

A photograph of two young children, a girl on the left and a boy on the right, standing on a grey carpeted floor in a playroom. The girl is wearing a pink long-sleeved dress with a floral pattern and purple shoes. The boy is wearing a dark blue long-sleeved shirt and yellow pants. Both children have white circular auditory implants on their heads. They are looking at each other and holding hands. In the background, there is a colorful play structure with green and blue sections and a rainbow arch. A blue banner is overlaid at the bottom of the image.

University of Southampton Auditory Implant Service  
Activity Report 2014/15

University of Southampton Auditory Implant Service (USAIS) provides services to hearing impaired patients in the South of England. This report is for the period ending 31 March 2015. USAIS receives referrals for assessment for consideration of cochlear implants, bone anchored hearing aids, bone conduction and middle ear implants from Audiology and ENT specialists.





# Patient details

Referrals for Cochlear Implant Assessment



Referrals and Transfers to Bone Anchored Hearing Aid (BAHA) programme



## Referrals

99.5 per cent of referrals for cochlear implant assessment were acknowledged within five working days. 100 per cent of patients referred for a cochlear implant assessment were offered an appointment within six weeks.

## Discharges

Sixty one patients referred for cochlear implant assessment were discharged prior to cochlear implantation in 2014/5. The reasons for discharge were: 25 of the patients were audilogically not within NICE TAG 166; two patients had difficult attending appointments, three patients were deferred and 31 patients decided not to proceed for reasons including investigating alternative treatment, family issues and concerns regarding surgery.

