



North West London

Dear colleague

Exiting providers of Audiology AQP hearing loss service for adults

Following on from a letter about the Audiology AQP procurement outcome (see separate attachment), we are writing to inform you how this change could affect patients registered at your GP practice who are with exiting providers: Chelsea and Westminster NHS Foundation Trust, the Outside Clinic, and Scrivens.

New patients awaiting first appointments

Exiting providers will work with new patients waiting for their first appointments and transfer them to an AQP provider of their choice; Audiological Science, InHealth, and Specsavers. This change is taking place during June and July 2024.

To ensure a safe and efficient transfer of care, exiting providers will contact and support these patients to transfer and share patient records with new providers.

NW London ICB programme and contracts teams should not see patient identifiable data so if you or a patient have any queries, please either contact the relevant provider directly or pass the following contact details to the patient where you feel this is appropriate:

Provider	Email address	Telephone number
Chelsea and Westminster NHS hospital	caw-tr.wm-audiologydepartment@nhs.net	020 8321 5681
The Outside Clinic	Hearing.outsideclinic@nhs.net	0800 605 040
Scrivens	nhshearingcare.scrivens@nhs.net	0800 027 5102

Legacy and aftercare patients

Patients who have already received their first appointment, fitting and / or follow-up will not be affected by this change. Exiting providers will commit to seeing these patients as part of aftercare for up to three years since their first appointment. This includes patients referred for domiciliary audiology service. GP or patient do not need to take any action.

If you have any queries about the process, please email them to: nhsnw.electivecare@nhs.net

Please do not email patient identifiable information to Elective Care inbox and direct any patient related queries to relevant provider as listed above.

Kind regards

On behalf of NHS NW London Elective Care Team