

# Ealing & Hounslow Children's Hearing Services Working Group (CHSWG)

Minutes of Meeting: 26 September 2017

Venue: Heart of Hounslow Centre for Health



NHSP Chelsea and Westminster



Ealing Education



Gifford Primary School



National Deaf Children's Society



Hounslow and Richmond  
Community Healthcare

NHS Trust

Paediatric Audiology

Paediatric Speech and Language  
(HRCH)



London North West  
Healthcare

NHS Trust

Paediatric Audiology

Paediatric Speech and Language  
(Ealing)





London Borough  
of Hounslow

Special Educational Needs  
Specialist Support  
(Visual Impairment Support)  
(Hearing Impaired Team)



NHSP Harrow, Ealing and Brent

Agenda Item	Action
<b>Introductions</b>	Introductions were made by representatives
<b>Minutes of Last Meeting</b>	<p><b>RM:</b> RM to send Maternity contacts to be included and updated - <b>pending</b></p> <p><b>Group:</b> Terms of Reference V2 attached for comments - group members to email comments to GU for uploading to Audiology internet – <b>deadline 29.09.17</b></p> <p><b>MiM:</b> Deaf Awareness training for Hounslow and Ealing - MiM to liaise with the group and arrange a similar event for Ealing and Hounslow staff – <b>Next event to be confirmed, possibly Jan 2018</b></p> <p><b>NB:</b> NB to invite a speaker from Deaf CAMHS to next meeting – <b>pending</b></p> <p><b>HOD/AdM/JP:</b> Patient feedback from waiting area at HoH was that the poster had no information and the font was small– <b>SLT and ToD to update the poster and send to the group (to be displayed at HoH)</b></p> <p><b>AdM:</b> Ealing caseloads to be emailed to Audiology - <b>pending</b></p> <p><b>JP:</b> To check if OT/Physio would like to attend CHSWG – <b>pending</b></p> <p><b>AdM:</b> To check if Ealing Parent/Carers Forum are interested – <b>pending</b></p>
	<p><b>Attachments</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">             CHSWG poster - EHO.docx         </div> <div style="text-align: center;">             Terms of Reference EHO CHSWG ToR Dra         </div> </div> <p><b>Audiology Lost Aid Policy and Transition to Adult Services sent separately</b></p>

Service Update	
<b>NHSP</b>	<p><b>Harrow, Ealing &amp; Brent (TK):</b></p> <ul style="list-style-type: none"> <li>No Representative</li> </ul> <p><b>Hounslow (RM) via email:</b></p> <ul style="list-style-type: none"> <li>Performance reports available to the group on request</li> <li>NH1: 99% ; NH2: 100% - both KPIs met</li> </ul> <p>The KPI missed on NH1 for Hounslow (WMUH) relates to 9 records of which:</p> <ul style="list-style-type: none"> <li>5 patients with screen remained incomplete – combination of cancelled and DNA appointments</li> <li>1 patient with screen completed at day 72 – combination of cancelled and DNA appointments</li> <li>2 patients with screen completed at day 29 - cancelled appointments</li> <li>1 SCBU(Brompton) patient with screen completed at day 51– baby too unwell to be screened within KPIs</li> </ul> <p>There were no missed KPIs for NH2 for Hounslow audiology</p>

