

**Freedom of Information Request**

**Ref: 21-320**

29 June 2021

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**I have some queries relating to the following data:**

- **Question 3 - Referral to first assessment – KPI NH2. Please could you give the overall average wait time in days (including the 2% who were seen later than 4 weeks)?**

Estimate 16 days

- **Question 3 - Routine follow-up hearing aid review for existing PCHI not including glue ear. Please could you give the overall average wait time in days (including the other hearing aid review appts less than 1 month behind)?**

Estimate 20 days

- **Question 13 - If you are registered with IQIPS but have not progressed in the last year, what is the main reason? Please select one answer:**

o In Q11 the response I ticked says go to Q15 so I missed out Q13 and Q14

But if I was answering Q13 it would be "other"...we have progressed and will continue to make steady progress towards the standards without affecting our time seeing patients

- **Question 14 - Has your service booked its onsite assessment with UKAS? Please select one answer:**

No (go to question 18) ✓

Yes

If yes, what is the date of your onsite assessment:

MM/YYYY

- **Question 23 - Would the new h/aids count as streamers as they have streaming ability?**

I can confirm that they would not count as we mean separate devices to the hearing aid. So we have answered this in the end box “not provided by our service or the LA”

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust’s Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**