

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

Purpose of this document:

To provide an overview to Aneurin Bevan University Health Board on the performance of their Children's Audiology service 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 Aneurin Bevan University Health Board - Children's Audiology service 2018

The Aneurin Bevan 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%.

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

- Speed of Routine Referrals
- Monitoring Incorrect Referrals
- Acoustical Conditions
- Written Information
- Reports Distributed Within 10 Days

Individual criteria where good practice was commended include;

- Referral Pathways : *A Clear comprehensive presentation to explain referral pathways and a comprehensive listening pathway*
- Speed of routine referrals: *Partial booking system has had a very positive impact on attendance and waiting lists.*
- Access to Other Specialist Services: *Excellent example of collaboration between services Hearing therapy can order appropriate environmental aids which social services fund*

Concluding remarks from the Audit Team

The host audiology team had clearly worked very hard and presented all of the required evidence electronically in a clear format. All audits were comprehensive and met the evidence criteria. The medical lead had previously submitted evidence to the medical auditor and scores for these standards were confirmed prior to the visit by email and with a quick phone call to confirm that clarification was not required.

Thanks to Anne, Shelley, Leanne and Veronica for the hospitality and support for a timely audit.

Response from the Head of service

The Audit team were fair and thorough and the resultant score reflects the ABUHB team's self-assessment of the service.

Lower scoring areas around waiting times and time taken to send reports are due to Audiology and clerical staffing issues which have been highlighted in a demand/capacity exercise. These were also issues in the previous audit in 2016 but have not yet been addressed. In addition paediatric audiology staff are currently having to cover some adult RTT work due to staff shortages and this is adding to the problem of long paediatric waiting times.

The Children's Audiology Quality Standards Audit continues to be an extremely useful tool in improving and developing services in ABUHB.

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 Sarah Theobald Audit Coordinator 2018,

Date 18/09/2018