

Date: 27/05/2025  
Our Ref: 9940  
Enquiries to [loth.freedomofinformation@nhs.scot](mailto:loth.freedomofinformation@nhs.scot)

Dear

## **FREEDOM OF INFORMATION – PAEDIATRIC AUDIOLOGY ASSESSMENT**

I write in response to your request for information in relation to paediatric audiology assessment in NHS Lothian.

### **Question:**

Could you please provide a copy of the health boards criteria for a priority/urgent assessment of paediatric audiology hearing test to determine waiting list priority. This has been provided orally over the telephone but I would like to review a written copy.

### **Answer:**

I have enclosed a copy of the 'Standard Operating Procedure for Triaging Referrals who require an urgent appointment within the Paediatric Audiology Service'.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director of Nursing Midwifery and AHPs**  
Cc: Chief Executive

<p>Title:</p> <p><b>Standard Operating Procedures for Triage Referrals who Required an Urgent Appointment within the Paediatric Audiology Service</b></p>			
<b>Date effective from:</b>	01/07/2024	<b>Review date:</b>	01/07/2025
<b>Approved by:</b>	Cara Brown		
<b>Approval Date:</b>	01/07/2024		
<b>Author/s:</b>	Verity Hill		
<b>Executive Lead:</b>	Allister Short		
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Version Control

Date	Author	Version/Page	Reason for change

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## 1.0 Purpose of this Procedure

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This Standard Operating Procedure (SOP) has been developed as a guide for clinical and carrying out triaging within the Paediatric Audiology Service and which referrals need to be triaged for an urgent appointment.

### 1.1 Introduction

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It is the role of the Senior Audiologist to provide high quality support in the daily running of the Paediatric Audiology department. To undertake a range of clerical and administrative duties required to maintain the smooth running of the Paediatric Audiology department and enable the team to achieve their objectives and meet required deadlines.

### 1.2 Scope

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This SOP applies to staff working within the Paediatric Audiology Service. How to triage referrals lies outside the scope of this SOP. This SOP determines which referrals require an urgent appointment. This is in line with the British Academy of Audiology Quality Standards

## 2.0 Responsibilities

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### Clinical staff who undertake clinical triage

- To complete relevant training in Learnpro.
- To complete relevant training in Auditbase.
- To Complete relevant training in TRAK.
- To ensure correct procedures are followed to optimise patient care and treatment.

### Head of Service

- To ensure all staff have the relevant training and competencies required to use Auditbase.
- To obtain a 'record of understanding' of this SOP for all staff in the team that they supervise (Appendix 1)
- Clinical staff to ensure they have had the relevant training and competencies to triage referrals coming into the paediatric audiology department

### 3.0 Referrals – Urgent Referral Criteria

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- The urgent referral criteria to accept a referral as urgent is as follows:
  - Bacterial Meningitis or Meningococcal Septicaemia patients
  - Oncology patients
  - Sudden hearing loss (usually, however not always, present to the emergency department)
  - Sudden hearing loss or changes of hearing in a child already on the paediatric caseload
  - Any child who is new to the country where English is not their first language and have not received a newborn hearing screen
  - Any child with a speech delay and have not received a newborn hearing screen
  - Any child who had raised levels at ABR and when followed up at the FDA presented with satisfactory hearing – please speak to EM and VRH so ABR results can be reviewed
  - Newly identified confirmed syndrome associated with hearing loss and hearing concerns as urgent referral criteria
  - Measles
  - Mumps
  - Fractured skull
  - Sudden hearing loss associated with EVA
  - Family history of hearing loss in siblings and parents with parental concern
  - No Newborn Screen or incomplete Newborn Screen with concerns
  - New to the country with concerns
  - Typical development with no speech and only gestures at the age of 3 years with no suspicion of ASD or ADHD
  - Syndrome associated with a hearing loss and hearing concern
  - Confirmed congenital infection (cCMV) and hearing concern

#### • **4.0 Urgent / Same Day Appointments – Oncology and Sudden Hearing Loss**

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- Please note that every effort for Oncology patients and patients who present with a sudden hearing loss are seen on the day of within 24 hours of the sudden hearing loss or oncology treatment.
- Children with sudden hearing loss may need to be seen on the day so a decision can be made re steroid treatment. Please endeavour to see on the day and speak to band 7+ if required
- Children from oncology may need to be seen on the day of treatment or urgently. Please endeavour to see on the day and speak to a band7+ if required

#### **5.0 Red Flags for Hearing loss**

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- Red Flags for Hearing loss
  - Measles
  - Mumps
  - Bacterial Meningitis
  - Oncology referrals
  - Fractured skull
  - Sudden hearing loss associated with EVA
  - Sudden hearing loss without EVA
  - Family history of hearing loss in siblings and parents with parental concern
  - No Newborn Screen or incomplete Newborn Screen with concerns
  - New to the country with concerns
  - Typical development with no speech and only gestures at the age of 3 years with no suspicion of ASD or ADHD
  - Syndrome associated with a hearing loss and hearing concern
  - Confirmed congenital infection (cCMV) and hearing concern



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## 6.0 Associated Materials

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1. NHS Lothian, 'Scheduled Care Waiting Times Standard Operating Procedures.'  
Access via:  
<http://intranet.lothian.scot.nhs.uk/Directory/WaitingTimes/ScheduledCare/SOP/Pages/default.aspx>
2. Quality Standards in Paediatric Audiology July 2022 For Review July 2025  
[BAA-Paed-QS-final-version.pdf](#)
3. Meningitis (bacterial and meningococcal disease: recognition , diagnosis and management NICE guideline, Reference Number NG 240, Published 19<sup>th</sup> March 2024  
[Recommendations | Meningitis \(bacterial\) and meningococcal disease: recognition, diagnosis and management | Guidance | NICE](#)

## Appendix 1 – Record of Understanding

Department:		Date:
Policy/Procedure/Risk Assessment/Toolbox Talk:		
<p align="center"><b>Standard Operating Procedures for Triaging Referrals who Required an Urgent Appointment within the Paediatric Audiology Service</b></p>		
<p>It is important that staff are given information so that they understand the key requirements of policies and procedures in order to work safely.</p> <p>If you have any questions please contact your manager to ensure that you are aware of your role and responsibilities.</p> <p>By signing below you are indicating you have understood the information provided and will act accordingly.</p>		
Name (print)	Signature	Comments