

Thank you for joining the Adult Hearing
Engagement Event.

We will be starting shortly.

Please ensure you place yourself on **mute** to
reduce background noise and **turn off your
camera** to improve bandwidth speed

Please note this event is being **recorded**.

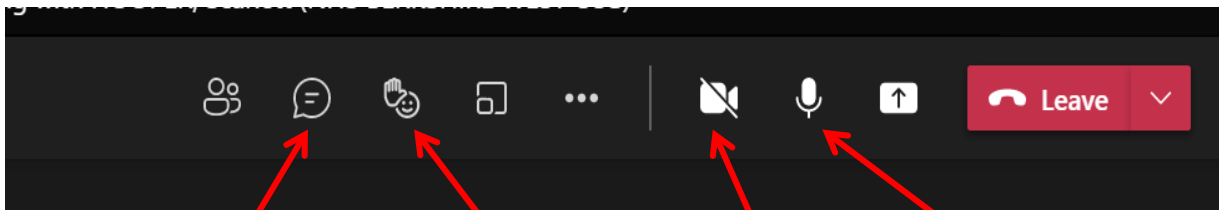
If you **do not** wish to be filmed, please keep your camera off and use the chat box for questions.

The **recording** of this event will be shared afterwards, via the CCG website along with the presentation slides.

Before we start...

You should be able to see this bar at the top of your screen.

If it disappears just click the centre of the screen and it will reappear



To view and use the chat box function
Please use for discussion and questions

To raise or lower your hand

To turn your camera On & Off

To mute unmute yourself

- Troubleshooting technical issues:**
- Move to a place with stronger Wi-Fi signal
 - Try headphones if no sound
 - Turn your camera off if Wi-Fi is poor
 - Leave and re-join the call using the initial invite link

Before we start...

Please use the **chat box** function for any questions.

At the end of the presentation we will relay the questions on the chat to the presenter.

If you are unable to use the chat box, please use the **raise hand** function and we will call your name to ask your question as soon as possible.

Questions will be answered in the order they are received.

Welcome

Thank you for attending today's engagement event

- Outline of session;
 - ❖ **Dan Croft - House Keeping & Introduction**
 - ❖ **Dr Andy Ciecierski – Adult Hearing Presentation**
 - ❖ **Public Members – Q&A**
 - ❖ **Dan Croft – Summary and Close**

Berkshire West Adult Hearing Loss Service Engagement



Berkshire West CCG, Adult Hearing Loss Engagement

Introduction

Berkshire West CCG welcomes you to an engagement event to ask for your views and experiences of our NHS adult hearing services, to help shape the new service we procure.

Your views apply to all NHS hearing aid services which you have been referred to by your GP.

These include:

- Audiology (hearing tests and assessments)
- The supply and fitting of NHS hearing aids
- Patient information and advice
- Follow up appointments and after care

These services may be in hospitals, on the high streets or in other community settings

**We will use your feedback to help us improve this service.
All personal information will be treated in confidence.**

Current hearing loss services



Berkshire West
Clinical Commissioning Group

Berkshire West CCG currently commissions hearing aid services for those over 55 years of age suffering from age-related hearing loss.

The services are currently awarded under an *Any Qualified Provider (AQP) contract and provided by the Royal Berkshire NHS Foundation Trust and SpecSavers.

AQP Patients are also automatically referred back to their GP after 3 years of being fitted with a hearing aid, regardless of whether they are experiencing issues with their device or if their hearing has worsened.

Patients under the age of 55 presenting with hearing loss are often described as having 'complex' hearing issues and these cases are referred to ENT services or referred under the Acute Adult Pathway to RBH Audiology.

** Any Qualified Provider (AQP) is a contractual term used within the NHS commissioning system to offer an opportunity for any provider or organisation to offer their services to patients. These qualified providers must meet NHS service quality requirements, prices and normal contractual obligations and be registered to provider services via an approved assurance process (CQC).*

New service aims

Berkshire West Clinical Commissioning Group (BWCCG) aims to provide an inclusive Adult Hearing Loss service for all adults over the age of 18 years, experiencing hearing and inner ear balance problems, which will deliver;

- A high quality, combined service delivered closer to home
- A seamless patient pathway, meaning a direct onward referral between ENT, Adult Hearing services and diagnostics when required
- Short waiting times for appointments and treatment
- A high responsiveness to the needs of local communities; through greater provision in community areas that have a higher population demand for hearing and hearing support services.
- * Lifetime pathway for patients
- Aftercare support and additional self-care/education

