

Appendix 1 - Action Plan – Review of Audiology

No	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date	Assessment Of Progress
1	That the Tees PCTs be congratulated on implementing measures to significantly reduce waiting times	Submission of report to Board for information.	Report to Board	Contracting & Procurement Directorate.	Complete	Achieved (Fully)
2	That the provision of more localised services in community settings be supported and this be considered as part of the Momentum proposals and through opportunities for the co-location of services with other providers.	Submission of report to Board for information/action.	Audiology services will be sited in the new Town Centre Facility in Hartlepool – 2010. It is planned that the new development planned for Stockton will also include Audiology Services. The development and implementation of this move to more localised services forms part of the Momentum Diagnostic Project (completion expected April 2010)	Health Systems Directorate (North).	Ongoing as estate facilities become available.	On Track but not yet due for completion

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3	That the commissioning of private sector providers with a High Street presence (such as that provided via the Specsavers pilot) be supported to reduce pressure on the more specialised services provided elsewhere and improve access to services, subject to clear information and reassurances being provided to patients that the NHS service is free of charge from any commissioned provider.	Approval by TSPB of contract award to Specsavers at 13/5/09 meeting. Services being rolled out across community sites with full mobilisation expected by September 2009.	Successful roll out of service	Contracting & Procurement Directorate.	30/9/09	Achieved (Fully)
	The Tees PCTs review the care pathway for children's screening, taking into account both the Hartlepool and Stockton models to seek to achieve best practice across the Tees PCTs.	To be considered as part of AOP 10/11 plans	Need to confirm with Khalid and Peter but would suspect that this forms part of the whole Momentum pathway – see J Dobson's e mail	Health Systems Directorate (North).		On Track but not yet due for completion

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5	That the Tees PCTs review demand for audiology services provided at UHNT (in particular the drop-in clinics) and investigate ways of reducing the pressure on services at UHNT if necessary.	To be considered as part of AOP 10/11 plans.	Demand plans produced taking into account issues with appropriate demand agreed as part of 10/11 contracts	Contracting & Procurement Directorate.	28 February 2010	On Track but not yet due for completion
6	The Tees PCTs review the care pathway to provide an improved ear wax removal service at the point of referral from the GP to the audiology dept.	Letter to go to GPs reminding them of the ear wax pathway and referral options for adult hearing.	Letter produced and circulated	Contracting & Procurement Directorate.	30/9/09	On Track but not yet due for completion
7	That both visual and audio calling devices are operated in all audiology reception areas.	Report shared with STHFT by SBC. There is an Audio-visual-tactile at JCUH and Audio-visual at North Tees. There is nothing in either of the small satellite clinics (Brotton and Guisborough). This is a very small environment and neither seem		Audiology Department, STHFT.		

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		<p>appropriate and would be more a hindrance than a help! The personal approach works well there.</p> <p>At Redcar, they are waiting to link in to what ever system is introduced by the PCH as a common system for all the OPD services. They have been advised installation of their own system is not appropriate as this issue will be dealt with by the Hospital there.</p> <p>There is an Audio-visual-tactile system ready to deploy at the LifeStore.</p>				