

Publication Report



Audiology Waiting Times

Quarter ending 31 December 2010

Publication date – 22 February 2011

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About ISD

Scotland has some of the best health service data in the world combining high quality, consistency, national coverage and the ability to link data to allow patient based analysis and follow up.

Information Services Division (ISD) is a business operating unit of NHS National Services Scotland and has been in existence for over 40 years. We are an essential support service to NHSScotland and the Scottish Government and others, responsive to the needs of NHSScotland as the delivery of health and social care evolves.

Purpose: To deliver effective national and specialist intelligence services to improve the health and wellbeing of people in Scotland.

Mission: Better Information, Better Decisions, Better Health

Vision: To be a valued partner in improving health and wellbeing in Scotland by providing a world class intelligence service.

Official Statistics

Information Services Division (ISD) is the principal and authoritative source of statistics on health and care services in Scotland. ISD is designated by legislation as a producer of 'Official Statistics'. Our official statistics publications are produced to a high professional standard and comply with the Code of Practice for Official Statistics. The Code of Practice is produced and monitored by the UK Statistics Authority which is independent of Government. Under the Code of Practice, the format, content and timing of statistics publications are the responsibility of professional staff working within ISD.

ISD's statistical publications are currently classified as one of the following:

- National Statistics (ie assessed by the UK Statistics Authority as complying with the Code of Practice)
- National Statistics (ie legacy, still to be assessed by the UK Statistics Authority)
- Official Statistics (ie still to be assessed by the UK Statistics Authority)
- other (not Official Statistics)

Further information on ISD's statistics, including compliance with the Code of Practice for Official Statistics, and on the UK Statistics Authority, is available on the [ISD website](#).

Introduction

In 2007, the Cabinet Secretary for Health and Wellbeing stated that "A whole journey waiting time target of 18 weeks from general practitioner referral to treatment ... by December 2011" with Audiology services to be measured as part of this '18 weeks: Referral To Treatment Target.

Information relating to audiology waiting times in NHS Boards has been collected nationally since April 2007 with a revised dataset introduced in December 2008. The following information is provided in an aggregated form by local heads of audiology services. ISD does not obtain the detailed, patient based, information for audiology that it does for other hospital specialties, however systems are being developed to report progress towards the 18 weeks referral to treatment standard. Audiology data is under development and ISD is actively working with NHS Boards to improve the consistency, completeness and timeliness of these data.

Currently, audiology systems are unable to measure the whole patient journey from referral to treatment. ISD and the Scottish Government are working with NHS Boards to update systems in order to capture this information. A pragmatic interim solution has been to measure and report the best available information about the different 'stages' of the journey:

- for a first contact appointment
- from assessment to fitting of hearing aid(s)
- from assessment to treatment (where treatment is other than fitting of a hearing aid)
- from fitting of hearing aid(s) to review (this final stage is not subject to the 18 weeks referral to treatment standard)

These 'stages' of the journey are an indicator of progress towards the 18 weeks Referral To Treatment Target.

Key points

This Publication Report has been produced from the Waiting Times Publication Statistical Publication Notice published on 22 February 2011. This publication contained no Key Points relating to Audiology Waiting Times. As such, this Publication report contains no Key Points.

Results and Commentary

Due to improvements in data quality, Scotland level figures are available for the first time this quarter.

During quarter ending December 2010:

- 14,925 patients experienced a waiting time for a first contact appointment. Of these 76.2% waited no longer than 12 weeks.
- 7,619 patients experienced a waiting time from assessment to fitting of hearing aid(s). Of these 83.9% waited no longer than 12 weeks.
- 820 patients experienced a waiting time from assessment to treatment (excluding fitting of hearing aids). Of these 95.1% waited no longer than 12 weeks.

At month end December 2010:

- 12,084 patients were waiting for a first contact appointment. Of these 64.7% waited no longer than 12 weeks.
- 4,533 patients were waiting from assessment to fitting of hearing aid(s). Of these 79.2% waited no longer than 12 weeks.
- 442 patients were waiting from assessment to treatment (excluding fitting of hearing aids). Of these 72.4% waited no longer than 12 weeks.

