

Report on the 2017 National Audit of Quality Standards for Adult Audiology (Wales)

Purpose of this document:

To provide an overview of Cwm Taf Health Board on the performance of their Adult Audiology service against the Quality Standards for Adult Audiology (Wales) version 2.

Background

Quality Standards for Adult Audiology (Wales) have been in place since endorsement by the Minister for Health and Social Services in 2009. In 2016, the Quality Standards for Adult Audiology version 2 was released reflecting changes and updates in the field of Audiology.

Audit Process

In June 2017 all Adult Audiology Services in Wales were audited using the new version 2 of the Quality Standards for Adult Audiology (2016).

The audit process, and reporting of results remains unchanged, but additional features of the 2017 audit were:

- An External Auditor was employed to improve consistency of the audits across Wales.
- A suggested evidence list was available to improve consistency in auditing.

Outcome for Cwm Taf Health Board Adult Audiology service 2017.

The target for the 2017 audit was 75% for each individual Standard and for the overall target of 75%.

The Cwm Taf Adult Audiology Service met the 75% target in **all of the nine** individual standards, and met the overall target of 75%.

However, very low scoring individual criteria identified were:-

- 2a.13 - Lack of post hearing aid issue support via website.
- 5d.3 - Patients not offered reassessment every 3 years.
- 6b.1 - No analysis of outcomes to show clinical effectiveness available.

Individual criteria where **good practice was commended** included;

- 1c.1 - Wax removal service

Details of improvement actions will be available at the request of the Head of Service.

Response from Head of Service

Remarks from the Head of Service in response to the peer review visit and the audit team's report. This response must be submitted to the lead auditor within 2 weeks of receipt of the audit team's report and will be included in the final report sent to the Chief Executive of the Health Board.

The Head of Service had no comments to add.

The Head of Service should enter their name and date to confirm that they have had the opportunity to respond to the draft report, including the listing of actions planned to address any shortfalls.

Head of Service: Jonathan Arthur

Date: 16/06/2017

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 Adult Audiology Service audits, will be circulated to Heads of Services/Adult Medical Leads following consideration by ASSAG, and the Welsh Government.

The final All-Wales report for 2017 will be disseminated to Heads of Services, Adult Medical Leads and Action on Hearing Loss Cymru following ratification by the Welsh Government.

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20/06/2017

Cc Steven Pascoe, Lead Audit Co-ordinator.