

Freedom of Information Team
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Tel: 023 9228 6000 Ext 3708

Name:

Date: 31/07/2019

Ref: 19-20 173

Dear

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by our Freedom of Information team on 27/06/2019. You have requested the following:

Contractual Arrangements

- **Is your routine audiology service for those 18 and above commissioned via an AQP contract or other contract?**
Other contract
- **Is there more than one contract in place for those aged 18 and above requiring routine audiology?**
Yes

Patients

- **How many direct access audiology patients do you see per year? –if there is more than one contract please break down by contract**
Approximately 7000 patients are seen in the Trusts Audiology Department.
- **How many AQP patients do you see per year? (please provide breakdown by location)**
None

Access to Services

- **What locations do you provide services from?**
Fareham Community Hospital
Queen Alexandra Hospital
Highlands Road Medical Centre
Gosport War memorial
St Richards Hospital
Bognor War Memorial
Petersfield Hospital.

- **How many clinics and what days do you provide at each location?**
Variable, due to staffing and demand.
- **Do you provide a same day hearing aid assessment & fit pathway?**
With suitable existing hearing aid uses.
- **Do you provide a walk in aftercare service for your patients?**
No.
- **Are aftercare services available across all locations?**
Yes.
- **How are patients referred into your service?**
GP referral.
- **What referral forms are available?**
GP letter

Audiology Waiting Times

a. Using your latest recorded figures please state the percentage (%) of patients that were seen within the national target waiting time and the time period to which this figure refers.

100% of patients were seen for diagnostic assessment within 6 weeks. The Trust has a significant wait for routine fittings.

b. Please confirm the waiting times to the following parts of your pathway:

- **First assessment**
<6 weeks
- **Fitting**
Average 47 weeks

Domiciliary service

- **Do you offer a home visiting service to patients?**
No.
- **How many days per month are available for home visits?**
Not applicable.
- **Do you provide follow ups at home once patients have been fitted?**
Not applicable.
- **How do you provide aftercare for home visiting patients?**
Not applicable.

Lost hearing aids

- **Do patients pay for lost or damaged aids?**
Yes – replacement cost only.
- **How many replacement aids are patients allowed?**
Not restricted.

Re-assessment

- **Do you offer a re-assessment of patients' hearing needs and after how long?**
Only with referral.

- **When patients are eligible for a new aid, are they able to self-refer back into the service or is a new GP referral sought?**
GP referral.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team