

CHSWG Minutes

Tuesday 22nd May 2017

4.00-5.30pm

1. Apologies/Attendees/Welcome

Present: Nicola Taylor, Anna Bradley, Ginny Parker, Isabel Russell, Pip Harrison, Claire Jackson, Nicola, Bowman, Kate Johnston, Susan Prince, Alison Lawson, Annabel Caiger and Lindsay Short

Apologies: Doris Ross, Linda Atkinson, Judith Cook, Jane Fairclough and Julie Ford

2. Items to be brought up under AOB

- Social Care (AL)
- Feedback from the Focus group (NT)

3. Draft appendix to substantive reports for parents to consider

- The purpose of the appendix is to enable parents to understand what assessments have been done with their child, to understand what the results of the assessments show and what information they provide. Parents have been requested to feedback

4. Local Area Inspection- NDCS recommendations for Inspector scrutiny

- There is a new framework for Inspectors looking at provision of Health, Education and Social Care. The inspecting team is made up of inspectors from Ofsted and from the Care Quality Commission (CQC). Sensory Support has worked hard to prepare a lot of information ready for the Inspection
- Brian Gayle from NDCS briefed inspectors on three important areas with regard to deaf children. 1. Hearing Impairment and social mobility 2. What LAs are doing in response to glue ear 3. Identification of children with an acquired hearing loss (response to the withdrawal of the school age screen)

5. Action Plan for Northumberland following withdrawal of School Entry Screening

- Kate Johnson has put together information for health professionals (HVs, S<, GPs, Paediatrician, School Nurse) and for parents (of children Year 1 -Year 5). Kate will send out this information electronically
- The information includes 1. When and how you should seek a referral to Audiology and 2. A checklist for speech development
- The aim is not to raise anxiety, but to raise awareness. Important not to contact Audiology too soon (glue ear can clear up), but soon enough if the condition is affecting speech and language
- The role of Sensory Support is still to be considered and more discussion is needed between Education and Health. There are opportunities to raise the whole profile of hearing needs in children
- NDCS is having regular meetings with Ofsted in terms of inspections, so inspectors are much more informed for their inspections. Inspectors spend time with some families who have experienced the whole EHC package, to seek their views
- The inspection reports highlight causes for concern and strengths

6. Contact and Accessibility to appointments for Deaf parents

- One family with deaf parents from Sensory Support, has had difficulty contacting ENT and Audiology. What systems are in place? The email address is on every report. Families can request the email be sent to ENT to request a change of appointment from the Audiology email. It is the Trust policy to use 'The Big Word' interpreters. Parents can request a named interpreter but it cannot be guaranteed because that interpreter may not be available on that particular day. (It is possible to follow an interpreter on a screen in the consultation.) There are also problems when appointments are cancelled because the Trust then still has to pay for the interpreter. KJ will raise this within the different areas.

7. Feedback from newborn screening and assessment

- Positive feedback, but KJ also encouraged negative feedback. It was highlighted that parents can be disturbed by noise from the fitting room next door which raises confidentiality issues. Everything can be overheard in both rooms. Parents gave written comments. KJ recorded this as a major incident because it led to a breach of confidentiality. This has led to the refurbishment of a soundproof room and a separate room for babies

8. Update of ear splinting

- KJ to send out leaflet with the Minutes. A trial of the leaflet is taking place in Newcastle hospitals. The leaflet will be handed out to all parents at the Newborn Screen and appointments are given within two weeks. GPs will also receive the information leaflet. The trial may spread to Northumberland

9. Refurbishment of Paediatric Audiology

- In the Newborn room, there will be a new wall between that and the fitting room. Everyone will be moved out for a month, from the 12th June, to North Tyneside and Cramlington. The Paediatric testing room will be completed first and then another Paediatric room, a small observation room and a testing room. There will be a new ceiling, lights, acoustic padding; it will be brighter and more child friendly. The second paediatric room will also be used for complex adults and there will be a separate room for BAHAs. The Newborn room will be completed in the second phase. Letter will go out to appointments already made to inform of change of clinic location

10. NERCIP (Cochlear Implant Programme) Update

- Staffing levels & structure:

Alex Foster and Jen Ramsbottom (Audiologists) returned from maternity leave in April 2017. Ruth Cole (Audiologist) is starting maternity leave in May 2017. Erika Grant (Audiologist) who was on secondment to cover maternity leave is now a permanent member of the team.

Debbie Bowker (stock manager) started in post on 2nd May. A training plan has been put into place with a view to her managing telephone requests for spares in the near future. In the meantime, the voicemail system for spares requests still stands.

- Service delivery:

1. *Spares and repairs*

To improve our spares and repairs waiting times and communication with patients, we have commissioned the CI company maintenance services and have just received final approval for this. A summary of the change is below:

- Patients will be contacting the companies directly for replacement of any broken or faulty equipment.
- Patients will be able to use phone, email, text and assisted text phone to make contact.
- The hours of opening will be 9am to 5pm Monday to Friday, including delivery on Saturdays.
- The response time will be quicker – there will always been someone available to answer their call and respond to their query without them having to leave an answerphone message.
- The company will either deliver and collect equipment or provide a pre-paid return envelope (depending on the equipment replaced).
- If the equipment issue needs to be discussed with a clinician, the query will be passed back to NERCIP, for our attention.
- NERCIP will receive a monthly report on who has contacted the company and for what issues so we can monitor any potential concerns.
- Lost processors will not be replaced without authorisation by NERCIP so we will still be able to adhere to our lost device policy.
- Patients will need to complete a consent form for the companies to access their data. This will now be sent out to existing patients, along with a letter introducing the service and a sheet of frequently asked questions.

2. *2017-18 Upgrades*

NERCIP currently waiting for funding approval for the upgrades due this financial year. Once this has been confirmed, all patients due this year will be contacted with details of the new devices and accessories available, and asked to make choices on colour and accessory options.

In the meantime, all HoSs have been informed by letter of upgrades for children in education due this year.

3. *Roger update*

We received a communication from Advanced Bionics with an updated Roger fitting guide, showing that Neptune processors are now compatible with Roger X (where the Roger X serial number is later than 1416XXXXX). This has been sent out to all HoS.

11. AOB

Social Care

- For LAs where there is not a specialist social worker for the deaf - NDCS has sent out information on support, advice and legal advice to the Director of Children's Services

Focus Group

- Alison Bravey facilitated the group. There were a range of questions to discuss around the statutory and non-statutory roles that Sensory Support fulfill. Of the 26 statements which discussed the functions of the Service, parents recorded 19 as crucial, 5 as useful and 2 as of benefit, but not essential. Locality to home was important in school choices. The evening was very informative and parents reported that they enjoyed the experience of working together.
- The information from the evening will be used for strategic development for the LA and the development of future practice of the Sensory Support Service

12. Date and time of next meeting

- Tuesday 17th October 2017 at 4pm at Riverside Centre.