The charts below detail the percentage of patients waiting and patients seen who experienced a wait for a first contact appointment (Chart 1), from assessment to fitting of hearing aid(s) (Chart 2) and from assessment to treatment (where treatment is other than fitting of a hearing aid) (Chart 3).

Chart 1: First Contact Appointment

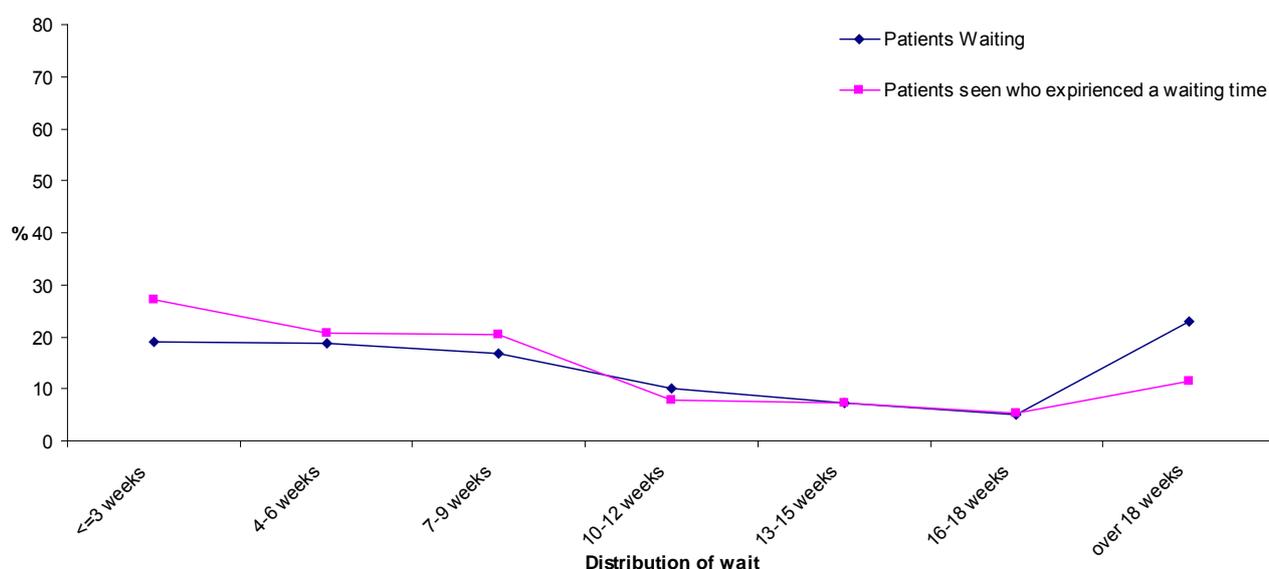


Chart 2: Assessment to fitting of hearing aid(s)

