

Learning from Lothian

* All views expressed are my own and may not be endorsed by BAA

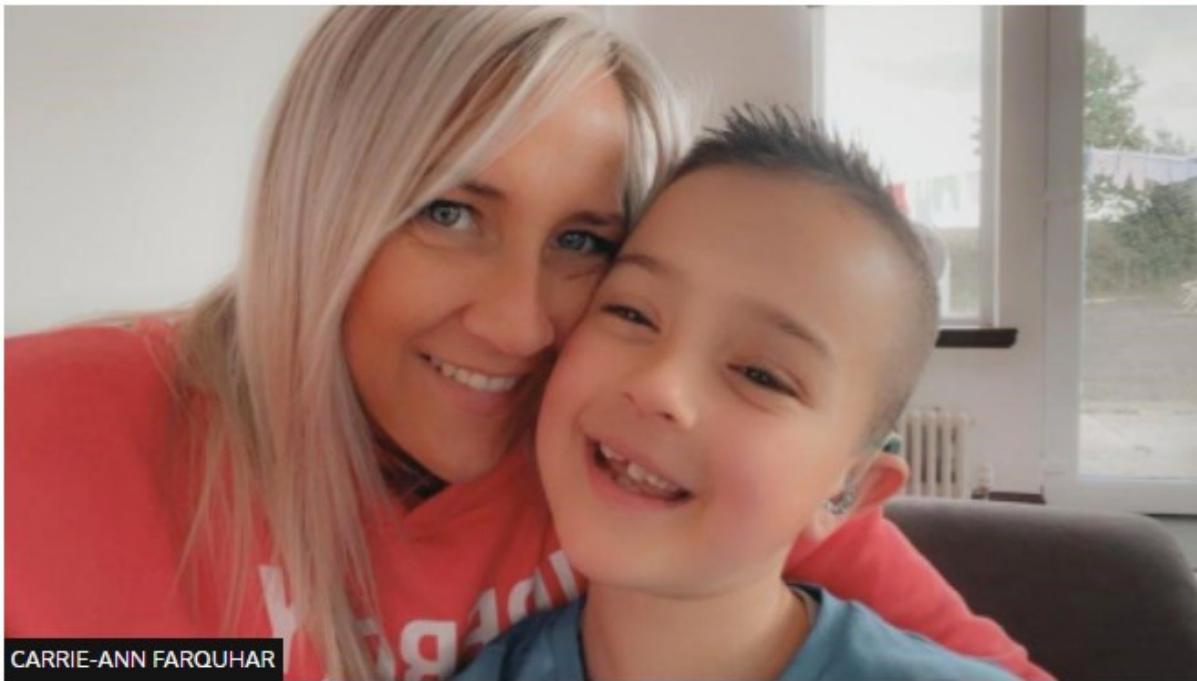
Background

- In 2021 BAA were approached by Lothian Health Board to see if they could carry out a review of their paediatric audiology service
- An audit of cases from 2009-2018 (parts to August 2021) took place
- A week long governance review of the service took place

My son is profoundly deaf - but still passed a hearing test

By Angie Brown
BBC Scotland News

🕒 2 days ago



CARRIE-ANN FARQUHAR

Carrie-Ann Farquhar said her son Jamie was not diagnosed as deaf until he was nearly four years old

How did it happen?

- ***A lack of scientific leadership, knowledge, reflection and enquiry in the presence of a lack of routine and robust quality assurance processes.***
- Nearly all staff had been trained in-house, and not to National Standards in both ABR and behavioural testing, with no form of external competency assessment.
- This resulted in testing for infants and young children being carried out incorrectly which could not, therefore, be identified by the team
- A lack of scientific leadership with no reflection or critical appraisal oversight on the evidence base for guidelines, assessments, tests and results
- The absence of a routine and robust quality assurance process, coupled with a lack of national oversight of the outcomes from the Newborn Hearing Screening Programme (NHSP) in Scotland allowed this to continue without being identified, until a significant number of children have been adversely affected.

Reaction

- Whole department at fault – they all must be really awful
- It couldn't happen here

Reaction

- Whole department at fault – they all must be really awful
- We found a highly skilled, motivated, caring team
- The team had won awards, within their Health Board and nationally
- They had superb facilities
- They had regular team meetings
- Most staff felt listened to by the manager and all were proud to work there

- I would happily employ any of the audiologists I met that week

Reaction

- It couldn't happen here
- Really?

Reflections - departmental

- Training
 - Far fewer staff are members of BAA, therefore no access to HTS
 - Staff within paediatrics and some complex adult clinics have recently been trained in-house
 - Peer reviews, internal or external?

Reflections - departmental

- Are staff reading all documentation?
- Is our documentation actually readable and fit for purpose?
 - Balance between allowing clinical judgement and being too ambiguous

Reflections - departmental

- What do we do when we get different results/complex cases?
- What do we do with 'untestable' patients?

Reflections - departmental

- Audit
 - Are our audits on management decisions sufficient?
 - Are we evaluating all new processes?

Reflections - departmental

- Are staff comfortable in raising concerns?
- We have non-conformity/CAPA system but is it used appropriately?

Reflections - professional

- Recommended procedures
 - Are they fit for purpose?
 - Are they becoming discussion documents?

Reflections - professional

- Quality standards
 - Where are they?
 - What are we measuring against?
 - What is the recommendation for level of training/qualification?
 - Is the public protected enough?

Reflections - professional

- National oversight
- Beyond the Newborn Hearing Screen programme, who is checking?

Reflections - professional

- Training and Education
- Is it good enough?
- Are student being taught the skills to develop and evaluate services?

Reflections - professional

- Is mandatory IQIPS the answer?
- What's BAA/BSA/BSHAA's role in the future?

- Nobody is going to do this for us
- Just because it's hard doesn't mean we shouldn't

