Our Ref: FOI.14.DGS0166

RE: FREEDOM OF INFORMATION REQUEST

Thank you for your request for information under the Freedom of Information Act 2000 received on 17 January 2014 by NHS Dartford, Gravesham and Swanley Clinical Commissioning Group (CCG). The information you have requested is listed below together with the response:

1. Please confirm or deny if your Clinical Commissioning Group commissions any healthcare services through ‘Any Qualified Provider (AQP)’.

   NHS Dartford, Gravesham and Swanley CCG commissions a limited number of services through the AQP model.

2. Please list all services currently commissioned by your CCG through AQP.

   NHS Dartford, Gravesham and Swanley Clinical Commissioning Group currently commissions muscular-skeletal services for lower back and neck pain, diagnostics (MRI and non-obstetric ultrasound) and primary care psychological therapies through the AQP model.

3. Please list all services commissioned through AQP by your predecessor Primary Care Trust(s) in 2012-13.

   The Primary Care Trust commissioned through AQP in 2012/13 with the contracts commencing in 2013/14 being the responsibility of CCGs.

4. Please list all services planned to be commissioned by your CCG through AQP in (a) 2014-15 and (b) 2015-16.

   NHS Dartford, Gravesham and Swanley Clinical Commissioning Group currently have no plans to commission any further services through AQP.

5. Please list the total actual value of services commissioned through AQP by your predecessor Primary Care Trust(s) in 2012-13, broken down by type of service.

   Please see the response to question three.

6. Please list the total forecast value of services commissioned by your CCG through AQP in (a) 2013-14, (b) 2014-15 and (c) 2015-16, broken down by type of service.

   In line with national direction all AQP contracts were issued with a zero-based activity and finance plan with providers paid the agreed tariffs for services delivered.
7. **Please confirm or deny if your CCG commissions direct access adult hearing services.**

   NHS Dartford, Gravesham and Swanley Clinical Commissioning Group does commission direct access adult hearing services.

8. **Please state how your CCG commissions adult hearing services (AQP, block contract, other).**

   NHS Dartford, Gravesham and Swanley Clinical Commissioning Group commissions adult hearing services on a cost per case basis and not through AQP.

9. **Please list the total forecast value of adult hearing services to be commissioned by your CCG in (a) 2013-14, (b) 2014-15 and (c) 2015-16 (whether or not commissioned through AQP).**

   a) Medway NHS Foundation trust = £1,093,073  
      Maidstone and Tunbridge Wells NHS Trust = £8,320  
      TOTAL = £1,101,393

   b) Medway NHS Foundation trust = £1,076,694  
      Maidstone and Tunbridge Wells NHS Trust = £8,961  
      TOTAL = £1,085,655

   c) Medway Foundation trust = n/a  
      Maidstone and Tunbridge Wells NHS Trust = n/a  
      TOTAL = n/a

10. **Please list the total actual value of adult hearing services commissioned by your predecessor Primary Care Trust(s) in 2012-13 (whether or not commissioned through AQP).**

    The total actual value of adult hearing services commissioned by the predecessor NHS West Kent PCT is £1,144,655.

11. **Please confirm or deny if your CCG plans to change its approach to procuring adult hearing services in (a) 2014-15, (b) 2015-16 and (c) 2016-17.**

    NHS Dartford, Gravesham and Swanley Clinical Commissioning Group does not plan to change the way it commissions adult hearing services in 2014/15. Determinations regarding future commissioning intentions beyond this will be made based on the determination of local priorities.

12. **Please supply details of the changes your CCG plans to make to its approach to procuring adult hearing services in (a) 2014-15, (b) 2015-16 and (c) 2016-17.**

    This is not applicable to NHS Dartford, Gravesham and Swanley Clinical Commissioning Group.
13. Please supply details of the tariffs your CCG pays for adult hearing services through AQP in the current financial year.

NHS Dartford, Gravesham and Swanley Clinical Commissioning Group does not commission adult hearing services through AQP.

14. Please supply a copy of the contract specification for each adult hearing service currently commissioned by your CCG.

This is not applicable to NHS Dartford, Gravesham and Swanley Clinical Commissioning Group.

15. Please confirm or deny if your CCG attaches a local CQUIN to adult hearing services it commissions in 2013-14.

NHS Dartford, Gravesham and Swanley Clinical Commissioning Group do not attach a local CQUIN to these services.

16. Please supply the local CQUIN your CCG attaches to adult hearing services it commissions in 2013-14.

This is not applicable to NHS Dartford, Gravesham and Swanley Clinical Commissioning Group.

17. Please confirm or deny if your CCG holds data on waiting times for people referred to adult hearing services.

NHS Dartford, Gravesham and Swanley Clinical Commissioning Group holds and monitors data on the 18 week referral to treatment times for people referred to adult hearing services.

18. Please supply (a) mean and (b) median waiting times for appointments for adult hearing services commissioned by your CCG in each month of the 2013-14 year to date.

