Audit into Outcomes Relating to a Primary Care Audiology Pilot in Cardiff and Vale University Health Board

Ryan Kay & Dr Lorraine Lewis

Background and Aims

Early intervention of audiological services is suggested to benefit patient outcomes via mitigation of risk associated with untreated audiological conditions such as BPPV and dementia (Gans, 2011; Liao, Chang, Chen, & Kao, 2015; Livingston & Costafreda, 2023; Oghalai et al., 2000). The importance of audiological assessment and treatment delivered in a Primary Care (PC) setting has been identified in recent Welsh Health Circulars (2020; 2018). The documents highlight the importance of delivering PC audiology in line with nationally agreed service specifications. Potential benefits of a PC audiology service include:

- Alleviate GP and Practice Nurse time
- Improve timely patient access to audiological care
- Full utilisation of specialist audiologists
- Improved audiology-GP communication

Between March 2022 and March 2023, Cardiff & Vale UHB Audiology delivered a pilot audiology service operating out of the Cardiff West GP cluster consisting of 6 GP practices. Outcomes regarding these appointments were audited for the present poster. The audit aims were to evaluate the benefits of a PC audiology service based on completed actions and patient outcomes and to compare PC ‘Did Not Attend’ (DNA) rates to Secondary Care (SC). Descriptive statistics regarding presenting complaints, completed actions, and appointment outcomes were produced, and a chi-square test of contingencies was used to compare likelihood of DNA in PC versus SC.

Results

The data presented above indicates a successful PC audiology service as evidenced by a significant proportion of wax removal outcomes. Potential benefits of a PC audiology service include:

- Alleviate GP and Practice Nurse time
- Improve timely patient access to audiological care
- Full utilisation of specialist audiologists
- Improved audiology-GP communication

**Discussion & Next Steps**

The data presented above indicates a successful PC audiology service as evidenced by a significant proportion of wax removal outcomes. Potential benefits of a PC audiology service include:

- Alleviate GP and Practice Nurse time
- Improve timely patient access to audiological care
- Full utilisation of specialist audiologists
- Improved audiology-GP communication

Data regarding outcomes from SC referrals made by Audiologists in the PC service have not yet been collected. A subsequent audit may aim to include such data to identify whether there is any improvement in appropriateness of referrals made by Audiologists compared to previous years before the PC pilot.

The above data has been presented and utilised in a business case to secure funding to permanently provide a PC Audiology service in the Cardiff West cluster and to expand the service to cover the remaining GP clusters in the CAV UHB region.

References


Audit into Outcomes Relating to a Primary Care Audiology Pilot in Cardiff and Vale University Health Board

Ryan Kay & Dr Lorraine Lewis

Background and Aims

Early intervention of audiological services is suggested to benefit patient outcomes via mitigation of risk associated with untreated audiological conditions such as BPPV and dementia (Gans, 2011; Liao, Chang, Chen, & Kao, 2015; Livingston & Costafreda, 2023; Oghalai et al., 2000). The importance of audiological assessment and treatment delivered in a Primary Care (PC) setting has been identified in recent Welsh Health Circulars (2020; 2018). The documents highlight the importance of delivering PC audiology in line with nationally agreed service specifications. Potential benefits of a PC audiology service include:

- Alleviate GP and Practice Nurse time
- Improve timely patient access to audiological care
- Full utilisation of specialist audiologists
- Improved audiology-GP communication

Between March 2022 and March 2023, Cardiff & Vale UHB Audiology delivered a pilot audiology service operating out of the Cardiff West GP cluster consisting of 6 GP practices. Outcomes regarding these appointments were audited for the present poster. The audit aims were to evaluate the benefits of a PC audiology service based on completed actions and patient outcomes and to compare PC ‘Did Not Attend’ (DNA) rates to Secondary Care (SC). Descriptive statistics regarding presenting complaints, completed actions, and appointment outcomes were produced, and a chi-square test of contingencies was used to compare likelihood of DNA in PC versus SC.

Results

The data presented above indicates a successful PC audiology service as evidenced by a significant proportion of wax removal outcomes. Potential benefits of a PC audiology service include:

- Alleviate GP and Practice Nurse time
- Improve timely patient access to audiological care
- Full utilisation of specialist audiologists
- Improved audiology-GP communication

**Discussion & Next Steps**

The data presented above indicates a successful PC audiology service as evidenced by a significant proportion of wax removal outcomes. Potential benefits of a PC audiology service include:

- Alleviate GP and Practice Nurse time
- Improve timely patient access to audiological care
- Full utilisation of specialist audiologists
- Improved audiology-GP communication

Data regarding outcomes from SC referrals made by Audiologists in the PC service have not yet been collected. A subsequent audit may aim to include such data to identify whether there is any improvement in appropriateness of referrals made by Audiologists compared to previous years before the PC pilot.

The above data has been presented and utilised in a business case to secure funding to permanently provide a PC Audiology service in the Cardiff West cluster and to expand the service to cover the remaining GP clusters in the CAV UHB region.

References


