



Southport and Formby Clinical Commissioning Group

Our ref: FOI ID 5454

10 August 2015

Address: southportandformbyccg.foi@nhs.net

NHS Southport & Formby CCG

5 Curzon Road
Southport
PR8 6PL

Direct dial: 01704 38 7028

Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Adult Hearing Services within NHS Southport and Formby CCG.

Request/[Response](#):

Could you please supply the following information under freedom of information:

The NCHA is researching NHS hearing care in England. Goals of the research include

- assessing whether service provision varies across England and if so how
- assessing whether commissioning meets best practice guidelines
- measuring the impact of policy intervention from Monitor and NHS England

This research is in the public interest. The NHS has a £22bn funding gap and Monitor – the sector regulator – published a report in March 2015 highlighting potentially large efficiency gains in the adult hearing service.

A form is attached to help complete the FoI request efficiently. However, if you wish, you can answer the request using your preferred format – e.g. email, letter etc.

[Please see Appendix 1.](#)

FREEDOM OF INFORMATION REQUEST - CCGS

FREEDOM OF INFORMATION REQUEST – JULY 2015

Notes to help CCGs provide data/information:

- Adult refers to patients aged 18 and over that are managed by audiology (e.g. noise and age-related hearing loss, and people discharged from ENT)
- You will often find these data under “direct access audiology” although there might be some local variation in how your CCG commissions the service
- Please **exclude ENT led** clinics because cost and activity for these clinics is allocated differently (please note that direct access audiology is **not** ENT led)
- Prices and activity refer to the NHS financial year 2014/15 – i.e. historical data

Q1) Did your CCG commission adult hearing services from audiology in 2014/15?

A1)

- Yes (please continue to question 2)
 No (you have finished, please return this form)

Q2) Please list all providers from which you commissioned adult hearing services in the year 2014/15

A2)

Please list name of provider(s) only (address **not** required):

Aintree
Specsavers
Southport and Ormskirk NHS Hospital Trust

Q3) Please provide the service specification and prices for adult hearing services you commissioned from each of the providers listed in answer 2?

Please note:

- only attach one copy of any given service specification and prices. E.g. if all providers deliver adult hearing services under AQP for adults over a specific age and are paid the same, then only include this once
- provide a copy of each specification and the prices paid if any provider has an additional contract or a variation on contract or is paid different prices for any reason

A3)

Attachment(s) included

- Yes (number of attachments included in response to this question = 1)
 No (please explain why:)

Q4) How many adults in your CCG region have a hearing loss?

A4)

Over 33 000 adults in Sefton suffer from some form of hearing impairment (Source Sefton JSNA 2014)
[if not known, please tick here

Q5) How much did you spend on adult hearing services (all providers) in 2014/15? (Please exclude spending on ENT)

A5)

FREEDOM OF INFORMATION REQUEST - CCGS

£457,647

Q6) Please specify how many of the following were performed by ALL of your audiology providers in 2014/15?
(if you would like us to sum the data ourselves please provide raw data for each provider)

A6)

a) Total number of adult hearing assessments

1176

b) Total number of adult hearing aid fits

1105

c) Total number of follow-up appointments

Not available

d) Total number of aftercare appointments – e.g. hearing aid repairs

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Q7) Do you set any restrictions (other than GP referral) on accessing adult hearing services?

E.g. do you only allow one hearing aid to be fitted to somebody with a hearing loss in both ears or have thresholds in place to restrict access to NHS adult hearing services

A7)

Yes (if yes, please explain below)

No

Details:

Q8) Do you ask your GPs to refer to a specific provider(s) when referring to adult hearing services?

A8)

Yes (if yes, please explain why below)

No

Details of why you ask GPs to refer to specific provider(s):

Q9) Do you collect quality data/information from all your providers?

A9)

Yes (if yes, please explain below)

No

Details of how you measure quality: Balanced scorecard information provided on a monthly basis

Q10) How do you ensure continuous quality improvement in local adult hearing services?

A10)

All providers have a Standard NHS Contract for services and will be subject to the standard quality schedule, alongside this the CQUIN (Commissioning For Quality and Innovation Payment) is designed to enable local flexibility for providers to innovate around quality initiatives.

Q11) Do you pay all of your providers the same for adult hearing services?

A11)

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- Yes
 No (please give details below)

Details, how and why do payments vary:

Q12) In the year 2014/15, under what type of contract(s) did you commission adult hearing services?

A12)

Please tick ALL that apply

- Block Contract
 Non-mandated national tariff/Payment by Results
 AQP tariff
 Cost per case
 Other (if ticked please specify here:)

Q13) In 2014/15 what did you pay for the following activities? (if you paid providers differently, please provide details for each provider on a separate sheet)

A13)

a) Adult hearing assessment:

£49 (excluding MFF)

£n/a (including any local adjustment, e.g. MFF. **If no adjustment insert N/A**)

if not known (e.g. block contract), please tick here

b) Adult hearing aid fit – one hearing aid (including assessment, fitting and the hearing aid:

£294 (excluding MFF)

£n/a (including any local adjustment, e.g. MFF. **If no adjustment insert N/A**)

if not known (e.g. block contract), please tick here

c) Adult hearing aid fit – two hearing aids (including assessment, fitting and two hearing aids:

£388 (excluding MFF)

£n/a (including any local adjustment, e.g. MFF. **If no adjustment insert N/A**)

if not known (e.g. block contract), please tick here

d) Adult hearing aid follow-up appointment after fitting:

£included in the above tariffs (excluding MFF)

£n/a (including any local adjustment, e.g. MFF. **If no adjustment insert N/A**)

if not known (e.g. block contract), please tick here

e) Aftercare (e.g. hearing aid repair)

£23 (annual after care) £68 (replacement hearing aid) excluding market forces factor)

£n/a (including any local adjustment, e.g. MFF. **If no adjustment insert N/A**)

if not known (e.g. block contract), please tick here

f) How often do you pay the aftercare fee specified in 13.e.

- Pay this aftercare fee for each aftercare
 Pay this aftercare fee once per year regardless how often the patient attends
 Pay this aftercare fee once every three years regardless how often the patient attends
 Other (if ticked please specify here:)