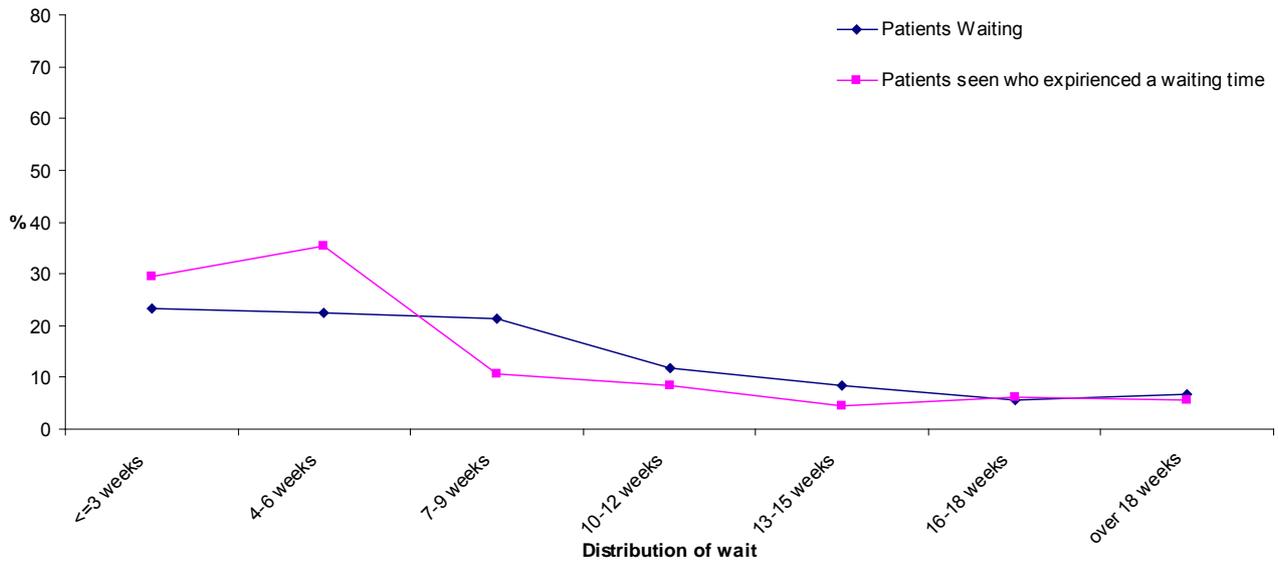
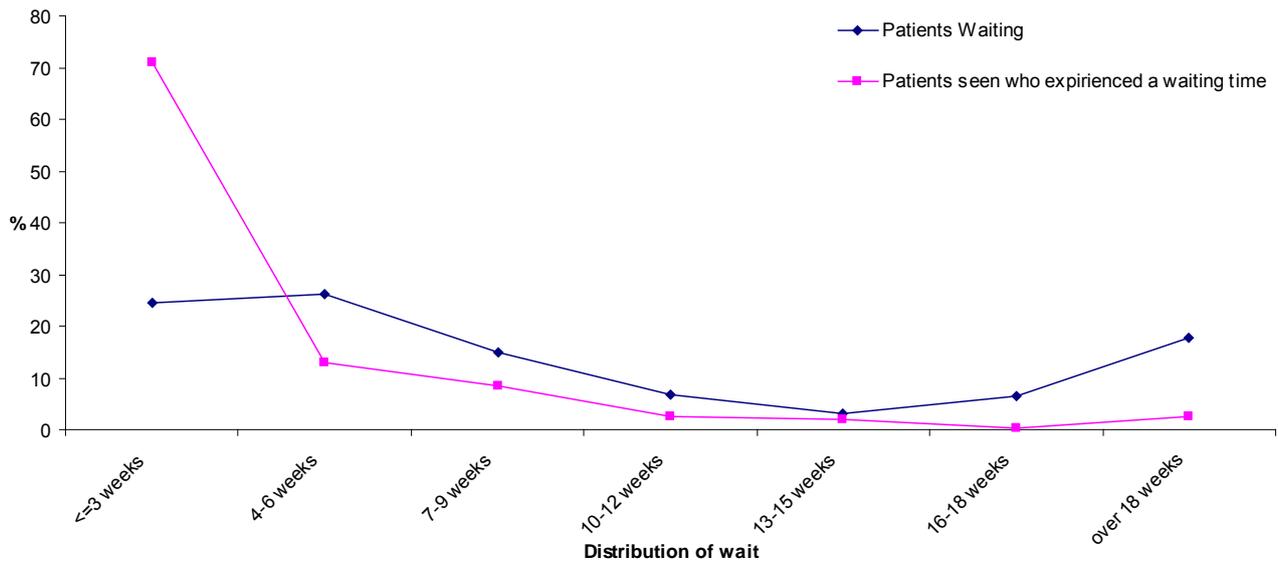


Chart 3: Assessment to treatment (excluding fitting of hearing aids)



Glossary

Patients waiting for a first contact appointment: The number of patients who have been referred to Audiology Services from any source, for assessment of any kind, waiting for a first contact appointment that will commence a new episode of care (i.e. include re-assessments). The number of patients waiting at the census date in each time band corresponds to the time that has elapsed from the receipt of the referral.

