



Newborn Hearing Screening **Wales**  
Sgrinio Clyw Babanod **Cymru**

Quality Assurance Newborn Hearing Screening Wales  
Short Report June 2010

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## **Background**

This report provides an update on progress achieved by sites following Quality Assurance visits undertaken in 2008. A report entitled “Quality Assurance Report, June 2009” provides further information and is available on the NBHSW website ([www.screenservices.org/nbhsw](http://www.screenservices.org/nbhsw)). Following the site visit, recommendations for service improvement were agreed with each site. A written update on progress was provided to NBHSW 3 months after the visit and again after 1 year. Progress was also discussed at NBHSW six monthly management meetings held with staff from each of the sites.

## **Purpose of report**

The information provided in this report is not a comprehensive account of service development. However Audiologists and Paediatricians may benefit from sharing experiences and solutions as indicated by common themes. It is hoped that by sharing the recommendations with wider management, further progress may be achieved.

## **NHS Wales factors influencing progress**

The report centres on service development over 2009 and 2010. This has been an exceptionally difficult time for NHS staff working in Wales. Two major issues that have had an effect are firstly, changing structures within departments as a result of mergers of former Trusts and secondly, financial constraints due to cost improvement plans. The former could be seen as a possible route for improvements with a drive for equality of service provision but combined with cost saving can be to the detriment of the better departments. On a more positive note, quality assurance has been in the forefront of Paediatric Audiology with the introduction of Paediatric Audiology Quality Standards. This Welsh Assembly Government funded project, due to finish in August 2010, will provide benchmarked data on the range of audiology services provided by the Health Boards. NBHSW is excluded from the exercise but accesses some of the standards included in the review. It will be important in the future to streamline quality assurance to avoid audiology departments having to duplicate work.

## **Measuring Effectiveness of NBHSW Quality Assurance**

The charts 1 – 3 below compare progress of recommendations from site visits (key actions) at 3 months and 1 year by Health Board. This information has been reported to demonstrate whether or not NBHSW Quality Assurance site visits have been effective in producing improvements in services. The categories of key actions completed (chart 1), key actions showing progress (chart 2) and key actions not completed (chart 3) were used in the first report and reassessed again for this report. A summary of recommendations and actions for each site as of June 2010 is provided in Appendix 1.

As there are different numbers of sites in each Health Board, the number of key actions cannot be directly compared however Chart 1 shows that all Health Boards show continuing improvement in the number of completed actions.

**Chart 1: Number of key actions completed.**

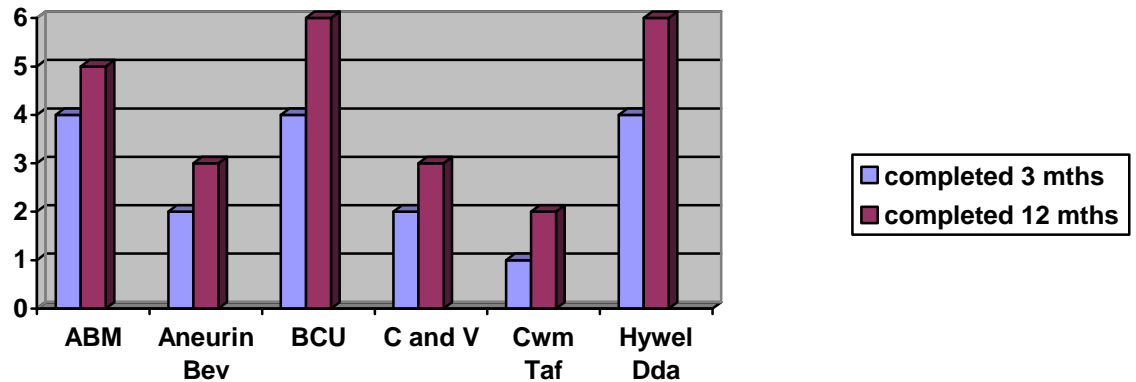


Chart 2 shows that all Health Boards with the exception of ABM, the number of key actions showing progress have diminished principally as a result of completion of key actions.