NHS Dartford, Gravesham and Swanley Clinical Commissioning Group do not hold data on median waits.

The table below shows NHS Dartford Gravesham & Swanley CCG mean waiting times for Audiology Medicine:

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>2.50</td>
<td>2.65</td>
<td>2.19</td>
<td>1.98</td>
<td>2.56</td>
<td>1.63</td>
<td>2.80</td>
<td>2.89</td>
</tr>
</tbody>
</table>
19. Please supply (a) mean and (b) median waiting times for appointments for adult hearing services commissioned by your predecessor PCT(s) in each month of (a) 2011-12 and (b) 2012-13.

a) NHS Dartford, Gravesham and Swanley Clinical Commissioning Group do not hold data on median waits.

b) The table below sets out NHS West Kent PCT mean waiting time for Audiology Medicine:

<table>
<thead>
<tr>
<th>Month</th>
<th>2011/12</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>0.00</td>
<td>5.39</td>
</tr>
<tr>
<td>May</td>
<td>0.00</td>
<td>4.96</td>
</tr>
<tr>
<td>June</td>
<td>4.58</td>
<td>5.70</td>
</tr>
<tr>
<td>July</td>
<td>5.17</td>
<td>4.88</td>
</tr>
<tr>
<td>Aug</td>
<td>4.91</td>
<td>5.39</td>
</tr>
<tr>
<td>Sept</td>
<td>5.26</td>
<td>5.66</td>
</tr>
<tr>
<td>Oct</td>
<td>5.16</td>
<td>5.27</td>
</tr>
<tr>
<td>Nov</td>
<td>4.88</td>
<td>5.53</td>
</tr>
<tr>
<td>Dec</td>
<td>4.79</td>
<td>5.39</td>
</tr>
<tr>
<td>Jan</td>
<td>5.53</td>
<td>6.15</td>
</tr>
<tr>
<td>Feb</td>
<td>5.18</td>
<td>5.83</td>
</tr>
<tr>
<td>March</td>
<td>4.96</td>
<td>5.47</td>
</tr>
</tbody>
</table>

20. Please list the number of breaches of the 18 week waiting time target for adult hearing services your CCG is aware of in each month of the 2013-14 year to date.

<table>
<thead>
<tr>
<th>Month</th>
<th>&lt;18</th>
<th>&gt;18</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>136</td>
<td>2</td>
<td>1.5</td>
</tr>
<tr>
<td>May</td>
<td>146</td>
<td>6</td>
<td>4.1</td>
</tr>
<tr>
<td>June</td>
<td>110</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>July</td>
<td>131</td>
<td>3</td>
<td>2.3</td>
</tr>
<tr>
<td>August</td>
<td>132</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>September</td>
<td>111</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>October</td>
<td>132</td>
<td>3</td>
<td>2.3</td>
</tr>
<tr>
<td>November</td>
<td>113</td>
<td>1</td>
<td>0.9</td>
</tr>
<tr>
<td>December</td>
<td>1011</td>
<td>15</td>
<td>1.5</td>
</tr>
</tbody>
</table>

21. Please confirm or deny that your CCG holds data on the number and type of complaints received in relation to adult hearing services.

NHS Dartford, Gravesham and Swanley Clinical Commissioning Group can confirm.

22. Please supply details of the number and type of complaints received in relation to adult hearing services in the 2013-14 year to date.

NHS Dartford, Gravesham and Swanley Clinical Commissioning Group has received one complaint relating to adult hearing services in 2013/14 to date. The complaint related the lack of response from the NHS to a hearing aid not working.
23. Please state the number of providers of (a) direct access adult hearing services and (b) other adult hearing services your CCG currently commissions services from.
   a) Two
   b) Two

24. Please list the total number of (a) adult hearing assessments undertaken and (b) adult hearing devices fitted in the 2013-14 year to date which your CCG commissions.
   a) MFT = 3674   MTW = 64   TOTAL = 3738
   b) MFT = 2868   MTW = 24   TOTAL = 2892

25. Please list the total number of (a) adult hearing assessments undertaken and (b) adult hearing devices fitted in 2012-13 which your predecessor PCT commissioned.
   a) West Kent PCT TOTAL = 9882
   b) West Kent PCT TOTAL = 7067

26. Please confirm or deny if your CCG collects data on the outcomes achieved for people attending adult hearing services commissioned by your CCG.

   NHS Dartford, Gravesham and Swanley CCG does not collect specific data relating to the outcomes for patients accessing adult hearing services but does collect and monitor patient experience data for all commissioned services.

27. Please supply details of the outcomes achieved for people attending adult hearing services commissioned by your CCG.

   Please see response to question 26.

28. Please confirm or deny if your CCG collects patient experience data from people attending adult hearing services commissioned by your CCG.

   Please see response to question 26.

29. Please supply details of the patient experience data from people attending adult hearing services commissioned by your CCG.

   Please see response to question 26.