



Providing NHS Adult
Hearing Services in
your local community

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Scrivens Opticians & Hearing Care are accredited by your local Clinical Commissioning Group as providers of NHS Adult Hearing Services in your local community. We are able to provide a truly patient focused service with excellent clinical care in our high street branches, where we also provide NHS eyecare, or within your medical centre.

Following the recent move by the Department of Health to encourage greater patient choice and easier access to health care, the provision of NHS Adult Hearing Services is now being provided by NHS Qualified Providers in your local area. This means that accredited providers are now able to fit patients with free NHS hearing aids within the local community, at a standard tariff, which is applicable to all providers (including hospitals).

We are keen to work closely with GPs to raise awareness of this service and ensure patients can take advantage of the benefits now available to them.

What are the benefits to your patients?

As an NHS accredited provider of Adult Hearing Services in your local community, Scrivens Opticians & Hearing Care can provide your patients with a full hearing consultation including assessment and fitting of hearing aids, free of charge. Our Hearing Aid Dispensers are registered with the Health and Care Professions Council and are experienced in delivering the highest standard of clinical expertise and will work closely with you and your patients to ensure that they get the support and help they need.

What is included in this service?

As part of our full hearing service, we will:

- Identify your patients' needs
- Conduct full otoscopy and audiometry
- Fully explain our clinical findings
- Refer for medical advice if needed
- Discuss the appropriate hearing solution for your patient's needs
- Fit hearing aids, where required
- Provide patients with guidance on usage and caring for their hearing aids

Aftercare

To ensure every patient experiences the long term benefits of hearing aid wear, an ongoing programme of aftercare will be provided, which includes:

- Ten week post fitting follow up review
- Annual aftercare review
- Repairs, maintenance and general advice as required
- Regular supply of free batteries for the lifetime of the hearing aids

We also have a dedicated patient care team available to patients for support should they require any assistance.

Why work with Scrivens Opticians & Hearing Care?

We are a family owned company, who pride ourselves on providing a community based optical and hearing care service on the local high street. We have been established since 1938 and have been working with the NHS providing hearing services for over 10 years.

Having been accredited as a provider of NHS Adult Hearing Services as part of the Any Qualified Provider (AQP) initiative in more than 90 CCG areas, we have now established NHS hearing clinics in numerous medical centres across the country, as well as our own high street branches.

We are also extremely proud to be the first high street multi-sited retailer to be awarded IQIPS (Improving Quality in Physiological Services) in line with standards set by the Royal College of Physicians. IQIPS is a government-backed quality stamp of approval awarded by the United Kingdom Accreditation Service (UKAS) following stringent

assessment in four key areas; patient experience, safety, facilities, resource and workforce and clinical.

In order to ensure continuous review and development of our service, we conduct patient satisfaction surveys with all of our NHS hearing patients. The results show that 99% of patients claim the quality of service they received to be excellent with the remaining grading the service as very good, while 98% also said they would recommend the service to others.

Clinical excellence is extremely important to us and all of our clinical services are delivered by experienced, fully qualified Hearing Aid Audiologists that are registered with the Health and Care Professions Council (HCPC). We aim to ensure all of our patients receive the best possible care and we work with them to make sure they fully benefit from their hearing aids.



Within your medical centre

We can operate a full NHS hearing service from within your surgery, enabling you to extend the range of healthcare services you offer your patients. Having a fully qualified Hearing Aid Audiologist on-site will give your patients direct access to this service in a convenient and familiar location.

To provide this service, all we need is regular access to a suitable consulting room, for which we will pay you a service charge at an agreed rate.

We can offer this service on a fully flexible basis, to match both the needs of your practice and your patients, and we will work with you to agree the best way forward.



From our branches

You can refer your patients directly to one of our Scrivens Opticians or Scrivens Hearing Care branches, where our team will arrange the service at the patient's convenience.

Our Hearing Aid Audiologist will then carry out the assessment and fitting in our purpose built consulting rooms. The patient can also attend their local branch for all aftercare and any additional assistance required.

As our branches are open six days a week, we can offer them a truly flexible service to meet the individual needs of each patient, along with their NHS eyecare needs for added convenience.

Referring your patients to Scrivens Opticians & Hearing Care

Referral processes do vary across the different CCG areas where NHS Adult Hearing Services are being offered in the local community.

These include:

- **Directly Bookable through NHS e-Referral Service**
 - The GP can provide the patient with a choice of NHS hearing providers in their local area using the e-Referral Service
 - The patient is offered a list of available appointments and can be booked for an appointment directly by the GP
 - Should the patient require a home visit appointment, please send the referral directly through to the NHS Hearing Team at Scrivens by fax on 0121 456 8701 or via email to nhshearingcare.scrivens@nhs.net



- **Manual written referral**
 - This can be in the form of a letter from the GP or a locally agreed referral form
 - Manual referrals can be sent to us by fax, post, e-mail or delivered by hand, by the patient
 - Manual referrals should include:
 - Patient's full name, address and date of birth
 - The patient's NHS number
 - Details of the referring GP and the medical centre/surgery
 - Confirmation that the patient's ears are free of wax

- **Referral Management Centres**

Where Referral Management Centres are in place locally, they will usually deal with manual and e-Referrals.

- The GP advises the local Referral Management Centre of the referral they are making in line with 'local' protocol
- The Referral Management Centre then contacts the patient and provider to facilitate appointment booking

To find out the referral process that has been agreed locally by your CCG, please contact our NHS Hearing Team by email to nhshearingcare.scrivens@nhs.net or on 0800 027 4487 or by fax 0121 456 8701.

About Scrivens Opticians & Hearing Care

We have been providing hearing care for over 50 years and optical services for over 75 years from our branches nationwide. Our company was built on providing excellence in clinical care and patient service.

Contact Us

If you have any questions or want to know more about referring your patients or setting this service up within your medical centre, please contact us and we would be happy to discuss further.

NHS Hearing Services Manager, Scrivens House, 60 Islington Row Middleway, Edgbaston, Birmingham B15 1PH
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