Experienced waiting time for a first contact appointment: The waiting time experienced by patients who received a first contact appointment for assessment of any kind, that commenced a new episode of care, during the quarter (i.e. include re-assessments). The number of patients seen in the time band corresponds to the length of time they waited.

Patients waiting from assessment to fitting of hearing aid(s): The number of patients waiting for fitting of hearing aid(s). The number of patients waiting at the census date in each time band corresponds to the time that has elapsed from the date of the decision that a hearing aid is to be fitted.

Experienced waiting time from assessment to fitting of hearing aid(s): The waiting time experienced by patients for fitting of hearing aid(s). The number of patients fitted with hearing aids during the quarter in the time band corresponds to the length of time that elapsed from the date of the decision that a hearing aid is to be fitted to the date of the fitting. If the hearing aid was fitted at the first contact appointment, the waiting time experienced by the patient is recorded as zero weeks.

Patients waiting from assessment to treatment : The number of patients waiting for audiology treatment other than the fitting of a hearing aid, this includes but is not limited to; treatment of balance problems, tinnitus treatment and counselling. The number of patients waiting at the census date in each time band corresponds to the time that has elapsed from the date of the decision to treat.

Experienced waiting time from assessment to treatment : The waiting time experienced by patients for audiology treatment other than the fitting of a hearing aid, this includes but is not limited to; treatment of balance problems, tinnitus treatment and counselling. The number of patients treated during the quarter in the time band corresponds to the length of time that elapsed from the date of the decision to treat to the date of treatment. If the treatment was administered at the first contact appointment, the waiting time experienced by the patient is recorded as zero weeks.

Patients waiting from fitting of hearing aid(s) to review : The number of patients waiting for a first hearing aid review following fitting. The number of patients waiting at the census date in each time band corresponds to the time that has elapsed from the date of fitting. This final stage is not subject to the 18 weeks referral to treatment standard.

Experienced waiting time from fitting of hearing aid(s) to review : The waiting time experienced by patients for a first hearing aid review following fitting. The number of patients who received a first hearing aid review during the quarter in the time band corresponds to the length of time that elapsed from the date of fitting.

Median: This is a measure of the typical (average) waiting time. The median is also known as the 50th percentile and signifies that 50% of patients waited up to the time shown; 50% waited longer.

90th percentile : The 90th percentile wait indicates the maximum time 9 out of every 10 patients waited. 90% of patients waited up to the time shown; 10% waited longer.

Distribution of wait to census date: 4-6 weeks : This indicator comprises those patients who waited at least 28 days and not more than 48 days. Analogous reasoning applies to the other time bands.

List of Tables

Table No.	Name	Time period	File & size
	Waiting Times for Audiology services; All Scotland (adults and paediatrics combined) waiting and patients seen for each NHS Board; monthly and quarterly census dates 31 July 2009 to 31 December 2010		Excel [29kb]
	Waiting Times for Audiology services; all patients (adults and paediatrics combined) waiting and patients seen for each NHS Board; monthly and quarterly census dates 31 July 2009 to 31 December 2010		Excel [424kb]
	Waiting Times for Audiology services; adults patients waiting and patients seen for each NHS Board; monthly and quarterly census dates 31 July 2009 to 31 December 2010		Excel [383kb]
	Waiting Times for Audiology services; paediatric patients waiting and patients seen for each NHS Board ; monthly and quarterly census dates 31 July 2009 to 31 December2010		Excel [391kb]

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Further Information

Further information can be found on the [ISD website](#)

Appendix

A1 – Publication Metadata (including revisions details)

