

Adult Non-complex Audiology Service Freedom of Information Request
January 2019

Blackburn with Darwen CCG are undertaking research on adult (non-complex) audiology services in other CCG areas and would appreciate your local information on your local service arrangements, tariff and contractual information. This will help to build a clear picture of the audiology service provision across England and review current arrangements in place for our patients in other areas to add to the 'best practice' picture.

If any of these questions are unclear please do not hesitate to contact Blackburn with Darwen CCG directly michelle.clayton11@nhs.net or 01254 282000.

Please respond by selecting the relevant answer option at each question by placing an 'X' in the box where possible. Or by providing the information requested in the question.

1. Please can you provide a summary of the types of audiology services in your area including what your service age threshold is, what type of contractual arrangements are in place (AQP/block/ cost per case contract/included in local secondary care Trust contract etc.) and your CCG registered population size?

AQP provider contracts for Adult Age Related Hearing Loss – Age threshold for this service is 55+. These are on a cost per case basis

2. 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?

Contracts were awarded for AQP Audiology in Merseyside following national guidance on AQP provision in 2012. Merseyside AQP contracts for Audiology were awarded to a number of providers in Merseyside

The following are in the Sefton area

- Aintree University Hospital NHS Foundation Trust
- Southport & Ormskirk Hospital NHS Trust
- Specsavers (various Sefton Sites)

3. 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?

The Merseyside CCGs are working collectively on their commissioning and contract arrangements for Adult Hearing Loss with the intention of reviewing prices, pathways and specification taking into account updated national guidance. We have agreed with providers to extend the current contracting arrangements pending this.

4. What is your tariff (or price) for the following non-complex adult audiology services for NHS and independent sector (please complete table). If it differs with between providers please can you provide all financial information.

Description	Planned tariff 2019/20	Current tariff 2018/19	Tariff 2017/18	Tariff 2016/17	Tariff 2015/16
Audiology hearing aid assessment only		£49	£49	£49	£49
Pathway for hearing aid assessment, fitting of one hearing aid device, cost of one device and first follow up		£294	£294	£294	£294
Pathway for hearing aid assessment, fitting of two hearing aid devices, cost of two devices and first follow up		£388	£388	£388	£388
Hearing aid aftercare (repairs)		£23	£23	£23	£23
Cost to replace the hearing aid and who pays for this (i.e. patient or CCG)		£68	£68	£68	£68

If you have commissioned other services or have other contractual arrangements in place for adult audiology services with different tariff or price categories to those set out above, or in different ways, please could you specify below:

Not applicable

5. Please can you provide any information on benchmarking, comparison or financial modelling activity or methodology utilised by your CCG relating to your current tariff?

The currency model and prices are based on the 2011/12 non-mandatory tariff – these are local prices

6. Can you confirm if the above referenced tariffs for your area are inclusive of VAT?

Yes	
No	X (as Out of scope)

7. 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?



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8. Do the service/s you commission offer a one stop assess and fit service (completed in one appointment) 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	

9. What follow-up/annual after care arrangements are offered to patients who have received a hearing aid fitting from the services you commission? (i.e. follow up appointments are not offered, or only to some patients, face to face/telephone etc).

Annual after care appointment	Yes
Annual follow up appointment	Yes
Criteria in place for some patients	Yes
No annual follow up/after care available to patients	
If annual after care or follow up appointments are available are they (insert a cross against each relevant option below): Face to face X Telephone X Online/electronic (i.e. facetime) Other X	Other includes postal questionnaires if face to face appointment is not the preferred option

10. 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 option)	Please specify details of what activity / what outcomes
Activity	X	As per tariffs
Outcome – KPIs		

		<ul style="list-style-type: none"> • 90% of patients referred to the service should be assessed within 16 working days of receipt of referral • 90% of patients requiring hearing aid fitting should be seen within 20 working days of the assessment • 90% of follow-up appointments should be within 10 weeks of fitting • 90% of patients should be able to access aftercare within 2 working days of a request • 95% of responses received from patients sampled via a service user survey should report overall satisfaction with the service
Combination / other (please specify)		

11. 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.

Merseyside AQP Audiology re- accreditation took place in 2015.

12. 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?

Yes- reaccreditation exercise undertaken by Midland and Lancashire Commissioning Support Unit on behalf of providers.

- Were there any changes to the service specification, contract or price during or after the procurement/market testing exercise?

No material changes

- Were there any substantial or legal challenge from current or perspective providers on the procurement process and why?

No

- Please explain how any challenges to the procurement of the contract were managed by your CCG.

Not applicable

Many thanks for your time and efforts in completing this questionnaire.