

Appendix H

Independent Review of Audiology Services

Quality Assurance Arrangements survey – List of questions

Q1. Has there been any clinical audit activity internal to the Audiology service?

If yes, please provide a simple list, describing the type of audit and a copy of one audit report:

Q2. Has there been any joint clinical audit activity with ENT, other disciplines or agencies (eg Education) within your health board or local area?

If yes, please provide a simple list and copy of one audit report:

Q3. Has there been any joint clinical audit activity with Audiology services at other health boards or Scottish Cochlear Implant Programme or UNHS in Scotland or elsewhere?

If yes, please provide a simple list and copy of one audit report:

Q4 Has there been any external audit or review of the Audiology service (eg against service quality standards or IQIPS or elements of)?

If yes, please provide a list and copy of one audit or review report:

If no, when was the last time there was external audit or review of the Audiology service and what was audited?

Q5. Has the service engaged in any benchmarking of quality related performance with Audiology services at other health boards (eg comparison of access times or activity or any KPIs)?

If yes, please provide a simple list and copy of one benchmarking report:

Q6. Aside from ABR activity, have there been any peer review audits conducted on clinical practice, either internal or external to the service?

If yes, please provide a simple list, describing whether internal or external and copy of one peer review report:

Q7. Has the service been required to routinely report on the quality of clinical care (including access times) by the health board?

If yes, please briefly describe what data has been reported, describe if this is routine (monitoring) and to whom it was reported to (their position in organisation):

Q8. Is there a written Audiology service overall quality policy/manual and/or defined wider quality management system (QMS)?

If yes, please provide copies.

Q9. What would enable your service

to

- i) provide improved assurance (measurement) of service quality?**
- ii) deliver improvements to the quality of patient care?**

Q.10 Do you have any further views on quality assurance for Audiology at a local or national level, for the Review to consider?