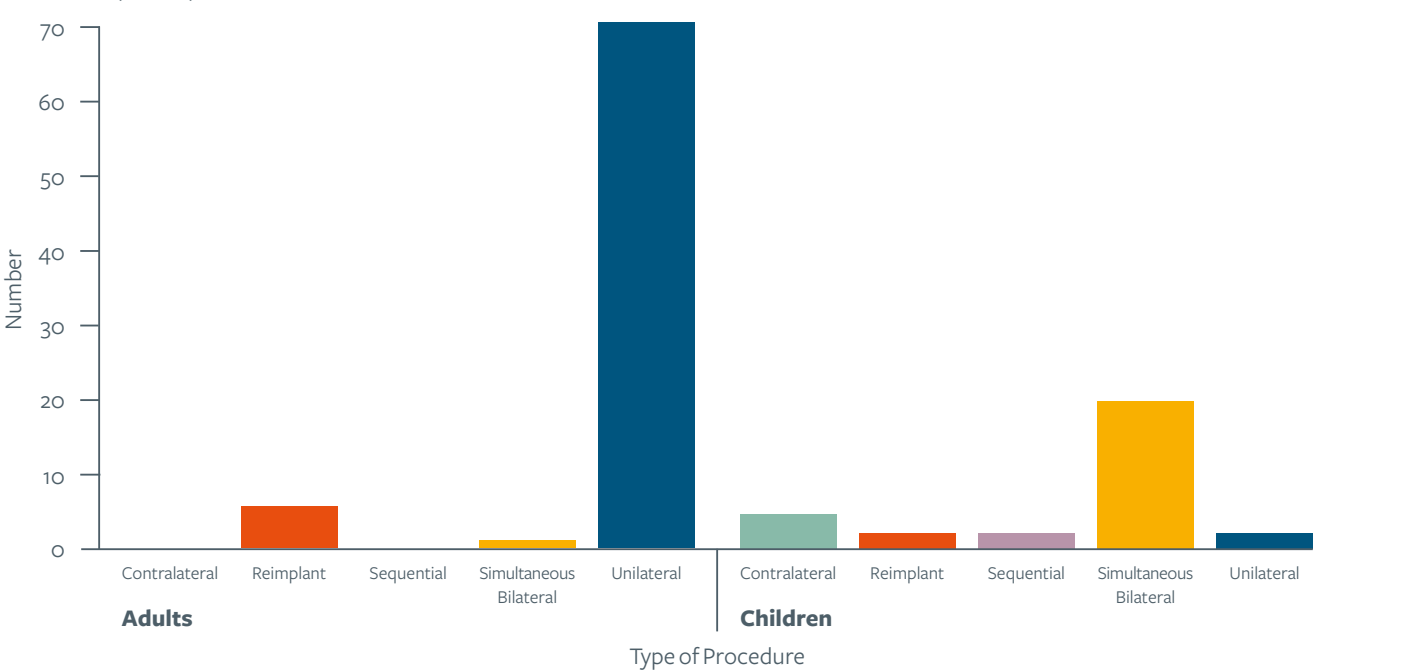
## Transferred patients

During the year 2014/5, nine patients were transferred into USAIS who had already been implanted with a cochlear implant prior to referral. 10 patients transferred from USAIS to other cochlear implant centres and nine patients died.

## Pathway from team decision to operation

USAIS monitors the 18 week care pathway from the date of the multidisciplinary team decision that the patient would benefit from a cochlear implant to the date of the operation. After taking account for “stop the clock” events such as delay for additional treatment, patient preference, or funding approval 100 per cent of the cochlear implant referrals were implanted within the 18 week care pathway specified.

Cochlear Implant Operations in 2014/15



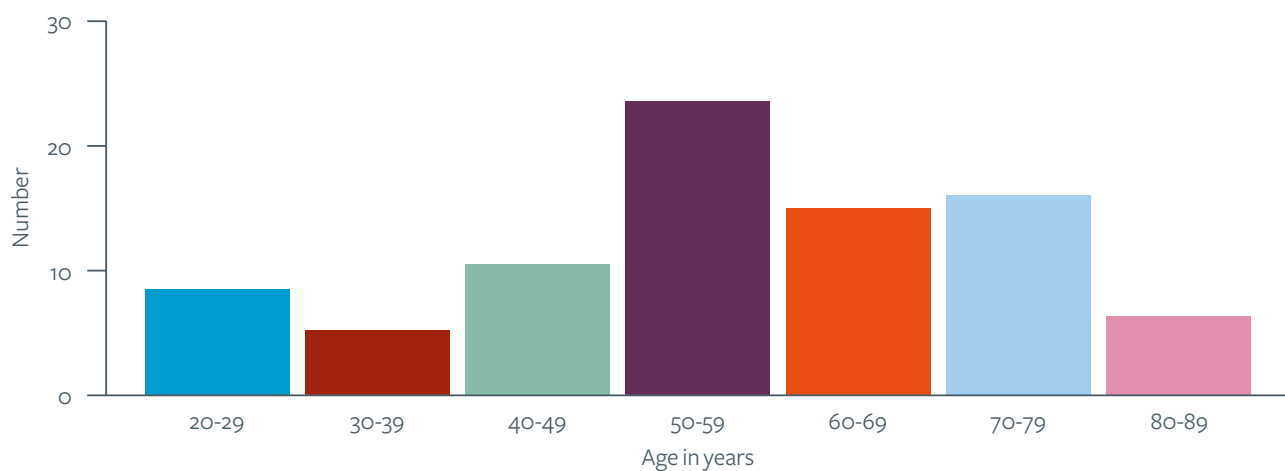


During the assessment patients learn more about their hearing and how an auditory implant may help

