



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9  
Buckingham Row  
Brick Kiln Lane  
Wigan  
WN1 1XX

Email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk)  
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Ref: FOI/2024/9853

Date Received: 14<sup>th</sup> May 2024

Response Due: 12<sup>th</sup> June 2024

Date: 12<sup>th</sup> June 2024

Dear Sir/Madam

With reference to your request for information received on 14<sup>th</sup> May 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**I am writing with a Freedom of Information request regarding the provision and delivery of audiology services within your trust.**

**To better understand how your trust deals with audiology services, please clarify whether your Acute Trust provides these services:**

- a. In-house (i.e. delivered in your NHS Acute Trust or provided by another NHS organisation)
- b. Outsources (i.e. delivered by an independent provider in their care setting)
- c. Insourced (i.e. delivered by an independent provider in your care setting)

**Additionally, please provide the following data for your Acute Trust and for each financial year 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24:**

## **Hearing assessments**

**1. How many patients had a hearing assessment within the following settings and what was the total spending in £ on treating these patients (where possible please could you give the data per independent provider contracted):**

- a. In-house
- b. Outsourced
- c. Insourced

## **Hearing aid fittings**

**1. How many patients had a hearing aid fitting assessment within the following settings and what was the total spending in £ on treating these patients (where possible please could you give the data per independent provider contracted):**

- a. In-house
- b. Outsourced
- c. Insourced

**Hearing aid aftercare**

1. How many patients had hearing aid aftercare performed within the following settings and what was the total spending in £ on treating these patients (where possible please could you give the data per independent provider contracted):

- a. In-house
- b. Outsourced
- c. Insourced

**Hearing aid devices**

1. How many hearing aid devices were delivered to patients within the following settings and what was the total spend £ on hearing aid devices for these patients in (where possible please could you give the data per independent provider contracted):

- a. In-house
- b. Outsourced
- c. Insourced

**Other**

1. Could you please provide a copy of the service specification given to all bidders for when the contract for hearing aid services was last advertised?

If any of the specific splits are not available, please provide total figures for the system and specify which main splits are recorded by your Trust (in-house / independent sector).

For your convenience, I have attached an Excel file for you to use and provide the requested information.

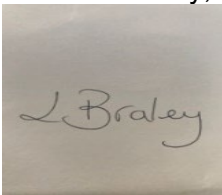
Please see attached.

**Refusal Notice for question(s)** - The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A rectangular box containing a handwritten signature in dark ink. The signature appears to be 'L. Braley'.

Lynne Braley  
Director of Operations & Performance – Community Division

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111