

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 12 October 2018.

I am pleased to confirm the following.

Please note there is another provider on the hospital campus, which is unrelated to this hospital. The service is Adult Hearing Services, run by Central and North West London NHS Foundation Trust

Contractual Arrangements

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

Patients

- **How many direct access audiology patients do you see per year?** This question is too broad therefore we are unable to answer.
- **How many patients do you see per year? (please provide breakdown by location) –**
Milton Keynes University Hospital Audiology Adults 6,199
Audiology Children 4,005
Adults and children seen in ENT clinics 2269
Domiciliary visits - 166

Access to Services

- **What locations do you provide services from?**
Milton Keynes University Hospital
Patients' homes for domiciliary visits
- **How many clinics and what days do you provide at each location?**
Clinics run every weekday at Milton Keynes University Hospital. The number of clinics will vary according to demand.

Domiciliary clinics run one afternoon a week.

- **Do you provide a same day hearing aid assessment & fit pathway?** No

- **Do you provide a walk in aftercare service for your patients?** We provide a 24 hour hearing aid repair service and booked appointments for 'aftercare'
- **Are aftercare services available across all locations?** Yes
- **How are patients referred into your service?** New adult patients are referred primarily by GPs and ENT doctors.
- **What referral forms are available?** Referrals by letter are received and there is an internal referral form from ENT to Audiology. There is a specific referral form for GPs to request domiciliary visits.

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.

<https://www.england.nhs.uk/statistics/statistical-work-areas/diagnostics-waiting-times-and-activity/monthly-diagnostics-waiting-times-and-activity/monthly-diagnostics-data-2018-19/>

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

- **First assessment** – within 6 weeks of referral
- **Fitting** – within 18 weeks of referral

Domiciliary service

- **Do you offer a home visiting service to patients?** Yes
- **How many days per month are available for home visits?** 1 afternoon clinic per week
- **Do you provide follow ups at home once patients have been fitted?** Yes
- **How do you provide aftercare for home visiting patients?** Carers can use the 24 hour repair service. If this is not appropriate a further visit is arranged.

Lost hearing aids

- **Do patients pay for lost or damaged aids?** Yes
- **How many replacement aids are patients allowed?** No restriction in operation

Re-assessment

- **Do you offer a re-assessment of patients' hearing needs and after how long?** Yes –on request by the patient
- **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?** They can self-refer back into the service

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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