


Minutes of Adult Audiology Patient and Multi Agency Group Meetings

SBUHB Audiology Combined Meeting

Friday 21st January 2022 at 2.00 p.m.

Via Zoom

In attendance	Action
<p>Alan Gibbon (AG) Lead Audiologist Neath Port Talbot Hospital Steven Pascoe (SP) Principal Audiologist Singleton Hospital Paul Stokes (PS) Audiologist Neath Port Talbot Hospital Paul Lewis (PL) Tech Officer Sensory Team Swansea Sue Stephens (SS) Tech Officer Sensory Team NPT Alison Burridge (AB) Tech Officer Sensory Team NPT Catherine Reed-Hughes (CRH) Western Bay Care & repair Paul Chappell (PC), Royal National Institute for Deaf and Hard of Hearing AP Swansea Tinnitus Support Group (STSG) & Swansea Hard of Hearing (HOH)</p>	
<p>Apologies</p> <p>PS and AP were delayed attending the meeting but no other apologies.</p>	
<p>1. Welcome and Introductions</p> <p>SP welcomed representatives, thanking them for taking the time to attend the meeting. Introductions were made and SP advised of apologies / delays and requested members to introduce themselves and their roles and their position within the AAPMAG. SP discussed recording and took consent.</p>	
<p>2. Previous Minutes</p> <p>SP reminded that minutes would be taken and saved to the HB website</p>	
<p>3. Service planning, developments, delivery (Audiology Department report)</p> <p> Audiology update 2022 January.docx</p>	

SP updated the group of the changes made to Audiology services in SBUHB since the last AAPMAG meeting

- Primary care rolled out to Llŵchwr and Upper Valleys since Spring and now covers 58% of the Health Board population

PC enquired about Primary Care service and how patients access / use the service. SP explained that patients contact their surgery as if requesting a GP appointment and not the audiology department. PC asked if the primary care service sites could be shared including the times and days available.

SP also informed the group that SBUHB Primary Care team won 'Team of the Year' at the British Academy of Audiology conference in November 2021. Naturally we are all very proud of their achievement and AG emphasised that this was a National award as well as other all Wales awards they have already won.

- **Vestibular** face to face service resumed in June 2021, we offered remote appointments when service was suspended in March 2020
- **Patient initiated Follow Ups** – Welsh and health Board policy to offer patient initiated follow ups to avoid high DNA (did not attend) rates; letters are sent 4 weeks post fitting asking if patients want a follow up and they can reply by phone or text. If they do not contact us we will assume they don't want or need a follow up and take them off our waiting list. Great initial response with DNA rate falling from 25% to 0-2% depending on appointment type also resulted in more face to face follow ups rather than telephone appointments.
- **Repair and maintenance service** – Since last AAPMAG meeting, we have two red repair Drop boxes- in Singleton by the volunteer desk (main entrance) and next to NPTH audiology department reception desk, if hearing aids are dropped off before midday they can collect it repaired by the end of the day; we still have postal repairs; urgent cases available face to face e.g. moulds
- **Hospital volunteers** – reinstated in Singleton assisting drop in hearing aid repairs but not face to face yet
- **Pandemic related update** – we are still following guidelines, observing social distancing, enhanced infection control procedures; this and increased staff absence means we are still working at reduced capacity
- **Waiting times** – despite reduced capacity we are still managing to maintain waiting lists close to pre-pandemic levels in most areas of the service; SP demonstrated how the initial part of the pandemic caused a spike in waiting times
- **Quality standards** – we had Paediatric and New born Screening Assurance standards audited last autumn 2021. Results have not yet been published. The Adult QS audit will take place in Autumn 2022 and new Tinnitus and Balance audits in 2023. These will continue in a 3 year cycle.

**SP to send
PC Primary
Care service
details**

4. AAPMAG Terms of Reference review



Terms of Reference
2022.doc

- SP discussed the name of the AAPMAG group and AP suggested Adult Audiology Patient Multi Agency Group Meetings. SP discussed potential new patient representation and AP advised that she would mention this in their newsletter. SP also enquired if the rest of the group had any ideas on how to recruit?
- **Membership** - updated and agreed to remove 'significant other' from list, patient groups, WCD, SS Sensory Support Team (Agreed by PL and SS), Age Cymru, Care & Repair Western Bay
- **Minutes** recorded and saved to SBUHB website
- **Standing agenda items** – planning, development and delivery of services and updates from each of the agencies and patient groups attending
- **Purpose of the meeting** – share information between the patient and agency groups, discuss ideas and problems, promote closer working relationships between agencies, develop and monitor action plans to meet shared group objectives
- **AAPMAG Action plan also reviewed** – names updated to reflect new SBUHB name and removal of POW information