<p><b>EDUCATION</b></p>	<p><b>Hounslow (PA):</b></p> <ul style="list-style-type: none"> <li>• Interviews have been held for a Lead ToD - group will be informed once confirmed</li> <li>• TTT - held every month; attendance has been poor but this could be because of the change in timing</li> <li>• Reflections – held <i>monthly</i> for children with a mild/moderate loss</li> <li>• Toy Library – children in mainstream school with hearing loss</li> <li>• Annual Event – Inset ‘Mainstream Teachers with a HI Child in their Class’ on 12.10.17. <b>PA to send info to MiM</b></li> <li>• Snakes &amp; Ladders / Chessington – unfortunately these trips did not go ahead last year. ToDs will try and arrange for this year with funding from the Rotary Club and a small contribution from parents</li> <li>• Patient story - MS spoke about a family who did not initially accept their child’s loss. They attended an event arranged by ToDs and were able to meet other parents. <b>MS/PA will write up and share the story with the group</b></li> </ul> <p><b>Ealing (AdM):</b></p> <ul style="list-style-type: none"> <li>• Joint training initiative with school staff taking place on 07.11.17. GU would like Audiology to attend – <b>AdM will send details to be distributed to the group</b></li> <li>• ToDs to send all patient queries to HRCH.audiology@nhs.net</li> </ul>
<p><b>AUDIOLOGY</b></p>	<p><b>HRCH (MiM/GU):</b></p> <ul style="list-style-type: none"> <li>• MA introduced to the group - recruited to work across HRCH with responsibility for SWL</li> <li>• Mattock Lane 5+ clinics to be introduced on Tues/Wed dependent on room availability – <b>clinic to be confirmed by MiM at next CHSWG</b></li> <li>• Audiology ABR patient survey completed. Responses indicate that 23% of patients did not receive the leaflet: ‘Your Baby’s Visit to the Audiology Clinic’ leaflet from the Screening teams – <b>MiM will share the final report with the team</b></li> <li>• Audiology is going through their annual IQIPS accreditation process – site visit is planned for Oct 2017</li> <li>• New B5 Audiologist has been recruited to address waiting lists for a fixed term of 12 months</li> <li>• Feltham outreach clinic has been increased to twice a week to address waiting list. Hearing aid review can also take place there</li> </ul> <p><b>EALING (MM):</b></p> <ul style="list-style-type: none"> <li>• No Representative (unable to attend)</li> </ul>

SLT	<p><b>HRCH:</b></p> <ul style="list-style-type: none"> <li>No Representative</li> </ul> <p><b>EALING (JP):</b></p> <ul style="list-style-type: none"> <li>Pre-school caseload grouped by age with 5-6 children in each group</li> <li>TTT – Will be held on a weekly basis at Grand Union Village during October. To be reviewed dependent on parent feedback</li> <li>New refs – newly diagnosed babies receive a call and an initial visit from the SLT and ToD. Parents are then invited to subsequent TTT meetings</li> <li>GU wanted to know if SLT can give feedback to the Audiology team following fitting so that behavioural responses can be measured. <b>SLT/ToD will send comments to MiM/NB</b></li> <li>GU would like to develop a questionnaire to measure the efficacy of hearing aids. <b>PA to send questions from monitoring protocol to MiM</b></li> <li>Inset for Mainstream Teaching Staff Event – to be held on 07.11.17</li> <li>JP confirmed funding has now been approved for children with deafness as the primary need on their EHCP. They will be assigned a mainstream therapist.</li> </ul>
Parent Reps	<ul style="list-style-type: none"> <li>No Representative</li> </ul>
Voluntary Services	<ul style="list-style-type: none"> <li>No Representative</li> </ul>
AOB	<ul style="list-style-type: none"> <li><b>Lost Aid Protocol:</b> Audiology has created a policy for lost aids and the associated charges. The purpose of the charge is to act as a deterrent and the full cost is not being recouped. Audiology would like to raise awareness of the cost to the service when aids are not looked after by patients and parents <b>Group members to read and send comments to MiM</b></li> <li><b>Transition to Adult Services:</b> MiM would like comments from the group for the attached Policy. <b>Group members to read and send comments to MiM</b></li> <li><b>CHSWG Chair:</b> MiM asked the group to agree the next Chair. JP (SLT) will lead the meetings for the next year</li> <li><b>SWL Network:</b> This event will be held on 22.02.18 at Kingston Hospital. GU invited the group to present and attend this. <b>Group members to email GU with availability</b></li> <li><b>Early Years Conference:</b> SLT, ToD and Audiology will be attending this event on 20-21 October</li> <li><b>CI Open Day:</b> MS will be attending this at GOSH on 14.11.17</li> </ul>
<p style="text-align: center;"><b><u>DATE OF NEXT MEETING</u></b>  <b>Tuesday 23<sup>rd</sup> January 2018 (10:00am-12:30pm)</b></p> <p style="text-align: center;"><b><u>VENUE</u></b>  Room E  4th Floor - Carmelita House,  21 - 22 The Mall  Ealing, W5 2PJ</p>	