with these providers has been in place?
2. If you have not already renewed or testing the market for adult audiology services, does your CCG have intentions of procuring the service, how and when?

If not, why not?

3. Please can you provide any information on benchmarking, comparison or financial modelling activity or methodology utilised by your CCG relating to your current tariff?
4. Can you confirm if the above referenced tariffs for your area are inclusive of VAT?

Yes	
No	

5. Please can you provide a copy of your service specification, tender questions, evaluation model and Schedule 4 Quality report template for the current audiology contract?
6. Please provide details of the last time that you tested the market for your adult audiology service include dates, number of providers who expressed an interest in the notice.
7. Please provide details of the outcome of the last audiology procurement or market testing exercise, including:

- Were you able to award the contract, if not why not?
- Was there any changes to the service specification, contract or price during or after the procurement/market testing exercise?
- Were there any substantial or legal challenge from current or perspective providers on the procurement process and why?
- Please explain how any challenges to the procurement of the contract were managed by your CCG.

Responses

West Norfolk CCG

1 - Queen Elizabeth Hospital Foundation Trust as part of a larger contract that has been in place for a number of years.

2 - The CCG Operational Plan for 19/20 onwards is currently being developed. No plans at present.

3 - None undertaken to date

4, 6 and 7 – N/A

5 – see attached

North Norfolk, South Norfolk and Norwich CCGs

1 - Scrivens, Specsavers, Colemans Opticians and Complete Price Eyewear T/A The Outside Clinic are all under AQP contracts. The contracts have been in place for a minimum of 3 years.

2 - The AQP audiology contracts do not expire until 2021 so no plans in place as yet.

3 - Below are the agreed local prices included in Schedule 3A of the AQP audiology contracts.

Tariff	Basis of Contract	Price
1	Audiology assessment only – no further actions required	£39
2	Assessment, fitting of 1 aid, cost of 1 aid and follow-up,	£162
3	Assessment, fitting of 2 aids, cost of 2 aids and follow-up	£251
4	Annual aftercare and review (to be paid annually from end of year 1 until end of 5 year aftercare period)	£21

Tariff	Basis of Contract	Price
5	Replacement hearing aid due to loss or mechanical failure outside of warranty period	£68

4 – N/A

5 – see attached

6 – The audiology AQP was originally set up in mid-2014. The AQP was re-tested in the market in 2016 (notice issued 2 Feb 2016), and was for up to 5 years from 1 April 2016.

Parties who Expressed an Interest:

Boots

Colemans

Norfolk and Norwich University Hospital

Queen Elizabeth II Hospital

Scrivens

Specsavers

Complete Price Eyewear T/A The Outside Clinic.

7 - Providers whose offers were accepted:

Boots

Colemans

TheOutsideClinic

Scrivens

Specsavers

We were able to award Contracts.

No changes to specification during AQP exercise.

Great Yarmouth and Waveney CCG

I can GYWCCG does not hold any information relevant to this request as the CCG does not hold any community services contracts in relation to audiology.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM CSU
FOI Team, Room 18
Scarsdale
Newbold Road
Chesterfield
S41 7PF

Email agcus.foi.norfolkwaveneyccgs@nhs.net

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email casework@ico.org.uk

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Yours faithfully

Philip Humphreys

FOI Manager, Arden & GEM CSU

**On behalf of
Great Yarmouth and Waveney,
North Norfolk, South Norfolk
Norwich and West Norfolk CCGs**