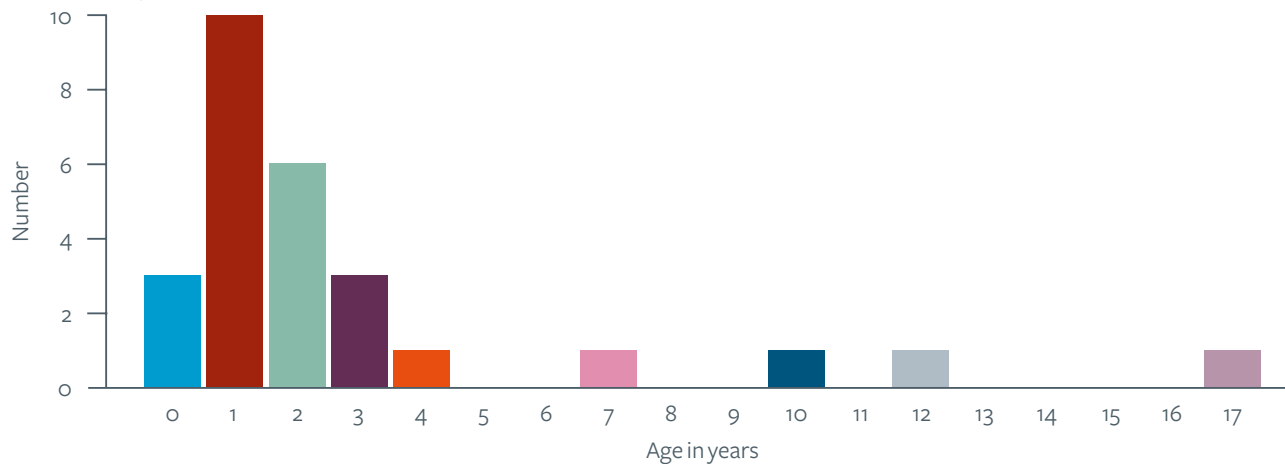
### Age at Implant

USAIS treats patients of all ages. As the graph below shows, patients of all ages received implants during the year 2014/5. It should be noted that adults are most likely to be implanted between 50 and 59 years of age. The younger the child is at the age of implant the greater the potential to benefit. USAIS is currently working towards implanting children under the age of 12 months.

Adults by Age at Implant 2014/5



Children by Age at Implant 2014/5



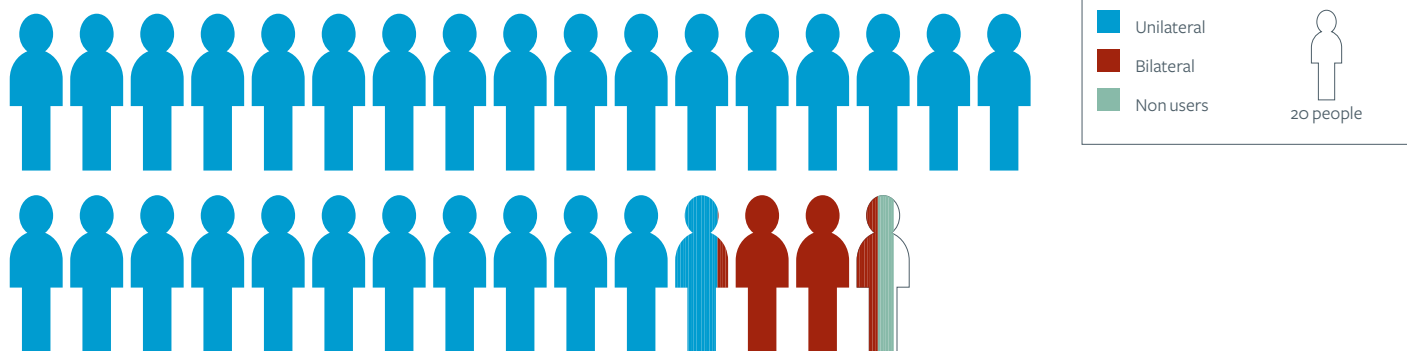
## Failures, Re-implantations and Non-users

In the year 2014/2015 six patients had their cochlear implants removed due to device problems and all were re-implanted in the same ear. The patient who had their device removed for medical reasons in the period 2013/2014 has now been reimplanted. There are 24 patients who are no longer able to make use of their cochlear implants who have not had their implants removed.