**SP to contact
AP to confirm
patient rep
role**

**SP advised
he would
share the
action plan
with the
group**

5. External service updates

a. Local patient groups (NPT, Swansea) –

AP from Swansea Hard of Hearing group (HOH) reported that they are still not meeting in person but have 70 members in total. Rather, they keep in touch via fortnightly newsletters and monthly Zoom meetings with 10 regular members attending and sometimes more depending on the speaker. They feel that there are more members keen to join them but don't have the IT knowledge or confidence. Therefore, they are making it their target to link up with an agency that

can help more people to access the online service. On a positive note they will likely continue to offer Zoom access as some members have found it easier to meet up. During August the group managed to meet outdoors at the Botanical Gardens in Singleton Park. They adhered to Covid guidelines and included a picnic and guided tour. Approximately 24 members came and it gave everyone a boost before the winter and hope to repeat again in the spring. AP also advised that the Swansea HOH website is due to be updated soon

AP Swansea Tinnitus Support Group (STSG) – Have approximately 32 members and look forward to live face to face meetings. They prefer practical workshops and demonstrations, RNID have provided equipment for people with tinnitus and are keen to issue to members soon. Likely to get them back face to face before the HOH group. SP enquired why face to face meetings are not yet possible, is it due to members being vulnerable or access to the ‘Discovery room’ in Swansea library. AP confirmed that at the moment the room is not yet available and the library is also due to relocate next year. Swansea Audiology students will also be joining them at the next meeting as the members are always keen to see how they are doing. SP also enquired about the lip-reading classes and AP confirmed that they are continuing remotely via Zoom – people should contact Swansea HOH for details.

PL County of Swansea sensory team (SST)– Advised that they currently have long waiting times currently. They have advertised for a new social worker for the deaf and another social worker the deaf and visually impaired was employed last September. Staff are currently only allowed to go out on high priority visits with confirmation from their line manager. Therefore, where possible all staff work from home trying to keep in contact with their clients. SP enquired how long does it take from receiving a referral to them being assessed / seen by SST. PL could not give a definitive answer as they are still waiting for a new social worker for the deaf to be in post but it could take up to 9 months for a client to be seen. PL assured that all clients are contacted regularly to let them know they are still on the waiting list.

SP to contact
Primary Care

AB Tech Officer Sensory Team NPT – AB confirmed that they are in a similar situation to SST that they only go out on urgent visits. Their line manager is contacted for approval and they are risk assessed first. The NPT waiting lists aren't too bad but they're looking forward to things reverting to normal service again. SS and AB noted that they have clients struggling with wax management / treatment as they have difficulty using drops before their appointments. SP advised he would speak to the lead of Primary Care service to see if they have any suggestions.

CRH Western Bay Care & repair – Since restrictions were lifted in the middle of last year they have continued to see patients. Risk assessments and PPE are in place. Initially clients were seen outside, then limited to 15 minutes inside and now back to normal visiting. Funding for the project has been continued to 2025. They have an electrician who goes out fitting hearing assistive doorbells and amplified telephones – currently booked up until end of March 22. Additional funding has been awarded to spend on clients and hopefully additional funds will be given in April 22. SP asked whether referrals come from Audiology, CRH confirmed that some are made but more from SS and eye clinics. SP advised that traditionally we have referred to SS first but we may benefit from referring directly. Audiology staff may benefit from a refresher about C & R.

PC Royal National Institute for Deaf and Hard of Hearing- In August 2021 RNID went through a big change. A lot of staff displaced. Have become a 'digital first' organisation, trying to offer a uniform service across the UK. Contact centre and library of services including resources from audiology. RNID will also offer an improved hearing check due to be rolled out; not everyone accesses digitally so will have a community service. Flagship across the UK offering hearing aid maintenance and information support. Currently in Powys but intend to roll out everywhere including community based volunteering. Some SBUHB patients can use the Ystradgynlais drop off volunteer hearing aid repair service, this may revert back to face to face in April 2022 if pandemic situation improves. PC's role is the locality manager for Wales and to develop the flagship services across Wales and Rachel Beech is his development officer.

lead to see if there is a solution for ear drops

SP to contact CRH to give update / training about C&R

<p>6. Hearing aid information leaflet update and review – SP confirmed that everyone had been emailed a copy to review and PS had made the amendments. The group looked at it together page by page reviewing contact details and recent changes to services. PS explained the reason for the formatting was in consideration of patients partially sighted or those who use screen readers. AP requested that her telephone number be added to the Swansea HOH group which was duly updated. CRH of WB C&R also noted that they were not included, PS agreed that he would update the leaflet with their details. All were in agreement that the leaflet could be approved and issued with immediate effect. SP confirmed that the leaflet is printed and issued at every hearing aid fitting appointment.</p>	<p>PS to update leaflet with C&R details – Actioned 24/01/2022</p>
<p>7. Any other business –</p> <p>SP introduced the RNID’s Post Diagnostic Advisor service. PC confirmed that this is a Welsh Government funded Live Well project. It was designed to be ‘in-house’ in hospitals next to Audiology departments where they would go demonstrate equipment. PC confirmed that due to Covid this hasn’t been possible but the intention is to make it available virtually. SP asked if we could have 5 posters sent to Singleton.</p>	<p>PC to print and post on for SP attention at Singleton Audiology</p>
<p>8. Date / Time of next meeting – SP discussed the frequency of meetings as we had to delay this current meeting. The group were in agreement to revert back to April and November. PS proposed 11th November 2022 to avoid half term commitments for members of the group.</p>	<p>Actioned and confirmed by all present</p>