



HINCYP

HEARING IMPAIRMENT NETWORK FOR CHILDREN & YOUNG PEOPLE



Hearing Impairment Network for Children & Young People (HINCYP) ANNUAL REPORT 2021/22

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1. Executive Summary

The Hearing Impairment Network for Children and Young People (HINCYP), along with the other national managed clinical and diagnostic networks, continued to respond to the challenges of the global COVID-19 pandemic during 2021/22. However, HINCYP experienced additional challenges that has delayed the Network's planned programme of activity.

Following 3 separate recruitment campaigns, the network has been unable to recruit a Lead Clinician to provide clinical leadership. In addition to this, the network has been without a dedicated Project Support Officer since June 2021 and Programme Manager since October 2021. Interim ad-hoc support has been made available by the National Network Management Service wider team. Ongoing efforts to resolve these staffing issues including an alternative to a Lead Clinician are actively being explored.

To enable the network to look forward and effectively plan its activity, the network has had to take cognisance of a number of developing issues that directly affect NHS Scotland's Audiology Services. These include a report into the Paediatric Audiology Service in NHS Lothian where failings were identified in December 2021. In March 2022, in response to the report, the Scottish Government (SG) announced that it would undertake a review of hearing services provided to both children and adults in all Health Boards across Scotland. In addition to this, work is also under way to look at a new, community based, model of service delivery that will impact many aspects of service provision including elements of paediatric audiology.

In March 2022, the decision was taken by HINCYP members to pause the various sub-group meetings and only continue with the Steering Group meetings in parallel with the imminent SG Independent Review until it was better understood what the work of the Review would entail. HINCYP members have been asked to participate in the work of the Review Group.

HINCYP recognises that it will have a valuable role to play in helping and enabling the Review Group to understand Paediatric Audiology Services in Scotland and the services' priorities and anticipates that it will be well placed to provide subject matter expertise through the steering group.

2. Leadership Reflection

The structure of Managed Clinical Networks has traditionally relied upon the leadership of a senior clinician in the principal role as Chair of the Network. As noted in the Executive Summary, appointing to this key role has proven challenging however it has not stopped the development and planning work of the Network which has been led by a non-clinician. The Network has again as noted, struggled with the implementation of its work plans however this has been due to the impact of the pandemic on the members of the Network as opposed to a lack of leadership.

Members of the Network have proposed that an alternative model of leadership and structure should be adopted as this will allow the focus of the Network to be on the work it is required to do without the distraction of a further recruitment campaign. It is confident that the clinical elements of the Network are already well recognised due to the existing membership of the group and that the key leadership role can be held by a non-clinician given that they will have clinicians and subject experts as part of the Group. The decision to adopt this model however sits with National Services.

3. Introduction

The Hearing Impairment Network for Children & Young People (HINCYP) was established to support services and families to achieve the best possible outcomes for children and young people in Scotland with bilateral severe or profound hearing loss, through better access to high quality specialist care and support.

HINCYP works through a partnership of patients from 0 to 18 years, their families and friends, health care professionals, education and social work professionals and the voluntary sector.

This report outlines the progress and key achievements of the Hearing Impairment Network for Children and Young People (HINCYP) during 2021/22.

4. Current Position

Progress against the specific 2021/22 business plan objectives is set out against the six core principles of the network, as detailed below, key highlights include:

5. Effective Structure

5.1 Professional Leadership Model

The HINCYP comprises a committed group of multi-agency professionals who are involved in the network to improve services for children and young people and their families in Scotland who have a hearing loss.

During the reporting period, the network undertook 3 recruitment campaigns to recruit a Lead Clinician. No applications were received on each occasion It has been acknowledged that despite this, the network has strong leadership provided both by the members of the steering group as well as from the non-clinical chair who is currently holding this position while a decision is reached on how best to resolve this. While it is fair to say that the Network has been without a dedicated clinical leader in the position as Chair, it has not impacted negatively on the work of the group.

The network was without dedicated Programme Support Officer Resource from June 2021 and Programme Manager resource from October 2021. Programme Management and Programme Support Officer resource was provided to the network from within the National Network Management Service (NNMS).

6. Service Development and Delivery

6.1 Paediatric Audiology Standards

The HINCYP steering group endorsed the HINCYP service mapping report, in June 2021. It was planned that the HINCYP Task & Finishing (T&F) group would address aspects of incomplete data related to audiology services across Scotland including an analysis of current workforce and associated agencies that work with and support Audiology Services.

Unfortunately, due to the limited resources within the HINCYP team and the emergence of the OMICRON C-19 Variant this work has to date, not take place.

