

Request under Freedom of Information Act 2000

**Request Ref: NGFOI 18/19: 567**

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 24/01/2019.

I am pleased to be able to provide you with the following information:  
Unfortunately we are unable to provide you with the information requested as:

Contractual Arrangements

- *Do you offer a direct access routine adult audiology service via a PBR or blocked contract ?*

**Block contract**

Patients

- *How many direct access audiology patients do you see per year?*  
**2075**
- *How many patients do you see per year? (please provide breakdown by location)*  
**18,607. All are seen at Northampton General Hospital.**

Access to Services

- *What locations do you provide services from?*  
**Northampton General Hospital, and Danetre Hospital**
- *How many clinics and what days do you provide at each location?*  
**Danetre Hospital: 1 clinic for ENT cover (Thursdays).**  
**NGH: - 34 clinics per week for; tinnitus, balance, direct referral, reassessment, fitting**
  - **10 repair clinics per week**
  - **20 ENT clinics per week**
- *Do you provide a same day hearing aid assessment & fit pathway? **Yes***
- *Do you provide a walk in aftercare service for your patients? **Yes***
- *Are aftercare services available across all locations? **No***
- *How are patients referred into your service?*  
**Referrals are from GPs, ENT, Neurology and Wards**
- *What referral forms are available?*  
**Choose and book, letter from GP, ENT referral, hospital referral**

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.*

**98.5% of Audiology patients have their first appointment within 11 weeks. This percentage refers to the January 2019 Period.**

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

- o *First assessment* **4 weeks**
- o *Fitting* **18 weeks**

Domiciliary service

- Do you offer a home visiting service to patients? **No**
- How many days per month are available for home visits? **0**
- Do you provide follow ups at home once patients have been fitted? **No**
- How do you provide aftercare for home visiting patients? **No**

Lost hearing aids

- Do patients pay for lost or damaged aids? **Yes**
- How many replacement aids are patients allowed? **1**

Re-assessment

- Do you offer a re-assessment of patients' hearing needs and after how long?  
**Yes, only as needed if patient reports deterioration or repair service advises its needed**
- 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?  
**Once they have a hearing aid they can self refer**