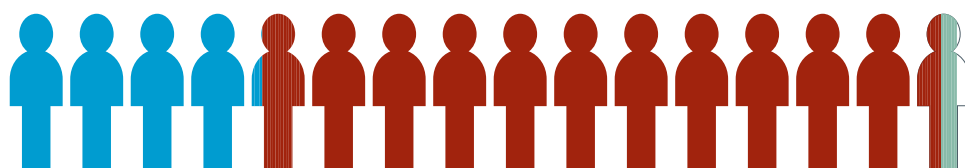
## Patients with Cochlear Implants

Patients with cochlear implants need access to a maintenance programme. Patients have regular reviews to ensure that the cochlear implants are continuing to function optimally. USAIS are an all age service and we have cochlear implant users in all sections of the age spectrum. One third of the current cochlear implant users are aged between 10 and 19 years old.

Cochlear Implant maintenance

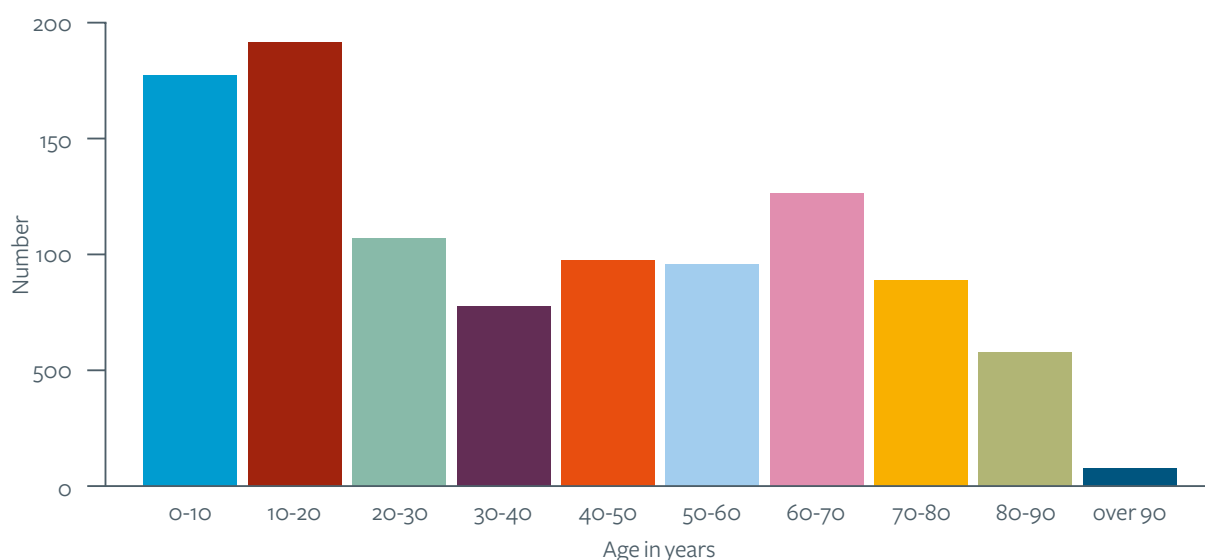


Adults



Children

Current Age of Cochlear Implant Users on Programme 2014/5



## Upgrades

USAIS have a new upgrade policy where patients are eligible for an upgrade if they have had their processor(s) for more than five years AND there is a newer processor suitable for their implant. Over the past year USAIS has been able to upgrade 78 patients with the latest technology available for their implant.

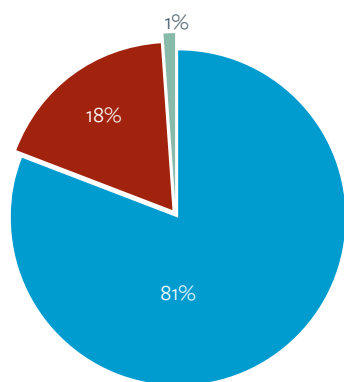


## Key Service Outcomes

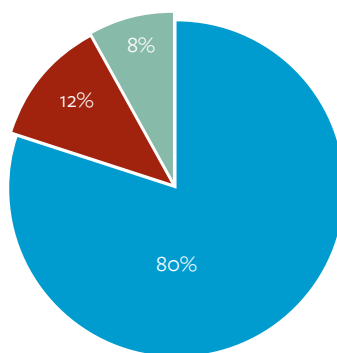
The outcomes of cochlear implant patients are measured at the 12 month review. The following graphs represent the outcomes.

