

LAMBETH CLINICAL COMMISSIONING GROUP

Adult Hearing AQP: SUMMARY INFORMATION SHEET

Any Qualified Provider (AQP) is a Department of Health led programme to:

- Increase choice and access of health service providers for patients
- Improve quality and outcomes of health services
- Drive innovation and efficiency of health services

Adult Hearing was the first service to be taken to AQP in South East London.

The aim of the Hearing AQP Service is to provide a comprehensive patient-centred direct access adult hearing service for adults over the age of 50 experiencing difficulties with their hearing and communication who feel they might benefit from hearing assessment and care, including the option of trying hearing aids to reduce these difficulties.

The Hearing AQP service consists of:

- Hearing needs assessment
- Development of an Individual Management Plan (IMP)
- Provision and fitting of hearing aids
- Appropriate hearing rehabilitation and support e.g. patient education
- Information on and signposting to any relevant communication/social support services
- Follow-up appointment to assess whether needs have been met
- Discharge from hearing assessment and fitting pathway
- Aftercare service for up to 3 years, including advice, maintenance and review at 3rd year
- Battery, tips, domes, wax filters and tube replacement service
- Annual aftercare and review after 3 year pathway, where required
- Domiciliary service, where appropriate

Lambeth patients now have a choice of eight different providers with 30 different locations for their hearing assessment and hearing aid fitting. The providers range from standard NHS services, to independent healthcare providers and high street services. This Summary Information Sheet lists the providers available to patients for this service. Referrals to these services can be made via Choose and Book or by using the attached referral form.

Please note that the location of specific sites may change and updates will be issued in the future.

Updated August 2013 with new sites added.

Guy's and St Thomas' NHS Foundation Trust

<http://www.guysandstthomas.nhs.uk/our-services/audiology/overview.aspx>

Locations:

Guy's Hospital, Audiology Department, 3rd Floor Southwark Wing, Great Maze Pond, London, SE1 9RT

8.00 a.m. – 6.00 p.m. Mon – Fri; 8.00 a.m. – 2.00 p.m. Sat

St Thomas Hospital, Audiology Department, 2nd Floor Lambeth Wing, Westminster Bridge Road, London, SE1 7EH

8.00 a.m. – 6.00 p.m. Mon – Fri

For more information/referrals:

Tel: Guy's 020 7188 2211 Email: AudiologyAppointments@gstt.nhs.uk
St Thomas' 020 7188 6245 presanna.premachandra@gstt.nhs.uk
terry.nunn@gstt.nhs.uk

Fax: Guy's 020 7188 0713
St Thomas' 020 7188 8905

Imperial College Healthcare Trust

<http://www.imperial.nhs.uk/charingcross/OurServices/entaudiology/>
<http://www.imperial.nhs.uk/stmarys/ourservices/entaudiology/index.htm>

Locations:

Charing Cross Hospital, 1st Floor South Wing, Fulham Palace Road, London, W6 8RF

8.00 a.m. – 6.00 p.m. Mon – Fri; 9.00 a.m. - 1.00 p.m. Sat

St Mary's Hospital, Mary Stamford Wing, Praed Street, London, W2 1NY

8.00 a.m. – 6.00 p.m. Mon-Fri (Initially)

St Mary Abbots Hearing Aid Centre, 2 Beatrice Place, Marloes Road, London, W8 5LW

9.00 a.m. – 5.00 p.m. Mon-Fri (Initially)

South Westminster Centre for Health, 82 Vincent Sq, London, SW1P 2PF

9.00 a.m. – 5.00 p.m. Wed (Initially)

Hearing Aid Home Visit Service

As required

For more information:

Charing Cross	Tel: 020 3313 1021	Email: Audiology.department@imperial.nhs.uk
St Mary's	Tel: 020 3312 1015	Email: Audiology.stmarys@imperial.nhs.uk
St Mary Abbots	Tel: 020 3315 6011	Email: beatriceplace@imperial.nhs.uk
South Westminster Centre for Health	Tel: 020 3315 6011	

Home Visiting Tel: 020 3315 6011

All GP referrals to: Audiology.imperial@nhs.net

InHealth Ltd

www.inhealthgroup.com

Locations:

Mobile Site, **University Hospital Lewisham**, Lewisham High Street, London, SE13 6LH

8.15 a.m. - 5.45 p.m. Tue

Mobile Site, **Crayford Sainsbury**, Stadium Way, Dartford, DA1 4HW

8.15 a.m. - 6.00 p.m. Mon

Chadwick Road, 60 Chadwick Road, Peckham, SE15 4PU

8.15 a.m. - 5.45 p.m. Mon - Fri

For more information/referrals:

Tel: 0844 581 0305

Email: INL.InHealthreferrals@nhs.net

Lewisham Healthcare NHS Trust

Locations:

Lewisham Hospital, Audiology Department, High Street, Lewisham, London, SE13 6LH

8.00 a.m. – 6.00 p.m. Mon – Fri; 8.00 a.m. – 2.00 p.m. Sat

Queen Mary's Hospital, Audiology Department, Frogna Avenue, Sidcup, Kent, DA14 6LT

8.00 a.m. – 6.00 p.m. Mon – Fri

For more information/referrals:

Tel: 020 8333 3000 Ext 8092

Email: LH.AudiologyReferrals@nhs.net

Royal Berkshire Foundation Trust

www.royalberkshire.nhs.uk/audiology

Locations:

One **mobile service unit** – site to be confirmed by 31st Dec 2012

8.00 a.m. – 6.00 p.m. Mon – Fri; 9.00 a.m. – 2.00 p.m. Sat

For more information/referrals:

Tel: 0118 3227038

Email: audiology@royalberkshire.nhs.uk

Specsavers Hearcare Group Limited

<http://www.specsavers.co.uk/hearing/hearing-aids/nhs-hearing-aids/>

Specsavers Beckenham, 176-178 High Street, Beckenham, BR3 1EW

9.00 a.m. - 5.30 p.m. Mon - Fri; 9.30 a.m. - 5.30 p.m. Sat

Specsavers Bexleyheath, 116a Broadway, Bexleyheath, Kent, DA6 7DQ

8.30 a.m. - 6.00 p.m. Mon - Fri (with late opening hours on a Tue & Thurs); 9.00 a.m. - 5.30 p.m. Sat; 10.00 a.m. - 4.00 p.m. Sun

Specsavers Bromley, 146 High Street, Bromley, Kent, BR1 1EZ

9.00 a.m. - 6.00 p.m. Mon, Wed, Fri, Sat; 10.00 a.m. - 6.00 p.m. Tue; 9.00 a.m. - 8.00 p.m. Thurs; 11.00 a.m. - 5.00 p.m. Sun

Specsavers Chiswick, 253 Chiswick High Rd, Chiswick, W4 4PU

9.30 am to 6.30 pm Mon - Sat; 10.00am to 5.00 pm Sunday

Specsavers Eltham, 82-84 High Street, Eltham, London, SE9 1BW

9.00 a.m. - 5.30 p.m. Mon - Fri; 9.30 a.m. - 5.00 p.m. Sat; 10.00 a.m. - 5.00 p.m. Sun

Specsavers Orpington, 169 High Street, Orpington, Kent, BR6 0LW

8.30 a.m. - 6.15 p.m. Mon - Wed, Fri; 8.30 a.m. - 7.00 p.m. Thurs; 9.30 a.m. - 5.30 p.m. Sat; 10.00 a.m. - 4.00 p.m. Sun

Peckham Pulse Healthy Living Centre, 10 Melon Road, Peckham, London, SE15

5QN. 9.00 a.m. - 5.00 p.m. Tue

Specsavers Sidcup, 53 Foots Cray High Street, Sidcup, Kent, DA14 6ED

9.00 a.m. - 5.30 p.m. Mon - Wed, Fri; 9.00 a.m. - 6.30 p.m. Thu; 9.30 a.m. - 5.30 p.m. Sat; Closed Sun

Specsavers Streatham, 192 Streatham High Road, Streatham, SW16 1BB

9.00 am to 7.00 pm Mon, Weds, Thurs and Friday; 9.00 am to 7.00 pm Tues and Sat
9.00 am to 6.00 pm; 11.00 am to 5.00 pm Sunday

Specsavers Walworth, 226 Walworth Rd, Walworth, SE17 1JE.

9.00am -6.00 pm Mon, Tues, Weds and Friday; 9.00am to 7.00 pm Thurs; 10.00am - 6.00 pm Sat; 11.00am - 4.00pm Sunday.

Specsavers West Wickham, 15 High Street, West Wickham, London, BR4 0LP

9.00 a.m. - 5.30 p.m. Mon - Thu, Sat; 9.30 a.m. - 5.30 p.m. Fri; 10.00 a.m. - 4.00 p.m. Sun

Specsavers Woolwich, 66 Powis Street, Woolwich, London, SE18 6LQ

9.00 a.m. - 6.00 p.m. Mon - Wed, Fri; 9.30 a.m. - 6.00 p.m. Thurs; 9.30 a.m. - 5.30 p.m. Sat; 11.00 a.m. - 5.00 p.m. Sun

For more information/referrals:

Tel: 0800 077 8692 (for patient/GP information)

Email:

nhsservices@specsavers.com

Safe Haven Fax:

0845 6045070 (for GP referrals)

St George's Healthcare NHS Trust

www.queenmarysroehampton.nhs.uk

Locations:

Queen Marys Hospital, Roehampton Lane, London, SW15 5PN

9.00 a.m. – 5.00 p.m. Mon-Fri; 9.00 a.m. – 12.00 p.m. Sat

Brocklebank Health Centre (from Jan 2013), 249 Garratt Lane, London, SW18 4DU

9.00 a.m. – 5.00 p.m. Mon-Fri; 9.00 a.m. – 12.00 p.m. Sat

For more information/referrals: Email: audiology@queenmaryshospital.nhs.uk

Tel: 020 8487 6399 / 6289

University College London Hospitals NHS Foundation Trust

<http://www.uclh.nhs.uk/>

Locations:

Royal National Throat Nose and Ear (RNTNE) Hospital, Gray's Inn Road, London, WC1X 8DA

8.00 a.m. – 6.00 p.m. Mon – Fri; 9.00 a.m. – 1.00 p.m. Saturday

Royal Free Hospital, Pond Street, London, NW3 2QG

8.00 a.m. – 6.00 p.m. Mon – Fri; 9.00 a.m. – 1.00 p.m. Saturday

Finchley Memorial Hospital, Grandville Road, North Finchley, London, N12 0JE

8.00 a.m. – 6.00 p.m. Mon – Fri; 9.00 a.m. – 1.00 p.m. Saturday

Edgware Community Hospital, Burnt Oak Broadway, Edgware, Middlesex, HA8 0AD

8.00 a.m. – 6.00 p.m. Mon – Fri; 9.00 a.m. – 1.00 p.m. Saturday

For more information/referrals:

Tel: 0845 155 5000

Email: zena.butt@uclh.nhs.uk

chloe.rogers@uclh.nhs.uk

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For more information/referrals:

Tel: 0845 155 5000

Email: zena.butt@uclh.nhs.uk

chloe.rogers@uclh.nhs.uk