**Chart 2: Number of key actions showing progress**

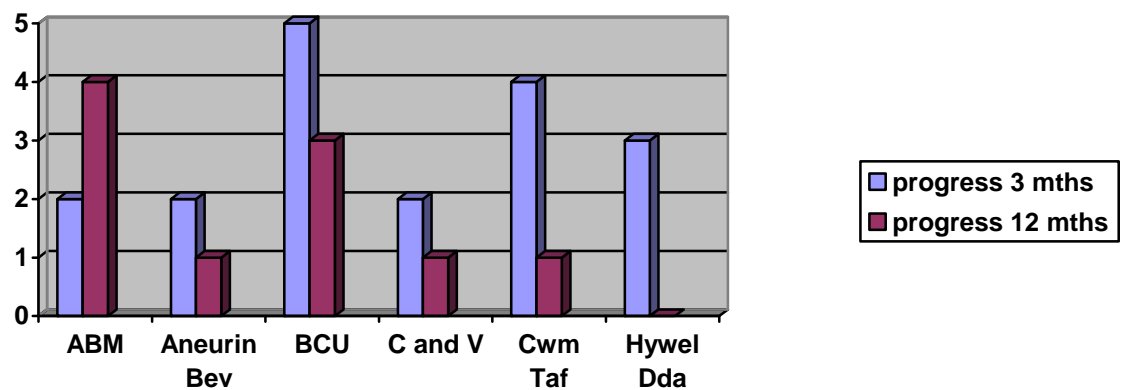
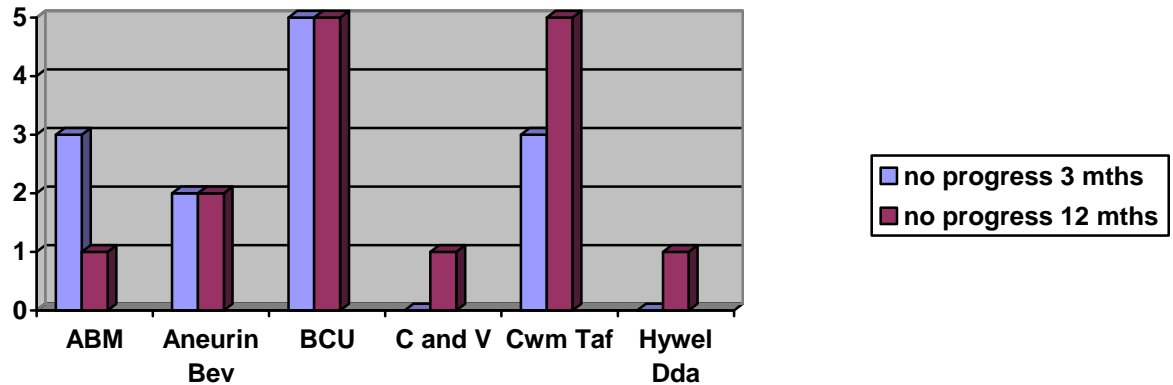


Chart 3 shows the number of key actions for each Health Board which have not progressed. Cardiff and Vale, Cwm Taf and Hywel Dda the number of actions showing no progress has increased as the progress demonstrated at the 3 month review has not been sustained. ABM has only one outstanding key action showing no progress.

**Chart 3: Number of key actions showing no progress**



The two outstanding issues where limited progress has been made are the lack of provision of paediatric audiology services within South Powys and the provision of quality services outside the main audiology departments. These are of concern to NBHSW as babies are referred from the screening programme for follow up hearing tests and these may not be of a satisfactory standard. Powys Local Health Board also has a responsibility to provide services for hearing impaired babies and their families' resident in South Powys.

An external review of services has been undertaken in Hywel Dda. Recommendations for good practice identified by the NBHSW site visit to Worthybush Hospital should be implemented immediately and are not dependent on the outcome of the review.

## Conclusion

In general most clinicians have undertaken the recommendations within their control but continue to have difficulty with those requiring extra resources. NBHSW will continue to work with services to implement recommendations and to monitor compliance with NBHSW standards.

