

Dear GP colleagues,

**AQP Community Audiology – Non-complex Hearing Loss Services for Adults**

Community Audiology services continues to be offered via a newly procured Any Qualified Provider (AQP) contract from April 2024 for three years across seven of the eight NWL boroughs (Brent, Ealing, Harrow, Hammersmith and Fulham, Hounslow, Kensington & Chelsea, and Westminster).

This means that your patients have a choice of different approved audiology services delivered at different locations for their hearing assessment, hearing aid fitting and follow up/ after care. The AQP audiology pathway is only appropriate for patients **over the age of 18** with **non-complex, mild to moderate hearing loss**.

The AQP providers within the agreed contract are Specsavers, InHealth, Audiological Science and they are accepting new GP referrals through eRS. The arrangement with providers as detailed below:

**Onsite locations**

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

\*NW London ICB will inform you in writing as to when mobilisation dates are confirmed with the provider.

**No** further referrals should be made to the following providers: 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 & Fulham	Harrow	Hounslow	Kensington & Chelsea	Westminster
Audiological Science	✓			✓			
Specsavers	✓	✓	✓	✓	✓	✓	✓

Please do continue to refer eligible patients to the new AQP providers and ensure that all relevant patient information is included to facilitate a smooth referral process through eRS.

We believe this new AQP Community Audiology service will significantly enhance patient care and support within our community and we thank you for your cooperation and continued dedication to patient health

**Hillingdon are not currently part of the existing suite of audiology contracts. NW London is carrying 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 eRS to the providers listed above.

An updated Audiology Adult AQP NW London ICB referral form is 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: [nhsnwl.servicedesk@nhs.net](mailto:nhsnwl.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.

If a patient is assessed by the secondary care provider and deemed to be suitable for the AQP provider, the secondary care provider will revert the referral back to the referring GP.

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 regarding this pathway, please contact NHS NW London Integrated Pathways – Planned Care Team: [nhsnwl.ipplannedcare@nhs.net](mailto:nhsnwl.ipplannedcare@nhs.net)

Kindest Regards,

On behalf of NHS NW London Integrated Pathways Programme 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