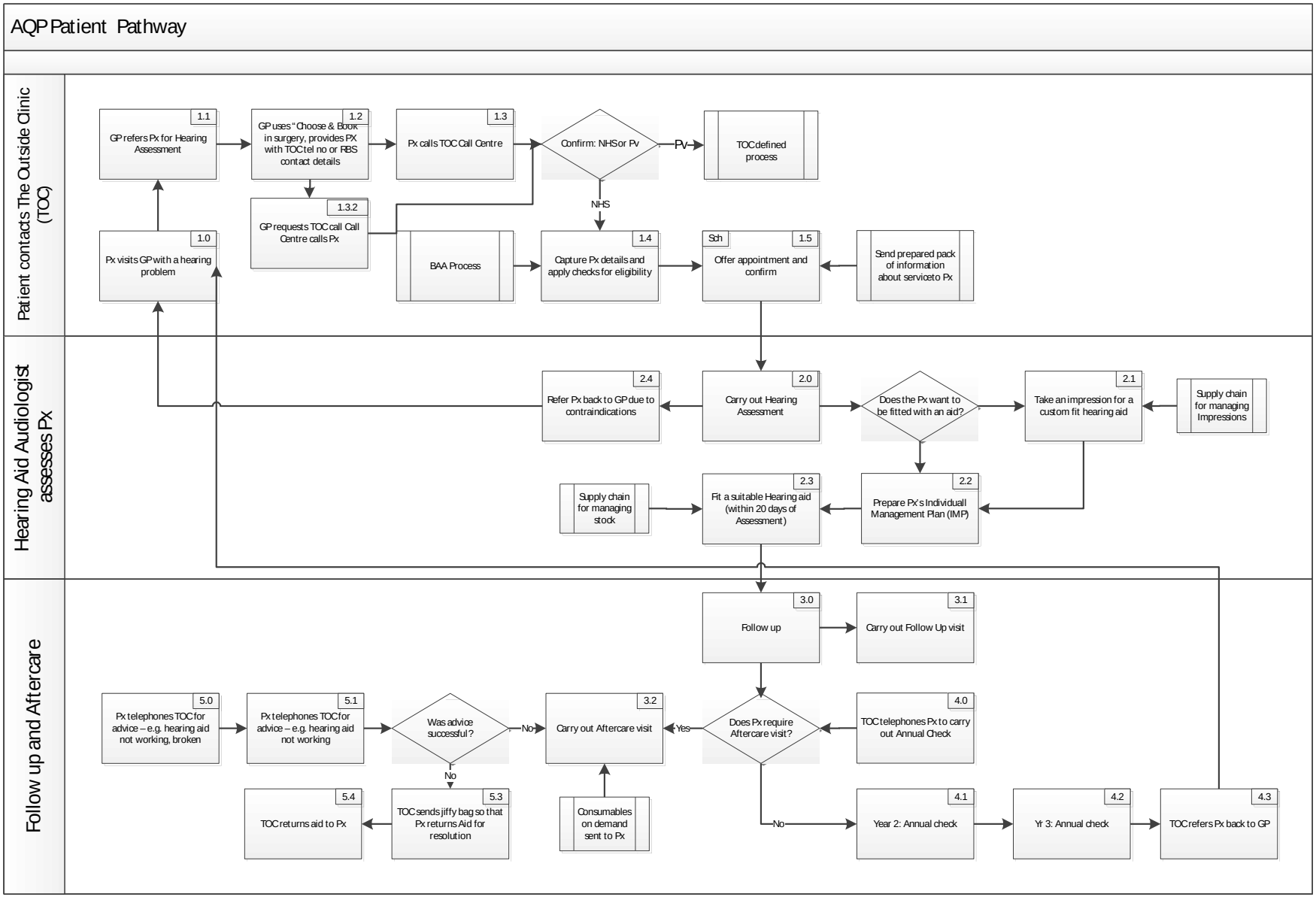
AQP Patient Pathway
Patient contacts The Outside Clinic (TOC)
Hearing Aid Audiologist assesses Px
Follow up and Aftercare
1.1
GP refers Px for Hearing Assessment
1.2
GP uses "Choose & Book" in surgery, provides PX with TOC tel no or RBS contact details
1.3
Px calls TOC Call Centre
Confirm: NHS or Pv
PV
TOC defined process
NHS
1.3.2
GP requests TOC call Call Centre calls Px
1.0
Px visits GP with a hearing problem
BAA Process
1.4
Capture Px details and apply checks for eligibility
Sch
1.5
Offer appointment and confirm
Send prepared pack of information about service to Px
2.4
Refer Px back to GP due to contraindications
2.0
Carry out Hearing Assessment
Does the Px want to be fitted with an aid?
2.1
Take an impression for a custom fit hearing aid
Supply chain for managing Impressions
Supply chain for managing stock
2.3
Fit a suitable Hearing aid (within 20 days of Assessment)
2.2
Prepare Px's Individuall Management Plan (IMP)
3.0
Follow up
3.1
Carry out Follow Up visit
5.0
Px telephones TOC for advice – e.g. hearing aid not working, broken
5.1
Px telephones TOC for advice – e.g. hearing aid not working
Was advice successful?
No
3.2
Carry out Aftercare visit
Yes
Does Px require Aftercare visit?
4.0
TOC telephones Px to carry out Annual Check
No
5.4
TOC returns aid to Px
5.3
TOC sends jiffy bag so that Px returns Aid for resolution
Consumables on demand sent to Px
No
4.1
Year 2: Annual check
4.2
Yr 3: Annual check
4.3
TOC refers Px back to GP