

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.

1. Name of CCG: NHS South Sefton 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	4

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	X
No	
If you have any comments on the implementation of the NICE guidance, please specify here:	

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	£445k	£179k	£624k	Sub set from Providers
Your audiology spend in 2016/17	£483k	£176k	£659k	Sub set from Providers
Your audiology spend in 2017/18	£608k	£201k	£809k	Sub set from Providers
Your planned spend in 2018/19	£608k	£201k	£809k	18/19 contract based on 17/18 outturn – subject to any tariff change or service change
Your planned spend in 2019/20 (if known)	£608k	£201k	£809k	19/20 contract based on 18/19 outturn – subject to any tariff change or service change

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

	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				

NHS South Sefton CCG does not receive data in relation to patients age.

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

	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				

NHS South Sefton CCG does not receive data in relation to patients age.

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

	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	50	396	446	Includes Scrivens Ltd, S&O, Specsavers & Minor Ops Ltd
2016/17	69	534	603	As above
2017/18	72	613	685	Includes Scrivens Ltd, S&O and Specsavers

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:	<p>X</p> <p><i>Contra-indications which should not be referred into or treated by the Direct Access Adult Hearing Service:</i></p> <ul style="list-style-type: none"> • 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.
No	

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	Decision to offer 2 aids is based on clinical need
One hearing aid is offered in the first instance unless someone specifically requests two hearing aids	As above
Only one hearing aid is offered	As above
We have a restriction in place for fitting hearing aids (please comment)	No

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

Yes – please provide details	X Acute services for both adults & children offer screening services
No	

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.

NHS South Sefton CCG does not hold this information, you may wish to direct your query to the providers of the service.

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		£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

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.

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- 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	Yes
Reported benefits from hearing intervention	Yes
Service user satisfaction with their choice of intervention	Yes
Reduced communication difficulties	Yes
Improved quality of life	Yes
Other (please specify)	

- 13. Do you publish any of this data?**

Yes (please specify)	X Within CCGs Annual Reports & Accounts available on websites for both CCGs https://www.southseftonccg.nhs.uk/what-we-do/how-we-spend-our-money/
No	

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

Yes	X
No	

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 option)	Please specify details of what activity / what outcomes
Activity		As per tariffs above (Q.10)
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)		

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)	
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- 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)	Within 10 weeks of fitting aids
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)	Yes, as above
No	

- 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	X
No	
<p>If yes, please provide any further details here:</p> <p>8.00am – 6.00pm, Monday to Friday, with an additional minimum of 5 hours regular extended opening hours on a weekend.</p> <p>Opening the service on statutory public holidays is for the discretion of the provider; however there will be a requirement for Providers to ensure patients are notified in advance of closures and have access to an emergency service for the provision of batteries and tubing</p>	

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		Please go to Q21a.
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:

Not applicable

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

Not applicable

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	
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:	Aftercare service for up to 3 years, including advice, maintenance and review at 3rd year
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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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