** Lifetime Pathway means you will no longer need to ask your GP to re-refer you to the Adult Hearing Service*

Key features for service inclusion

NHS

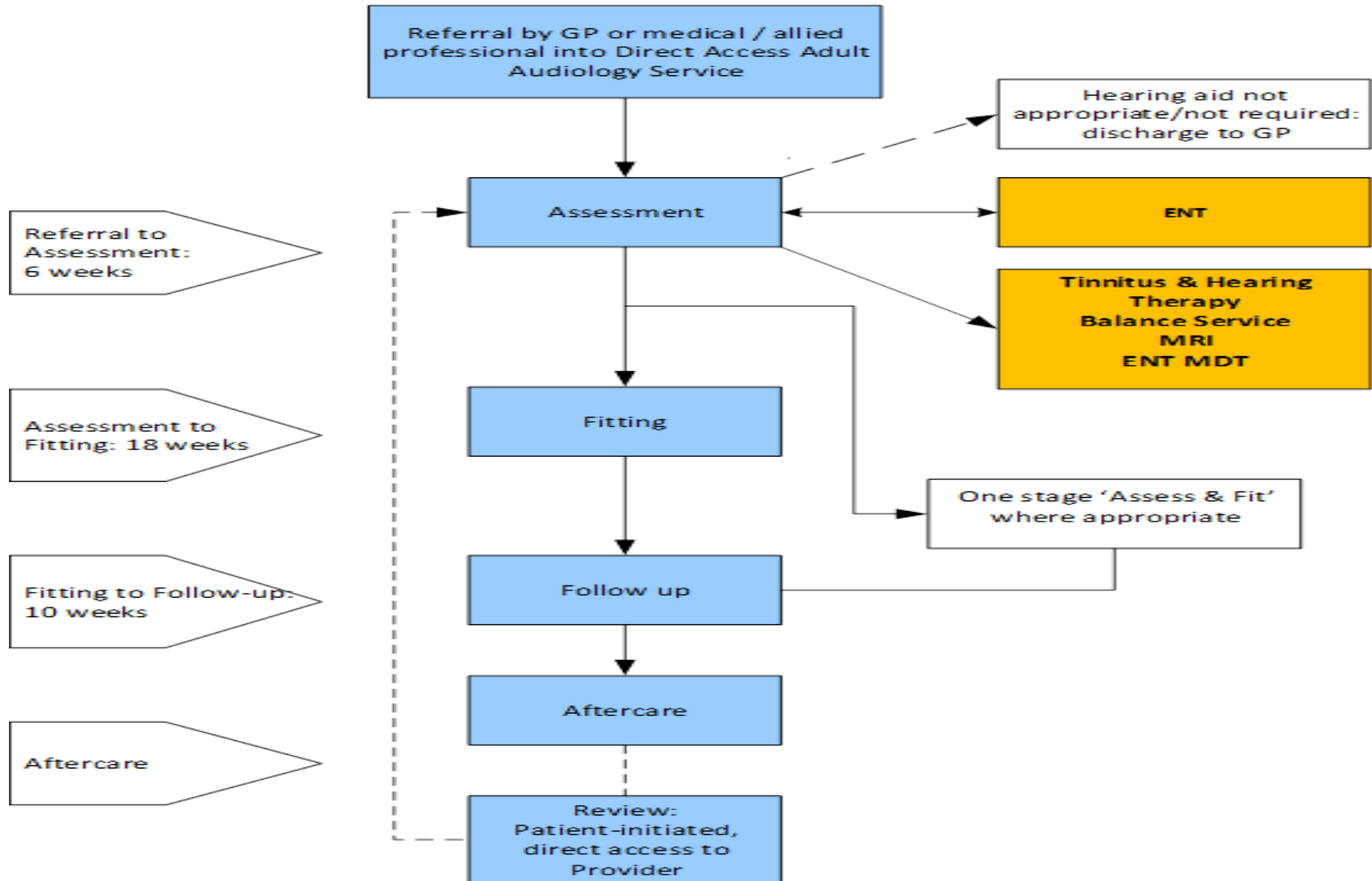
Berkshire West

Clinical Commissioning Group

- A single integrated service pathway for all patients
- Access to further investigation where appropriate, with minimal delay and without the need for referral back to the GP
- On-going high quality care close to home
- Timely access to hearing assessment and *rehabilitation for all adult service users
- Timely access to a diagnostic audio vestibular service to assess and treat patients with ear-related balance disorder
- Referral or signposting to other local services for support and equipment, including social services and voluntary services.
- A range of support services, including hearing aid fitting, follow-up and on-going aftercare
- Additional support from hearing therapy / tinnitus services when needed
- Provision of hearing aids and batteries based on clinical need
- Access to clear guidance and information for service users and their families

** Rehabilitation is defined as providing information (in a suitable language and format) including hearing therapy and balance therapy. Sign-posting to any relevant communication and social support services where indicated*

New Adult Hearing Service Pathway





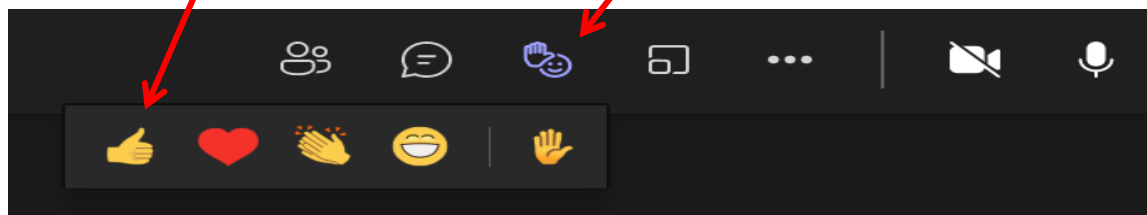
Any
QUESTIONS

Alternatively you can send your comments or questions to
bwccg.enquiries@nhs.net

Thank You for your time today...

Feedback:

We'd love to hear your feedback and thoughts for future engagement events
If you enjoyed today's event please give a thumbs up using the reaction symbols



Recording & Presentation :

These will be shared on the CCG website

Any further comments or questions can be sent to bwccg.enquiries@nhs.net