



North West London

Dear colleague

New providers for audiology hearing loss services for adults

We are writing to let you know that NHS NW London has now concluded its procurement for the audiology AQP contract that will provide care to adults aged 18 and over.

We are pleased to inform you that since Monday 20 May 2024 the following providers have started accepting new GP referrals through eRS.

Onsite locations

Borough / Provider /	Brent	Ealing	Hammersmith and Fulham	Harrow	Hounslow	Kensington and Chelsea	Westminster
Audiological Science	✓			✓	✓		✓
InHealth	✓	✓ TBC*	✓	✓	✓ TBC*	✓	✓
Specsavers	✓	✓	✓	✓	✓	✓	✓

*NW London will write to you again when mobilisation dates have been confirmed with the provider.

No further referrals should be made to Scrivens, The Outside Clinic or Chelsea & Westminster NHS Foundation Trust.

Patients will continue to have access to a choice of locations across NW London. First assessments will be provided within 16 working days of referral and where appropriate, an aftercare package of care for up to three years.

Domiciliary services provided by Audiological Science and Specsavers are as follows

Borough / Provider /	Brent	Ealing	Hammersmith and Fulham	Harrow	Hounslow	Kensington and Chelsea	Westminster
Audiological Science	✓			✓			
Specsavers	✓	✓	✓	✓	✓	✓	✓

Hillingdon is not currently part of the existing suite of audiology contracts. NW London will carry out a review of service provision in Hillingdon with a view to addressing the current variation in audiology provision across the sector.

New referrals process

Referrals need to be done through e-RS to the providers listed above.

An updated Audiology Adult AQP NW London ICB referral form will be centrally uploaded onto System one and through EMIS publisher for EMIS practices.

SystemOne form can be found: NWL London ICB → Ear Nose Throat ENT and Audiology → Audiology

EMIS form can be found:

Brent: NWL EMIS Enterprise S&R → Borough-specific forms → Brent → NWL Brent Audiology AQP Referral

Harrow: NWL EMIS Enterprise S&R → Borough-specific forms → Harrow → NWL HARROW Audiology AQP Referral

For any queries about IT and referral form, please email: nhsnw.servicedesk@nhs.net

Domiciliary service on eRS

Please see appendix for details.

Secondary care referrals

Please note that secondary care audiology services are for patients with complex hearing needs (that fit the exclusion criteria as specified in the referral form). If a patient is assessed by the AQP provider and deemed to need further referral or assessment to secondary care services, the AQP provider will do the onward referral without reverting back to the GP.

Transfer of care (existing patients who are awaiting an appointment or have access to after care)

Audiology AQP patients currently under the care of Scrivens, The Outside Clinic and CWFT will have their care transferred to the new providers; patients will be contacted directly in relation to the transfer of their care. **There is no action for general practice staff and no requirement to re-refer patients.**

A list of all service locations and a supporting patient information leaflet is attached to this letter and will accompany the referral form for **new** patients only.

If you have any queries, please contact NHS NW London Contracts Team:
centralcontracts.nwl@nhs.net

Regards

On behalf of NHS NW London Elective Care Team

Appendix: Domiciliary service on eRS

Audiological Science

Brent and Harrow

Service Name: HOME VISIT SERVICE AUDIOLOGY NORTH WEST LONDON (HARROW AND BRENT ONLY)

Service Location:

ODS Code: K4F4F

Service ID: 7997730

Specsavers

Brent and Harrow

Service Name - Age Related Hearing Loss (AQP) – Specsavers Domiciliary RAS – Harrow & Brent - NYN

Service Location - SPECSAVERS HEARCARE - LONDON - HARROW

ODS Code - NYNHQ

Service ID - 7997707

Ealing

Service Name - Age Related Hearing Loss (AQP) – Specsavers Domiciliary RAS – Ealing - NYN

Service Location - SPECSAVERS HEARCARE - LONDON - EALING

ODS Code - NYNHJ

Service ID - 7997708

Hammersmith & Fulham

Service Name - Age Related Hearing Loss (AQP) – Specsavers Domiciliary RAS – Hammersmith & Fulham - NYN

Service Location - SPECSAVERS HEARCARE - LONDON - FULHAM

ODS Code - NYNPG

Service ID – 7997709

Hounslow

Service Name - Age Related Hearing Loss (AQP) – Specsavers Domiciliary RAS – Hounslow - NYN

Service Location - SPECSAVERS HEARCARE - LONDON - HOUNSLOW

ODS Code - NYNJ3

Service ID - 7997710

Westminster and Kensington and Chelsea

Service Name - Age Related Hearing Loss (AQP) – Specsavers Domiciliary RAS – WMinster, Kens & Chel - NYN

Service Location - SPECSAVERS HEARCARE - LONDON - EDGWARE ROAD

ODS Code - NYNHG

Service ID - 7997711