

Ref: FOI1478

Newcourt House
Newcourt Drive
Old Rydon Lane
EXETER
Devon
EX2 7JQ
d-ccg.foi@nhs.net

Tel: 01392 205205

01 November 2017

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000, which was received on Tuesday 31 October 2017

The CCG is confirming in accordance with Section - (1) (a) of the Act, it holds the information requested and (b) is supplying it unless otherwise specified.

I can confirm that NHS Northern, Eastern and Western Devon CCG holds part of the requested information.

You requested the following information.

An electronic copy of this information will be sufficient.

1. Regarding the CCG:

- **Are adult hearing services currently being delivered through Any Qualified Provider (AQP) within the CCG?**

Adult hearing services are currently delivered through AQP and Non AQP. This is published as part of our Procurement and contract spending available to download here; <https://www.newdevonccg.nhs.uk/ccg-finance/procurement-and-contract-spending-101825>

- **Does the CCG use AQP for any other services provided? If so, what**

NHS Northern, Eastern and Western Devon Clinical Commissioning Group
NHS South Devon and Torbay Clinical Commissioning Group

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services?

Yes, these are included in the Procurement and contract spending document referred to above.

2. Regarding the CCG IF currently using AQP in the audiology service (IF NOT, please move to part 3):

The audiology services provided by AQP:

• When did the CCG begin using AQP?

The first Audiology AQP contracts were procured with a contract start date of April 2012, and were transferred into the CCG on 1st April 2013 from its predecessor organisation.

• Who are the current providers for audiology services?

Please refer to the Procurement and contract spending spreadsheets available from our website as described above.

• How many AQP providers does the CCG have?

This can be derived from the Procurement and contract spending spreadsheets available from our website as described above.

• What percentage of provision is provided by private sector companies and NHS services within the CCG?

This can be derived from the Procurement and contract spending spreadsheets available from our website as described above.

Type of AQP service provided:

• Are they a Consultant led service?

No.

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Chief Officer: Dr Nick Roberts

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- **What are the current appointment waiting times for the Audiology service?**

This information is not held by the CCG

- **What percentage of patients are fitted with bilateral hearing aids?**

The CCG do not hold this information

- **Are the type of hearing aid that providers fit audited? If so, what make and model of Hearing Aids are used?**

This information was gathered from providers at the beginning of the procurement for these services; however the CCG does not log or audit this list on a routine bases. A list of current Hearing Aids used by our providers can be obtained by request.

- **Does the AQP service provide balance/diagnostic services?**

No, this is part of complex services.

- **Does the AQP service offer appointments for repairs or open clinics?**

This is by appointment; within 2 days of the patient informing the provider of an issue.

Referral to the audiology service:

- **Is a 'Choose and Book' system used for audiology referrals?**

AQP Audiology referral guidance for practice staff is available to download from our Joint Formularies

North & East Devon Joint Formulary;

<https://northeast.devonformularyguidance.nhs.uk/search-results?q=audiology>

South & West Devon Joint Formulary;

<https://southwest.devonformularyguidance.nhs.uk/search-results?q=audiology>

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- **Can patients be directly referred to an AQP audiology service by their GP?**

Yes

- **From what age of patient do they accept Direct Referrals?**

Direct referrals are accepted for patients aged 55 and above.

- **What percentage of referrals are a direct referral to an AQP audiology service?**

This information is not held by the CCG

Cost of the service:

- **What is the current contract value of the Audiology service provided by AQP?**

The value of these contracts is available from the Procurement and contract spending spreadsheets.

- **Is the Audiology service being operated within the current contract value?**

Yes

- **What is the current contract length for the Audiology service?**

The contract period is included in the Contract Healthcare Provisions spreadsheets.

- **When is the current contract due to expire?**

Expiry dates are included in the Contract Healthcare Provisions spreadsheets

- **Does the CCG have plans to continue using AQP for the audiology service after the current contract ends?**

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The CCG are just beginning a procurement process and will be considering the use of AQP and other contractual forms following engagement with stakeholders.

3. Regarding the CCG IF NOT currently using AQP in audiology:

- **Has the CCG used AQP to provide audiology services before?**

Not applicable

- **When did the CCG stop using AQP in audiology?**

Not applicable

In addition to the information provided above you may to view our Procurement policy 2016/19; <https://www.newdevonccg.nhs.uk/Procurement%20Policy%202016-19%20FIN004-100149>

Satisfaction

I trust this matter has been dealt with to your satisfaction but if there is anything which you need further clarification, please do not hesitate to contact the office on 01392 205205 or by email at d-ccg.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can write to the office and arrangements will be made for an independent review. You of course can write directly to the CCGs Chief Officer if you prefer using the “contact us” details displayed on the CCG website.

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If you remain dissatisfied with the outcome of the appeal, you have the right to appeal again to the Information Commissioner at:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 01625 545 700

Fax: 01625 524 510

Legal information pertaining to the release of this information

Please note that the information being provided to you is for information only and remains subject to existing intellectual property rights; no license for the re-use of this information is given or implied through its provision to you.

Yours sincerely,

**The Freedom of Information Office
NHS Northern, Eastern & Western Devon Clinical Commissioning Group**

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