

Report on the 2018 National Audit of Quality Standards for Children's Audiology (Wales)

Purpose of this document:

To provide an overview to Abertawe Bro Morgannwg University Health Board on the performance of their Children's Audiology service (West - Swansea and Neath Port Talbot) against the Quality Standards for Children's Audiology (Wales) version 2.

Background

Quality Standards for Children's Audiology (Wales) have been in place since endorsement by the Minister for Health and Social Services in 2010.

Between May and June 2018 all Children's Audiology Services in Wales were audited using the version 2 of the Quality Standards for Children's Audiology (2016).

The target for the 2018 audit was 80% in each individual standard and an overall target of 85%.

Outcome for Abertawe Bro Morgannwg University Health Board (Swansea and Neath Port Talbot) - Children's Audiology Service 2018:

The Abertawe Bro Morgannwg University Health Board Children's Audiology Service **met** the 80% target in all of the nine individual standards and **met** the overall target of 85%.

2 out of 86 individual criteria were identified as very low scoring as outlined below;

- Speed of access for routine referrals
- Timeliness of follow-up appointments

Individual criteria where good practice was commended include;

- Flexibility of appointments: *Appointments available over many locations to suit needs of parent/child. Walk-in repairs clinics, (including impressions for new ear moulds), available 4 days/week.*

Concluding Remarks from the Audit Team:

'The audit ran very smoothly because the evidence was presented very clearly electronically. The presentation of evidence made for a very efficient audit. The staff were welcoming, friendly and honest in their scoring of the service.

Response from Head of Service:

I feel that the report is a true reflection of the service and reflects positively on the commitment and hard work of skilled professionals that work within paediatric audiology. Whilst we recognize that there continues to be challenges to improve waiting times, overall I feel that we should be very proud of this service.

Detailed scoring and improvement actions will be available at the request of the Head of Service/Paediatric Medical Lead. If there are further queries relating to the above please do not hesitate to contact me.

Further communication with regard to the next round of paediatric audiology service audits, will be circulated to Heads of Services/Paediatric Audiology Medical Leads following consideration by ASSAG, and the Welsh Government.

The final All-Wales report for 2018. will be disseminated to Heads of Services, Paediatric Medical Leads and the Director of NDCS Cymru following ratification by the Welsh Government.

Report prepared by Hayley Mills, Assistant Audit Coordinator 2018

Date: 23rd September 2018