

CHILDRENS HEARING SERVICES WORKING GROUP

Thursday 14 October 2021  
13:00-14.00 MS Teams

**1. Present**

Justine Sweet (JS)	General Manager & Head of Audiology, KHFT
Sue Knowles (SK)	Educational Audiologist, KHFT
Kim Archary (KA)	Audiology Team Leader, KHFT
Joanna Wanmer (JW)	Local Engagement Officer, NDCS
Charlotte Benson (CB)	Parent Representative
Charlotte Crutchington (CC)	Vice Chair, Surrey Deaf Children's Society
Claire Bedwell (CB)	Teacher for Hearing Impaired Children, PSSI
Alison Poxon (AP)	Local NHSP Manager, SWL
Jodie Fuller (JFu)	Specialist Speech & Language Therapist, Your Health Care CIC
James Doran (JD)	Audiology Team Leader, KHFT
Kim Archary (KA)	Audiology Team Leader, KHFT
Clare Beak (CB)	Audiology Team Leader, KHFT
Donna Bedford (DB)	Local NHSP Manager, East Surrey

**2. Apologies**

Gabi Stiles (GS)	SDCS and Skylarks Charity
Sam Salih (SS)	Teacher for Hearing Impaired Children, Knollmead School
Mona Patel (MP)	ENT Specialist
Jon Filkin (JF)	Consultant Paediatrician
Helen Joseph (HJ)	Manager, Achieving for Children
Karen Lowry (KL)	SEND & Local Offer Officer
Karen Cooke (KC)	Specialist Speech & Language Therapist, Your Health Care CIC

**3. Minutes of previous meeting**

The minutes of last meeting were agreed as a correct record with no amendments required.

**4. Matters Arising**

- Action plan revised to reflect updates from Audiology and Educational Audiology. Updates awaited from all other partners. Agreed for these to be provided via email outside the meeting by Friday 22 October 2022.

**5. Services Update**

*Education Services Update*

- Kingston PSSS: Jodie Fuller
  - Yasmine Young has joined the team as a trainee teacher of the deaf

- Surrey PSSS: Claire Bedwell
  - 2 members of the team have retired. Back out to recruitment following unsuccessful recruitment attempts with no suitable candidates to interview.
  - Little Listeners learning to listen group and Toddlers time learning to listen group now started
  - Plans to set up a parent network group offering progressing well
  - Parent survey in conjunction with Clare Lemon (RSCH CHSWG) to be undertaken this term
  - Stay and Play group restarted with locations in Redhill, Leatherhead, Guildford and Auriol School to ensure coverage across the large geographical area. **Action: CB to share dates and details**

*Audiology Update: James Doran*

- East Surrey clinic location secured by CSH and tender for contractor out. Works for audiology suite expected to take 8 weeks. Interim provision provided from Bournehall Clinic in Ewell
- Kingston Hospital new department build delayed with expected completion in Oct 2022

*SWL NHSP Update: Alison Poxon*

- Quarter 1 performance for NH1 99%. Target acceptable but not achievable.
- Quarter 1 performance for NH2 – 88.5%. Two babies not seen within 4 weeks of referral for audiological assessment. One due to parent choice and one because screener booked assessment outside target and not aware to escalate so appt could be bought forwards. Screener now aware and senior screener monitoring referral list on weekly basis.
- Outcomes: 9 bilateral PCHI, 10 unilateral PCHI and 4 bilateral later ascertained hearing losses diagnosed in Q1. This is higher than normal. Perhaps a reflection of COVID suspended primary care services and backlog. **Action: JW to establish whether similar increases noted in other CHSWG sites**

*SASH NHSP Update: Donna Bedford*

- Quarter 1 performance for NH1 98.3%. Target acceptable but not achievable.
- Quarter 1 performance for NH2 – 100%.
- Outcomes: 1 PCHI diagnosed in Q1.
- Birth rate significantly increased. Request for additional screener hours submitted

*NDCS update: Joanna Wanmer*

- Autumn update shared with meeting papers
- Highlights: online conference 'Lets work it out' with a focus on post 16 transition and parents as partners training 6 November 2021.

*Parent Update: Charlotte Benson*

- Requested confirmation of waiting times and triaging process for SALT service. JF answered this in the SALT update (see below)

*SALT update: Jodie Fuller*

- JF advised waiting times reduced from 18 months to 10 -12 months although still clearly higher than liked. National shortage of SALTs although now fully established with 3 SALTs
- All referrals are acknowledged by letter which advised of long waits and asks parents to call the advice line if needed whilst waiting. Referrals are screened and children

with confirmed hearing loss are given higher priority support although still waiting longer than the service would like

- Website also updated to reflect advice line and this is linked with the Local Offer website
- EHCP planned need being met for children with hearing loss

#### *Surrey NDCS: Charlotte Crutchington*

- Face to face events resuming in COVID secure environments
- Climbing, Bockets Farm and Hampton Court Palace ice skating events planned
- Applications for 6 sessions of SALT welcome from any parents as interim help until borough SALT support is available
- Sourcing psychologist to support children with high anxiety due to new diagnosis
- Rebranding of marketing information completed. **Action: CC to share organisational poster**

#### *ENT update:*

- Carried forward to the next meeting in the absence of representation

#### *Paediatric update:*

- Carried forward to the next meeting in the absence of representation

## **6. AOB:**

#### *Local Offer update:*

In KL absence JS shared via email information regarding changes made to the AfC info website:

- a new homepage for [AfCinfo](#) with individual links to topics or subject areas
- an updated home page for the [SEND Local Offer](#)
- a new SENCo zone which will be live soon and be linked from the Local Offer
- a 'sticky navigation bar' that improves access to the whole site from every page
- a 'flyout menu' that also improves navigation throughout the site from every page
- improvements to the site search to provide a clearer results view
- simplification of the directories across the site
- simplification of the What's On calendar view
- an improved 'Contact Us' page
- a refresh of the colours across the site which improve accessibility and meet required standards
- renaming of the accessibility tool button to make its purpose clearer

#### *Parents and Young Persons involvement and update form other local CHSWG:*

- JW to present at next meeting

#### Dates of next meeting

Thursday 13 January 2022 13:30-15:00