It had previously been agreed that a restart of self-assessment work by Audiology Services themselves using the Paediatric Audiology Quality Standards would have been underway by March 2022, however this work was paused due to the announcement of the National Audiology Review and concern that this work may be duplicated by the Review or that the Review would require other quality assurance related work and that this would need to take precedence. It was also noted that the impact of the Review may be significant on Service with regards to time and resource hence the pausing of the self-assessment was agreed, by Heads of Service in particular, to be necessary.

7. Communication and Engagement:

7.1 Animated Video

To help promote the network, a short, animated video was created, including a British Sign Language (BSL) interpreter to provide patients and stakeholders with relevant information on the network, including outlining the function of the network, what it does, and who it supports. The video has been published on the home of the HINCYP website, enabling the network to support effective communication between deaf and hearing people in an inclusive manner.

The network will review the HINCYP communication strategy and agree the appropriate next steps to raise awareness of the video.

The video is available at: <https://www.hincyp.scot.nhs.uk/about-us/>

8. Education and Training

8.1 Online Wellbeing event

The HINCYP online well-being event that had been arranged for November 2021 was cancelled due to the low numbers of participants, most likely due to the ongoing Service pressures associated with the pandemic.

8.2 Learning Needs Analysis

The network completed its Learning Needs Analysis (LNA) survey and incorporated the data into its Education Strategy for HINCYP.

9. Data Collection

9.1 Paediatric Audiology Services Local Record of Deaf Children

Due to the limited resources within the HINCYP team and the emergence of the OMICRON C-19 Variant, the collection of data was not sustained. It was agreed that the data may be collected retrospectively and that this work is still important as it should inform Services broadly of the numbers of deaf children in each NHS Board area along with the level and types of hearing loss.

10. Exceptions

As noted in sections 6.1 and 9.1 the network did not progress the work that it had commenced on data collection.

11. Finance

During the reporting period the network did not spend any of its allocated £5,000 budget

12. Looking Forward

It is expected that as life returns to some level of pre-pandemic normality, Service will recover and look to return to delivering a more recognisable level of care and support to those it looks after. This will likely be influenced by a combination of the changes that have been made to Service during the pandemic as well as the influence of the National Review and the shift from acute based care to community-based care as outlined in the last Manifesto commitment.

The Network will need to link with Scottish Government Policy colleagues to ensure both the Review and the drive to a community-based model of service provision is understood and ultimately implemented and supported.

In a statement released from the Scottish Government Independent Audiology Review Chair, Professor Jacqueline Taylor said:

"I look forward to working with this group (HINCYP) over the coming months. We expect to engage with the widest range of professionals and stakeholders in this area, identifying any gaps in provision but also learning from good practice. NHS Scotland provides some of the best healthcare treatment in the world, but where issues emerge it is important to understand what went wrong and how this can be rectified."

HINCYP recognises that it will have a valuable role to play in helping and enabling the Review Group to understand Paediatric Audiology Services in Scotland and the services' priorities.

The network anticipates that whilst the review takes place it will be well placed to provide subject matter expertise through its steering group.

The network will pause the work of the various sub-groups to enable it to proactively respond to the review recommendations once they are published. The steering group will continue to meet 6-8 weekly to share any information that is taking place in services across Scotland.

13. Detailed Description of Progress in 2021/22

Description of Work	Owner	Current status (this month's update)	Start Date	End date	Q4 RAG Status
<p>Effective Structure: Lead Clinician Recruitment</p>	PM	The network has attempted recruitment on three separate occasions including with a combined leadership post with the Universal New-born Hearing Screening Programme but has been unable to appoint. Further discussions on the way forward will be progressed between the network and commissioners.	01/09/2021	01/03/2022	R
<p>Communication and Engagement: Animated video By 30th July 2021, the NMCN will have produced an animated video that provides patients and stakeholders with relevant information on the network.</p>	Communication and Engagement TFG/HeeHaw	The latest version of the animated video has been delivered and can be found here: https://www.hincyp.scot.nhs.uk/about-us/	01/04/2021	01/07/2021	C
<p>Education and Training Online Wellbeing event By 31st March 2022 the NMCN deliver an educational and/or networking event for professionals. Deliverable: Strengthen stakeholder connections.</p> <p>Valuable support/resource which will be used to improve outcomes for deaf children, young people, and their families.</p>	Education and Training TFG	It was not possible to progress this due to resource constraints. This will be carried forward to next work plan.	01/10/2021	01/03/2022	A

