



Quality Enhancement Tool (QET): Can it work for us?

We are looking for companies and sole practitioners, representative of all sizes in our sector, to volunteer to run QET and share their experience at a workshop in January.

Why would a company be interested in participating?

- If you think that using QET may help you gain, or keep, an NHS (England) contract for fitting hearing aids, or a place on an “any willing provider” list.
- If you think that NHS commissioners may make it compulsory in the future.
- If you think that QET may have potential as a service improvement tool within you're your business

We are piloting/testing QET in order to answer two questions:-

- Can QET be used to good effect in private hearing aid dispensing companies?
- What changes to QET content or processes would be necessary to enhance acceptability and applicability to our sector?

How do we start to answer these questions?

- By each volunteer completing a paper or electronic QET for their company/practice ready to
- share their results, and the difficulties and issues raised, in a workshop with Paul White, a consultant working for the Department of Health (and BSHAA's Chief Executive), in mid January.

In his presentation to the BSHAA Council (on the website) Paul says that the key benefits of QET to us could be

- it has the potential to be used as part of evidence required for peer review and accreditation of physiological measurement services

- it provides commissioners with information to make informed decisions about provider services

We are proposing this very brief trial, with a few enthusiastic participants, in order to get an initial sense of whether QET has potential value to our sector, and if so, how much effort would need to be invested to realise that value.

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