

## Greater Manchester Joint Health Scrutiny Committee

Date: 17 June 2025

Subject: Greater Manchester Paediatric Audiology Services

Report of: Jennie Gammack, Programme Director for Sustainable Services, NHS  
Greater Manchester and Jenny Wilkinson, Programme Manager for  
Sustainable Services, NHS Greater Manchester

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### Purpose of Report

To describe the current challenges within Paediatric Audiology services and how Greater Manchester (GM) is responding to these challenges including mitigations and a commissioning review.

### Recommendation:

The Committee is requested to receive the update and agree to receive further updates as NHS GM will be undertake a commissioning review to develop a sustainable and compliant model of care for Paediatric Audiology.

### Contact Officers

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## **Equalities Impact, Carbon and Sustainability Assessment:**

A full equalities impact assessment is being developed.

## **Risk Management**

This report is to support the risk management of this proposal, ensuring that JHSC has opportunities to review and comment on the process being undertaken.

## **Legal Considerations**

This report is part of the discharge of NHS Greater Manchester's legal duties to engage with scrutiny committees on to consult local authorities on substantial service changes that affect their population (Health and Social Care Act 2006, section 244 and the Local Authority Regulations 2013, section 21).

## **Financial Consequences – Revenue**

This proposal seeks to ensure appropriate use of resource in Greater Manchester.

## **Financial Consequences – Capital**

This proposal seeks to ensure appropriate use of resource in Greater Manchester.

## **Number of attachments to the report:**

Not applicable.

## **Comments/recommendations from Overview & Scrutiny Committee**

Not applicable

## **Background Papers**

Not applicable

**Tracking/ Process:** Does this report relate to a major strategic decision, as set out in the GMCA Constitution - No

## **Exemption from call in**

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency? No

## **GM Transport Committee**

Not applicable

## **1. Introduction/Background**

This briefing is to update the Greater Manchester Joint Health Scrutiny Committee on the current challenges within Paediatric Audiology services and how Greater Manchester (GM) is responding to these challenges including mitigations and a commissioning review.

The national Paediatric Hearing Service Improvement Programme (PHSI) was established in response to the identification of systemic issues in NHS paediatric audiology services in England, this includes the misdiagnosis of childhood hearing impairment and the need for system-wide improvements. Significant efforts have been made to understand the scale of these emerging challenges and develop the necessary strategic tools and interventions in preparation for a nationally coordinated review of all paediatric audiology services. This process ensures that children at risk of harm due to misdiagnosis are identified and recalled for reassessment. NHS England regions have made substantial progress and have completed desktop reviews of all 140 paediatric audiology services across England. Of these, 90 services were found to have either low or partial levels of quality assurance.

## **2. Greater Manchester Paediatric Audiology Services**

There is a GM Paediatric Audiology Oversight Group who are coordinating reviews of Paediatric Audiology NHS providers across GM. The reviews will utilise a tool developed by NHS England called PASQAT - Paediatric Audiology Quality Assurance Tool. These reviews include site visits, equipment reviews, case reviews and staff interviews.

In addition, there are two GM task and finish groups focusing on progressing operational and improvement plans against the review and a strategic commissioning session focusing on a revised model of care.

NHS GM colleagues are using the information from the above learning opportunities to develop one GM service specification which will ensure equitable access to Paediatric Audiology services for all children and young people living in GM.

## **3. NHS GM's Commitment**

NHS GM is committed to ensuring a high-quality service for all children and young people who require audiology assessments and support. In order to do this NHS GM are undertaking a commissioning review to develop a sustainable and compliant model of care for Paediatric Audiology. This model will be informed by clinical and commissioning colleagues from within NHS GM and beyond to ensure the most optimum model of care for babies, children, young people and their families.

## 4. Next Steps

- NHS GM will continue to work closely with all partners to develop detailed plans for a sustainable model of care.
- Further assessment of the financial and activity impacts of each option will be undertaken.
- NHS GM will ensure that stakeholders, including the public, are engaged in the process to develop options for a new model of care.

The Committee is requested to receive the update and agree to receive further updates as NHS GM will be undertake a commissioning review to develop a sustainable and compliant model of care for Paediatric Audiology. This will ensure that all children and young people across Greater Manchester have access to safe, high-quality services.