



1. Who you are – In what capacity are you responding to this survey?

☐ An individual sharing my personal views and experiences

☐ An individual sharing my professional views

☒ On behalf of an organisation

2. What is the name of your organisation

NCHA – The Association for Primary Care Audiology Providers

3. Which of the following best describes the primary role of your organisation?

☐ Paediatric audiology department in England

☐ Ear, nose and throat (ENT) department in England

☐ NHS trust in England

☐ Integrated care board (ICB) in England

☐ NHS England

☒ Professional body for audiology

☐ Registration or accreditation body for audiologists or audiology providers

☐ Charity or voluntary sector organisation

☐ Academic or research institute or university

☐ Other

4. Your experience of children's audiology services

The following questions refer to the review and recall of children affected by service issues in children's audiology services. This review and recall exercise is part of NHS England's Paediatric Hearing Services Programme.

Has your organisation been involved in the review and recall of children affected by service issues in children's audiology services?

☐ Yes

☒ No

☐ I am not aware of this programme of work

If you have reflections on the review and recall of children affected by service issues in children's audiology services, please set them out here. (Optional)

N/A

If you have any suggestions for how the NHS could improve the way it responds to issues in children's audiology services, please set them out here. (Optional) You may also want to share with us your reflections of working within or alongside children's audiology services in the NHS. Do not include any personally identifiable information in your response. Maximum 300 words.

Early diagnosis and support for children with hearing loss is critical to maximising their quality of life and life chances.

That is why the NHS urgently needs to take an evidence-based approach to quality issues in children's audiology services. This includes acknowledging the chronic nature of the issues at hand – e.g.

- The NHS identified issues with children's hearing services as far back as 2008 and despite a national plan it is not clear this was fully executed¹
- The leading charity for children with hearing loss has published a series of reports between 2014-present, flagging concerns about quality and access to care²
- NHS commissioners and policymakers have failed to take hearing loss seriously, evidenced by multiple national reports into system failures in NHS audiology³

The latest review is welcomed but children and adults with hearing loss will continue to be failed unless ear and hearing care are fundamentally transformed. This will only happen when the government takes the issue seriously and applies its three big shifts to the nation's ear and hearing health.

Put simply, hospital ENT and audiology are under massive pressure, driven by adults with non-medical age-related hearing loss and earwax. Over 95% of this caseload can be managed by primary care audiology, freeing up ENT and hospital audiology capacity to design safe and sustainable models of care for children with hearing loss and patients with medical needs.

This will naturally help reimagine training and education of audiologists, around patient and population needs rather than professional groups and provider organisations.

5. What part of England does your organisation operate in?

☒ Nationwide

¹ Department of Health, 2008, [Transforming Services for Children with Hearing Difficulty and their Families A Good Practice Guide](#)

² NDCS, Reports on paediatric audiology, <https://www.ndcs.org.uk/information-and-support/professionals/research-and-data/paediatric-audiology/>

³ See note 1 for a full list <https://www.the-ncha.com/PCA/endnotes>