

Please contact: Access to Information Team

Email: [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net)

Direct tel: 01782 872648

15 November 2022

Dear

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI 2648 – LSC**

Thank you for your request dated 27 October 2022.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

1. How many NHS providers (hospital or community) do you commission to provide audiology diagnostic services?  
*e.g answer. "We commission 3 NHS providers (2 Hospitals and 1 Community)".*

**One Hospital**

2. How many NHS providers (hospital or community) do you commission to provide hearing aid services?  
*e.g answer. "We commission 6 NHS providers (2 Hospitals and 4 Community)"*

**One hospital**

3. Do you commission non-conventional hospital/community providers such as those on a High Street e.g., Boots, Specsavers to provide audiology diagnostic services? If so, how many? –

**Specsavers**  
**Beacon Medical Services**  
**Complete Price Eyewear**  
**Scrivens**

4. Do you commission non-conventional hospital/community providers such as those on a High Street e.g., Boots, Specsavers to provide hearing aid services? If so, how many?

**Specsavers**  
**Beacon Medical Services**  
**Complete Price Eyewear**  
**Scrivens**

5. What is your tariff for audiology diagnostics (e.g. hearing tests)?

Tariff	Tariff Description	Price
1	Audiology hearing aid assessment only	£46.00
2	Pathway for hearing aid assessment, fitting of one hearing aid device, cost of one device & first follow up, 3 years aftercare and 3rd year review	£254.00
3	Pathway for hearing aid assessment, fitting of two hearing aid devices, cost of two devices & first follow up, 3 years aftercare and 3rd year review	£336.00
4	Aftercare (after 3 years)	£20.00
5	Replacement hearing aid (one) - due to mechanical failure outside of warranty during a period of annual aftercare following the 3 <sup>rd</sup> year review	£68.00
6	Replacement hearing aids (two) - due to mechanical failure outside of warranty during a period of annual aftercare following the 3 <sup>rd</sup> year review	£136.00

6. What is included within the tariff for audiology diagnostics?

**See answer for Question 5.**

7. What is your tariff for audiology rehabilitation (hearing aid prescription, fitting and care)?

**See answer for Question 5.**

8. What is included within the tariff for auditory rehabilitation (e.g. assessment, hearing aid prescription and fitting (one or two) and a routine follow up)

**See answer for Question 5.**

9. What was your total spend on audiology diagnostics for each financial year asked for?

**For example, you can collate a table like the one below and include information relevant to you in Column A.**

Column A	2019-2020	2020-2021	2021-2022
<b>All Providers</b>	<b>Cost?</b>	<b>Cost?</b>	<b>Cost?</b>
<i>Assessment Only</i>	70,068	31,400	69,936
<i>Assessment and fitting of 1 Hearing Aid</i>	28,812	17,682	22,830
<i>Assessment and fitting of 2 Hearing Aid</i>	175,483	111,223	174,791
<i>Delayed Fitting of second Hearing Aid</i>	0	0	0
<i>Aftercare</i>	8,314	2,156	6,054
<i>Replacement Hearing Aid</i>	949	643	942
<b>Grand Total</b>	<b>283,626</b>	<b>163,104</b>	<b>274,553</b>

**Please see attached spreadsheet – some activity is not broken down into categories requested but additional detail may be available from the Provider of the service.**

10. What was your total spend on audiology rehabilitation (hearing aid fittings and care) for each financial year asked for?

**Please see above.**

11. How many new hearing aids did you commission for each financial year asked for?

**N/A plans not agreed for AQP, hearing aids supplied based on need.**

12. Did you receive a report from your audiology providers detailing actual activity for each financial year?

**We receive quarterly reports from all providers outlining their activity although some reporting was disrupted by covid**

13. Would you be happy to participate in a future study that required all of your audiology providers to submit a standardised detailed report of actual activity undertaken (this would be written within the contracts between ICB's and their audiology providers)?

**No thank you**

### **Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

### **To request an internal review**

You can request this by contacting the FOI team by email at [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or by post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**On behalf of Kevin Lavery  
ICB Chief Executive**