**Appendix 1: Summary of actions completed by sites: The most important recommendations outstanding are highlighted in bold.**

Health Board	Recommendation	Action completed	Action in progress	No progress
<b>Abertawe Bro Morgannwg University HB</b>				
<b>Princess of Wales Hospital including Neath Port Talbot</b>	<b>Shared working of specialist staff across the 2 sites should be explored</b>		<b>Service review of staffing to be undertaken with Health Board</b>	
	Equipment used for NBHSW assessments requires replacement	New equipment purchased		
	Review of hearing aid fitting should be undertaken	Completed and causes for review noted		
	<b>Staffing of community audiology clinics should be improved</b>			<b>Staff shortages requiring urgent service review</b>
	Administrative support should be provided		Some administrative support now available in Neath Port Talbot	No progress in Princess of Wales
	Survey of service users	Completed in Princess of Wales	In progress in Neath Port Talbot	
	Develop the role of the CHSWG*		Merging of CHSWG's has strengthened the group	
<b>Singleton Hospital</b>	Electronic transfer of results to speed up communication with NBHSW	In place		
	Review of care pathway of babies who do not attend appointments	Completed and care pathway modified		

	<b>Facilities for testing children in community should be reviewed</b>		<b>Service review to be undertaken within Health Board</b>	<b>Discussions have taken place with Directorate General Manager</b>
	Review of hearing testing for under 2 year olds is required	Completed and staffing of clinics changed		
	A review of aetiological investigations should be undertaken	Completed and practice modified		
	The method of recording of multidisciplinary meetings should be reviewed	Template devised and in use		
	Undertake a survey of service users	Completed		
	Develop the role of the CHSWG		In progress	

Health Board	Recommendation	Action completed	Action in progress	No progress
<b>Aneurin Bevin HB</b>				
<b>Royal Gwent Hospital</b>	Review of processes for hearing aid fitting to ensure delays are minimised	Completed and actioned		
	Improve communication flow with NBHSW	Completed		
	<b>Facilities for testing children in the community need improvement</b>			<b>No progress</b>
	<b>Further medical input should be available for hearing impaired children and their families</b>			<b>No progress</b>
	Guidelines for aetiological investigations should be reviewed	Completed and improved appointment system implemented		
	Multidisciplinary care pathway should be reviewed	Completed and actioned		
	Written individual care plans should be used for multi disciplinary reviews	Completed with further developments to take place		
	Service user views should be collected via a repeat survey and parent representation on the CHSWG		Discussed at CHSWG.	

Health Board	Recommendation	Action completed	Action in progress	No progress
<b>Betsi Cadwaladr University Health Board</b>				
<b>Bangor Hospital</b>	<b>Review of service provision for behavioural tests should be undertaken</b>			<b>Discussions but no progress</b>
	Consideration to be given to maintenance of service with one Paediatric audiologist	New member of staff appointed		
	<b>Facilities for testing children in the community need improvement</b>			<b>No progress</b>
	Review of case histories to determine inconsistencies in service provision	Completed and actioned		
	Information provision to NBHSW should be improved			No progress
	Review of administrative processes for assessments		Some progress	
	Lack of administrative support		Discussed and some progress	
	<b>Audit of earmould turn around</b>			<b>Not completed</b>
	Trust policy for appointments not attended should be followed	Actioned		
	Service user views should		Survey completed in	

	be collected via a survey and parent representation on the CHSWG		community. Parent representative requested	
	CHSWG requires strategic direction			No evidence of progress
<b>Glan Clwyd Hospital</b>	Review of process to ensure assessments are completed and to reduce time interval to hearing aid fitting	Completed and actioned		
	Electronic transfer of results to speed up communication with NBHSW	In place		
	Review of process to ensure timely reports to Primary Care	Audit completed and actioned		
	Provision of information to NBHSW should be improved	Actioned		
	<b>Facilities for testing children in the community need improvement</b>			<b>Some discussion but no action</b>
	<b>Individual care plans should continue to be developed</b>		<b>Some discussion but not completed</b>	
	Transition arrangements from early years advisor to education should be developed	Completed		

