

Report on the 2019 National Audit of Quality Standards for Adult Audiology (Wales)

Purpose of this document:

To provide an overview of Swansea Bay University Health Board on the performance of their Adult Audiology service against the Quality Standards for Adult Audiology (Wales) version 2.

Background

Quality Standards for Adult Audiology (Wales) have been in place since endorsement by the Minister for Health and Social Services in 2009. In 2016, the Quality Standards for Adult Audiology version 2 was released reflecting changes and updates in the field of Audiology.

Audit Process

In June 2019 all Adult Audiology Services in Wales were audited using the new version 2 of the Quality Standards for Adult Audiology (2016).

The audit process, and reporting of results remains unchanged, but additional features of the 2019 audit were:

- An External Auditor was employed to improve consistency of the audits across Wales.
- A suggested evidence list was available to improve consistency in auditing.

Outcome for Swansea Bay University Health Board Adult Audiology service 2019.

The target for the 2019 audit was 80% for each individual Standard and for the overall target of 85%.

The Swansea Bay University Health Board Adult Audiology Service met the 80% target in all nine individual standards, and met the overall target of 85%.

However, very low scoring individual criteria identified were:

5d.3. Following fulfilment of IMP needs, all hearing aid patients are contacted every 3 years, to offer a re-assessment appointment.

Individual criteria where **good practice was commended** included;

There were many individual criteria where a 4 was scored and good practice commended. In particular the following were noted:

1b. Service demand and referral data are accurately monitored, reviewed and reported against available indicators and used to guide service planning.

Auditors were presented with extensive statistical monitoring of demand, activity and waiting times performance

1a.1.All adult patients have access to Audiology via direct access where this is clinically indicated.

With the introduction and development of Primary Care Audiology, extended professional boundaries within primary care and hearing pathway developments were clearly demonstrated.

8a.5. Audiology works strategically with collaborative partners. Membership and shared group objectives for these collaborations should be clearly stated within group Terms of Reference.

Partnership working with Action on Hearing Loss to develop volunteer services has been introduced to the area.

Details of improvement actions will be available at the request of the Head of Service.

Response from Head of Service

Remarks from the Head of Service in response to the peer review visit and the audit team's report. This response must be submitted to the lead auditor within 2 weeks of receipt of the audit team's report and will be included in the final report sent to the Chief Executive of the Health Board.

Enter HoS comments here

The peer review visit was conducted very efficiently. We are very pleased with the positive outcome which could only be achieved through the hard work and dedication of the Audiology staff.

*Although Audiology has achieved full compliance, we are aware of the lack of compliance to one particular criterion, i.e. **5d.3 (Following fulfilment of IMP needs, all hearing aid patients are contacted every 3 years, to offer a re-assessment appointment).***

We have no current plans to address this criterion as setting a fixed period for review is felt to be inconsistent with the principles of prudent healthcare and co-production. In SBUHB patients are informed and encouraged to re-access the Audiology service when it is appropriate for their individual needs. This has enabled us to concentrate our resources on maintaining excellent waiting times and a choice of open access clinics.

The Head of Service should enter their name and date to confirm that they have had the opportunity to respond to the draft report, including the listing of actions planned to address any shortfalls.

Head of Service:

Rhys Meredith

Date:

17/09/2019

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 Adult Audiology Service audits, will be circulated to Heads of Services/Adult Medical Leads following consideration by ASSAG, and the Welsh Government.

The final All-Wales report for 2019 will be disseminated to Heads of Services, Adult Medical Leads and Action on Hearing Loss Cymru following ratification by the Welsh Government.

Report prepared by Rebecca Carpenter, Lead Audiologist Auditor 2019

Date 15-07-19

Cc Lorraine Lewis Audit Co-ordinator

Rhys Meredith, Head of Audiology Service Swansea Bay University Health Board

Rachael Beech, Action on Hearing loss