Freedom of Information

Thank you for your 07/03/17 request for the following information:

This relates to all of your adult (aged 18 and older) hearing services.

Please answer questions for all three local – New Devon, South Devon and Torbay, and Kernow – CCGs. For example if the answer is the same for all three CCGs, state “same for all CCGs”. If different CCGs have different arrangements please explain how these vary.

1. Do your local CCGs (listed above) still commission an AQP adult hearing service? (if no go to question 4, if yes go to question 2).
   Answer: Yes. Our CCG Commissioners do still commission an AQP adult hearing service. Please note (for responses below) that NEW Devon CCG is the co-ordinating Commissioner with Kernow CCG and South Devon & Torbay CCG as Associate Commissioners.

   We have an AQP contract which was initially set up for the financial years 2013/14 to 15/16. For contract payment purposes only this was rolled into block contracts with NEW Devon CCG and Kernow CCG from 2015/16, South Devon & Torbay remain as a cost per case contract but with negligible patient numbers for this service in North Devon.

   The AQP service continues to be commissioned under the specification within the AQP contract.

2. Please enclose the AQP adult service specification here for each CCG (if all CCGs use the same service specification include a single version).
   Answer: Please see attached.

3. Please provide a summary of the 2015-2016 KPIs submitted to each CCG (listed above) as part of your AQP contract. (If you did not submit, or not meet, contract KPIs please explain why).
   (Please skip question 4)
   Answer: Waiting time information is submitted.

4. Please explain the date (month/year) any of the CCGs (listed above) stopped using AQP to commission adult hearing services from you and if known please explain why.
   Answer: N/A.

5. Please list all other ways (i.e. non-AQP) in which your CCGs (listed above) pay for and procure adult hearing services? for example block contract, non-mandated tariffs, cost-per-case etc.
   Answer: For financial years 2013/14 & 14/15 non-AQP services were commissioned on a cost per case basis at local tariffs. From 2015/16 payments for NEW Devon & Kernow CCG were on a block, which was based on previous activity.

6. Please provide the adult hearing service specification for each of the payment systems/contracts listed in response to number 5. (If you do not have service specifications for the services, please state “do not have service specification for these patient groups”)
   Answer: We do not have service specification for these patient groups.

7. What is your average bilateral hearing aid fitting rate (%) for all adults?
   Answer: 80%

8. Looking at all the adult hearing aids you have fitted in each financial year since 2013, please state what proportion were fitted and therefore billed against the AQP Contract?*
*please note, given the Trust would bill CCGs for AQP activity, bill/code other contract activity and report data as reference cost, the time required to provide this estimate has been considered before making this request.

Answer: Please see table below:

<table>
<thead>
<tr>
<th>Financial year</th>
<th>Adult hearing aids fitted for AQP patients (% of total)</th>
<th>Payment mechanism</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013/14</td>
<td>13%</td>
<td>Cost per case</td>
</tr>
<tr>
<td>2014/15</td>
<td>18%</td>
<td>Cost per case</td>
</tr>
<tr>
<td>2015/16</td>
<td>22%</td>
<td>Block</td>
</tr>
</tbody>
</table>

9. In 2014/15 reference cost coding, the Trust reported 80% of its adult hearing aids as “Hearing Aid, Adult, Other Contract”, and 20% “Hearing Aid, Adult, Any Qualified Provider Contract”. Given local exclusion/inclusion criteria it is likely these figures are the wrong way around. Did the Trust make an error here, or did the Trust have an alternative contract(s) which reimbursed the cost of “Hearing Aid, Adult, Other Contract”?

Answer: We believe that the Trust reference costs are correct; as per our response to question 8 above, around 80% of adult hearing aids were issued to non AQP patients under the Trusts’ contract with the CCGs. To note that AQP is specifically for non-complex patients over 55 with age related hearing loss. A significant proportion of NDHT patients have one or more complex hearing conditions.