Metadata Indicator	Audiology Waiting Times
Website	http://www.isdscotland.org/isd/6042.html
Description	Monthly and quarterly summary of Audiology waiting times and waiting lists.
Theme	Health and Social Care
Topic	Access and Waiting Times
Format	Excel workbooks and PDF
Data source(s)	Aggregate counts accredited and derived from individual NHS Scotland Boards are submitted monthly to ISD using a defined Excel template. Associated with individual NHS Scotland Boards Local Delivery Plans integrated to the 18Week RTT national standards.
Date that data is acquired	Deadline for data submission is the 22nd of each month, though files can be resubmitted up to 1 week before publication where the quality assurance process identifies differences with local figures.
Release date	The last Tuesday of the month for each publication.
Frequency	Quarterly.
Timeframe of data and timeliness	Data from July 2009 to date. There have been no delays in reporting.
Continuity of data	
Revisions statement	Historic data is not normally revised unless revision of data is required due to NHS Board resubmission of revised local data following publication.
Concepts and definitions	Definitions is available at http://www.isdscotland.org/isd/6074.html
Relevance and key uses of the statistics	<p>Waiting times are important to patients and are a measure of how the NHS is responding to demands for services. Measuring and regular reporting of waiting times highlights where there are delays in the system and enables monitoring of the effectiveness of NHS performance throughout the country. The NHS in Scotland has been set a number of targets for maximum waiting times.</p> <p>Other uses of the data include information requests for a variety of customers, e.g. research charities; public companies; freedom of Information requests; information support to Boards; health intelligence work; parliamentary questions and HEAT targets.</p>
Accuracy	<p>These data are classified as developmental.</p> <p>ISD only receives aggregate data from each NHS Board where the data for the previous quarter is confirmed by the submitting</p>

	Board. Although aggregated data can not be systematically validated by ISD, reported data are compared to previous figures and to expected trends. Derivation of the figures and data accuracy is a matter for individual NHS Boards. Reported data are compared to previous figures and to expected trends.
Completeness	100% of submitted data is used for analysis and publication.
Comparability	Comparative waiting times information is not possible at present using these data due to inconsistencies in definitions of waiting times for treatment across the four countries. Collaborative efforts by the health departments of the four countries to produce comparable figures on waiting times is currently underway by the UK Comparative Waiting Times Group.
Accessibility	It is the policy of ISD Scotland to make its web sites and products accessible according to published guidelines. See attached link for further details: http://www.isdscotland.org/isdscotland/About-ISD/Accessibility/
Coherence and clarity	Key statistics for the latest quarter are presented on the front Audiology page, which is linked to on the main Waiting Times page of the publication. Statistics are presented within Excel spreadsheets. Geographical hierarchies and national figures are presented. Further features to aid clarity: 1. Attendances and performance data by Adult and Paediatric patients are available in separate tables to enable users to select a single measure for analysis. 2. Tables are printer friendly. 3. Key data presented graphically.
Value type and unit of measure	Number of patients seen, number of patients waiting and percentage distribution of wait; by NHS Board and by patient type (adult, paediatric).
Official Statistics designation	Developmental data. Not yet undergone assessment by UK Statistics Authority.
UK Statistics Authority Assessment	Awaiting assessment by UK Statistics Authority.
Help email	mailto:mNSS.isdAudiology@nhs.net
Date form completed	30/11/2010

A3 – Early Access details (including Pre-Release Access)

Pre-Release Access

Under terms of the "Pre-Release Access to Official Statistics (Scotland) Order 2008", ISD are obliged to publish information on those receiving Pre-Release Access ("Pre-Release Access" refers to statistics in their final form prior to publication). The standard maximum Pre-Release Access is five working days. Shown below are details of those receiving standard Pre-Release Access and, separately, those receiving extended Pre-Release Access.

Standard Pre-Release Access:
Scottish Government Health Department
NHS Board Chief Executives
NHS Board Communication leads

Extended Pre-Release Access

Extended Pre-Release Access of 8 working days is given to a small number of named individuals in the Scottish Government Health Department (Analytical Services Division). This Pre-Release Access is for the sole purpose of enabling that department to gain an understanding of the statistics prior to briefing others in Scottish Government (during the period of standard Pre-Release Access).

Scottish Government Health Department (Analytical Services Division)