### Listening

Our key service outcome is to have 80 per cent of all patients with thresholds of 40 dBHL or better in implanted ears. Based on the data for all our patients who had their 12 month review within the period 2014/2015 , USAIS met this target in both adults and children.



**Adult**  
(n=68) Aided levels – 40dB(HL)



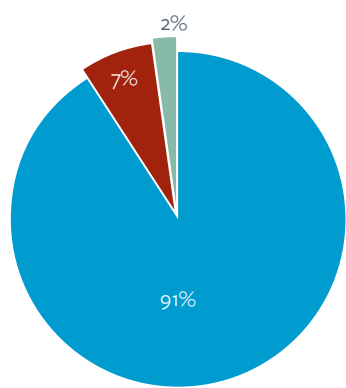
**Children**  
(n=25) Aided levels – 40dB(HL)

#### Key

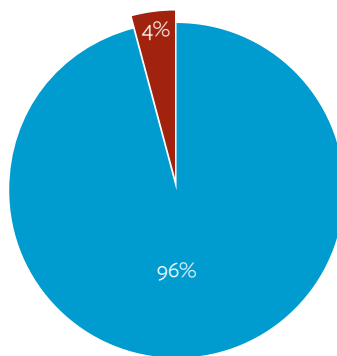
■	Yes
■	No
■	No answer

## Improvement in Speech Perception and Quality of Life

It is expected that cochlear implants will help with speech perception and lead to improved quality of life. For some patients it may take up to three years to reach full auditory potential, however, at the 12 month review more than 90% of the cochlear implant users were already getting benefit from their devices.

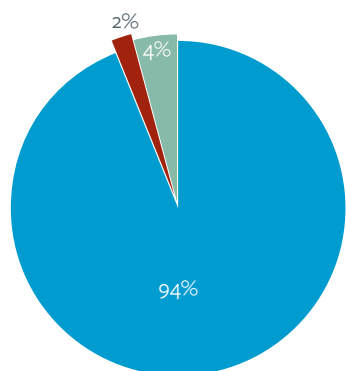
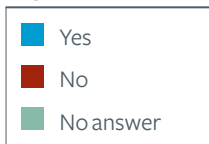


**Adult**  
(n=68) Improved speech perception



**Child**  
(n=25) Improved outcome

### Key



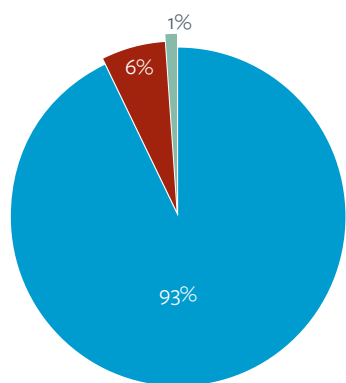
**Adult**  
(n=68) Improved quality of life

### Key

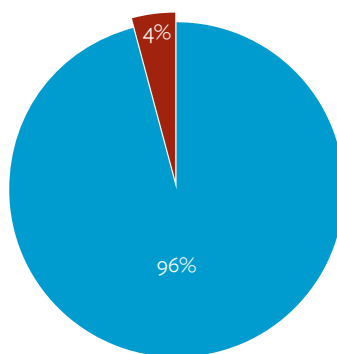


## User Satisfaction and Benefit

For this Key Service Outcome the standard was 90 per cent. As can be seen below USAIS met this target in both aspects for adults and children. All of the adults and children who have had their 12 month review within this period were found to be wearing their implant 'often' or 'always'.