	<b>Lack of specialist Speech and Language Therapy should be highlighted</b>			<b>No progress in resolving lack of service</b>
	Service user views should be collected via a survey and parent representation on the CHSWG	Actioned		
	CHSWG requires strategic direction			Pathways not yet in place across BCU.
<b>Wrexham Maelor Hospital including North Powys</b>	Review of community facilities (BCU)			<b>Although more clinical time is available in the hospital setting, it does not address problem of poor facilities in one clinic used in community</b>
	Review of community facilities (Powys)		Partial resolution achieved	
	Review of facilities and staffing to ensure appointments and reporting are undertaken within standards	Completed. All Wales audit of assessment reports is in place which will provide further information		
	Review of case histories to determine causes for delay in diagnosis	Completed and actioned		
	Audit of ear mould turn around	Completed and actioned.		
	Lack of specialist Speech and Language Therapy should be highlighted		<b>Service extended but not fully resolved</b>	
		CHSWG requires strategic		

	direction			across BCU.
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Health Board	Recommendation	Action completed	Action in progress	No progress
<b>Cardiff and Vale University HB</b>				
<b>University Hospital of Wales</b>	The standards around identification of hearing loss and hearing aid fitting should be monitored	Actioned		
	Further ear mould audit should be undertaken	Actioned		
	Attendance at assessments should be monitored to ensure procedures adopted are effective	Actioned. All Wales audit on assessments not attended in place		
	<b>Actions implemented to assist Professional lead in producing reports within the time scales</b>			<b>No progress</b>
	<b>Facilities for testing children in the community and staffing of these clinics need improvement</b>			<b>Discussion but no action</b>
	Appointment system for community appointments needs to be reviewed and actioned	Completed		
	Service user views should be collected via a survey and parent representation on the CHSWG	Completed		

	CHSWG requires strategic direction	Pathway identified		
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Health Board	Recommendation	Action completed	Action in progress	No progress
<b>Cwm Taf Health Board</b>				
<b>Cwm Taf Health Board</b>	<b>Review of service provision across the whole Health Board</b>		<b>On going discussions with some progress</b>	
	Review of staff availability for assessments to improve service	Completed with shared working across sites		
	Train more audiologists to complete routine paediatric work	Completed		
	<b>Lack of specialist Speech and Language Therapy should be highlighted</b>			<b>No progress in resolving lack of service</b>
	<b>Service user views should be collected via a survey and parent representation on the CHSWG</b>			<b>No progress</b>
	CHSWG requires strategic direction	Pathway identified		
<b>Prince Charles Hospital</b>	<b>Appropriate clinical space should be routinely available for assessments</b>			<b>No progress</b>
	Equipment used for	Completed (but loan		

	NBHSW assessments requires replacement	equipment is in use)		
	<b>Facilities and equipment used in the community require review</b>			<b>On going discussions but no improvement as yet</b>
	Review of ear mould provision to deliver a service	Completed and actioned		
<b>Royal Glamorgan Hospital</b>	Equipment used for NBHSW assessments requires replacement	Completed (but loan equipment is in use)		
	<b>Individual care plans should be developed.</b>			<b>No progress</b>
	<b>Service user views should be collected via a survey and parent representation on the CHSWG</b>			<b>No progress</b>
	CHSWG requires strategic direction	Pathway identified		

Health Board	Recommendation	Action completed	Action in progress	No progress
<b>Hywel Dda Health Board</b>				
<b>Hywel Dda Health Board</b>	Review of service provision across the whole Health Board, in particular to ensure the provision of high quality assessments for NBHSW	External review completed but report not yet available		
<b>West Wales General Hospital</b>	<b>Facilities for testing children in the community and staffing of these clinics should be reviewed</b>			<b>No action pending external review</b>
	Provision of information to NBHSW should be improved	Actioned		
	Standard information letters should be used	Actioned		
	Multi disciplinary working should be developed	Completed		
	Individual care plans should be developed	Completed		
	Service user views should be collected via a survey and parent representation on the CHSWG	Completed		

	CHSWG requires strategic direction.			No evidence of progress
<b>Withybush Hospital</b>	Report on agreed action plan to ensure high quality assessments and improved paediatric audiology service	Interim solution agreed and in place		
	Closer working with Carmarthen		Discussed and some progress	
	<b>Provision of information to NBHSW should be improved.</b>			<b>No evidence of progress from Professional lead</b>
	<b>Audit of ear mould turn around</b>			<b>Not completed</b>
	Access to ophthalmology	Completed		
	<b>Individual care plans should be developed.</b>			<b>Not completed</b>
	Service user views should be collected via a survey and parent representation on the CHSWG			Not completed
	CHSWG requires strategic direction			No evidence of progress