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<p>Education and Training Data Collection</p> <p>By 30th July 2021, the NMCN will have completed the analysis of the data capture from the Learning Needs Analysis (LNA) survey.</p> <p>Deliverable: A completed Education Strategy for HINCYP.</p>	<p>Education and Training TFG</p>	<p>This entire activity has been included in the education strategy, which was signed off by the SG on 14/09/21.</p>	<p>01/04/2021</p>	<p>01/07/2021</p>	<p>C</p>
<p>Data Collection Paediatric Audiology Services</p> <p>By 30th July 2021, the NMCN Service Mapping Task & Finish Group (TFG) will address the incomplete data, related to audiology services across Scotland-including current workforce and associated agencies and ensure an accurate complete data set is finalised.</p> <p>Deliverable: Data report that looks at paediatric audiology services across Scotland (including current workforce and associated agencies).</p>	<p>Service Mapping TFG</p>	<p>The latest service mapping data analysis/report was signed off by the steering group on 15/06/21.. This entire activity was completed by 30th July 2021.</p> <p>March 2022 the topic of Workforce, data collection and any subsequent plan will be linked to the work of the Clinical Physiology Executive Board which has conducted a full data gathering exercise and will be responsible for the development of proposals/plans to improve the Workforce if required.</p>	<p>01/04/2021</p>	<p>01/07/2021</p>	<p>C</p>
<p>Quality Improvement Paediatric Audiology Standards</p> <p>By 31st March 2022, the NMCN will have an agreed way forward of implementing Paediatric Audiology Quality Standards through the 14 NHS Health Boards.</p> <p>Deliverable: Implement the existing Paediatric Audiology Quality Standards.</p>	<p>Paediatric Audiology Quality Standards TFG</p>	<p>March 2022 Heads of Service agreed that they would not progress the work planned for self-assessment in light of the impending National Review. This work is currently on hold until there is clarity regarding the Review to avoid unnecessary work/duplication at this time. It has also again noted that to ensure fully independent review that there will need to be investment in resource, particularly external, to support this.</p>	<p>01/04/2021</p>	<p>01/03/2022</p>	<p>R</p>

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<p>Data Collection From 29th October 2021, the NMCN will develop plans to address any gaps identified from the service mapping exercise in Year 1.</p> <p>Deliverable:</p> <ul style="list-style-type: none"> • Data report that looks at paediatric audiology services across Scotland (including current workforce and associated agencies). • The data report can be used and shared with stakeholders to drive improvements in audiology services. • Identify those areas that require the most input/support so it can be targeted accordingly. • Develop plans to address any gaps that may compromise clinical and other outcomes. 	<p>Service Mapping TFG</p>	<p>On hold pending further information about the scope of the National Review</p>	<p>29/10/2021</p>	<p>01/03/2022</p>	<p>R</p>
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14. Proposed Work Plan for 2022/23

The delivery of the proposed 2022/23 workplan activity may be subject to change, depending on any issues / areas for improvement identified to support the on-going National Review into Audiology Services for Children and Adults across Scotland. This will also require the re-establishment of the various subgroups to progress.

Description of Work	Owner	Start Date	End date
<p>Finalise network leadership structure</p>	Core Team	01/04/2022	30/09/2022
<p>Service Development and Delivery: Paediatric Audiology Standards (Carried over from 2021/22 workplan)</p> <p>By 31st March 2023, the NMCN will identify and review the care pathways that are used across NHS Boards and then formulate National Pathway of Care.</p> <p>Deliverable:</p> <ul style="list-style-type: none"> - The NMCN will demonstrate (an understanding) of health board referral and management pathways. - Agreed national care pathways - The national care pathways will be 'tested' at one Health Board. 	Paediatric Audiology Quality Standards TFG	01/04/2022	31/03/2023
<p>Education and Training Wellbeing event (Carried over from 2021/22 workplan)</p> <p>By 31st March 2023 the NMCN deliver an educational and/or networking event for professionals.</p> <p>Deliverable: Strengthen stakeholder connections.</p> <p>Valuable support/resource which will be used to improve outcomes for deaf children, young people, and their families.</p>	Education and Training TFG	01/04/2022	31/03/2023

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<p>Quality Improvement Paediatric Audiology Standards (Carried over from 2021/22 workplan)</p> <p>By 31st March 2023, the NMCN will have an agreed way forward of implementing Paediatric Audiology Quality Standards through the 14 NHS Health Boards.</p> <p>Deliverable: Implement the existing Paediatric Audiology Quality Standards.</p>	<p>Paediatric Audiology Quality Standards TFG</p>	<p>01/04/2022</p>	<p>31/03/2023</p>
<p>Data Collection</p> <p>The NMCN will develop plans to address any gaps identified from the service mapping exercise in Year 1. (Carried over from 2021/22 workplan)</p> <p>Deliverable:</p> <ul style="list-style-type: none"> • Data report that looks at paediatric audiology services across Scotland (including current workforce and associated agencies). • The data report can be used and shared with stakeholders to drive improvements in audiology services. • Identify those areas that require the most input/support so it can be targeted accordingly. • Develop plans to address any gaps that may compromise clinical and other outcomes. 	<p>Service Mapping TFG</p>	<p>01/04/2022</p>	<p>31/03/2023</p>