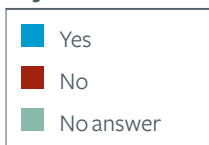


**Adult**  
(n=68) Benefiting a lot or a great deal



**Children**  
(n=25) Benefiting a lot or a great deal

### Key





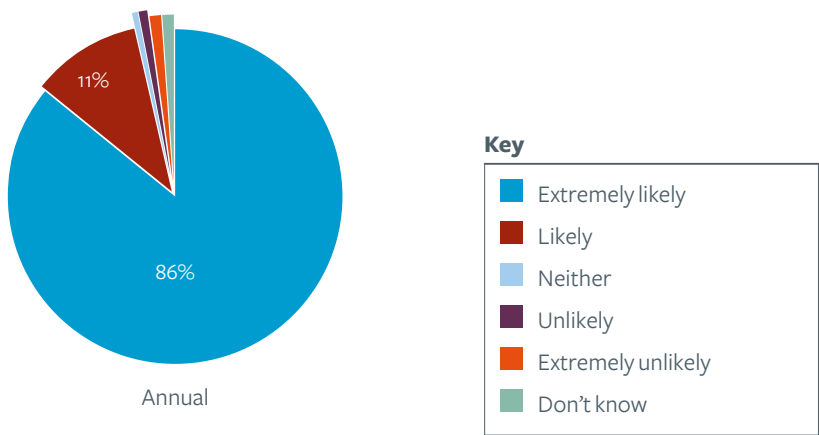
Regular reviews ensure that cochlear implant users are benefiting from their device

# Audits

## Patient Survey

Patients attending a review at USAIS are asked to complete a patient survey to enable USAIS to review the quality of the service provided. The Friends and Family Test was initially used and the results are shown below. 86 per cent of the patients attending for review would be extremely likely to recommend USAIS to their family and friends.

How likely are you to recommend USAIS?

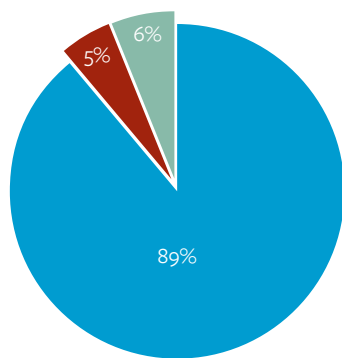


When I was first referred for assessment for a cochlear implant, I was very uncertain about the whole thing, but the positive attitude and encouragement and careful, caring responses from the staff changed my perspective very quickly!

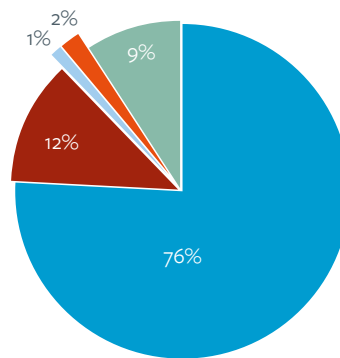
USAIS Patient

### Additional Questions

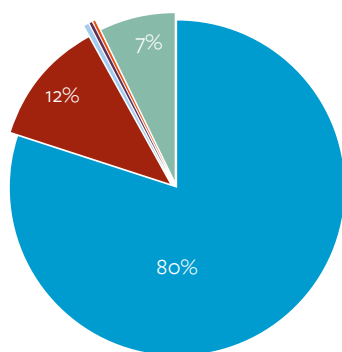
Some additional questions were asked giving USAIS further feedback about the service provided.



Do the Auditory Implant Service staff treat you with dignity and respect?



Do the Auditory Implant Service staff work well together?



Are you involved in decisions about your care/your child's care?

#### Key



### Summary

Data presented in this report show a high level of service provision and user satisfaction. USAIS continues to work to exceed required standards and develop the service to optimise benefit to patients and their families.

## **Contact us**

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Please feel free to contact us for further information.  
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