

From Innovation to Establish Practice

Three-Year (2023-2026) Evaluation of an Audiologist-Led Hearing and Balance Clinic

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Background

Audiologist-Led Clinic (ALC's) deliver direct access to specialist hearing and balance care, enabling autonomous patient assessment and management while supporting efficient clinical pathways. As Service demands continues to grow, understanding the evolution of ALC is essential to demonstrate capacity, efficiency and workforce sustainability within advance audiology practice



Objective

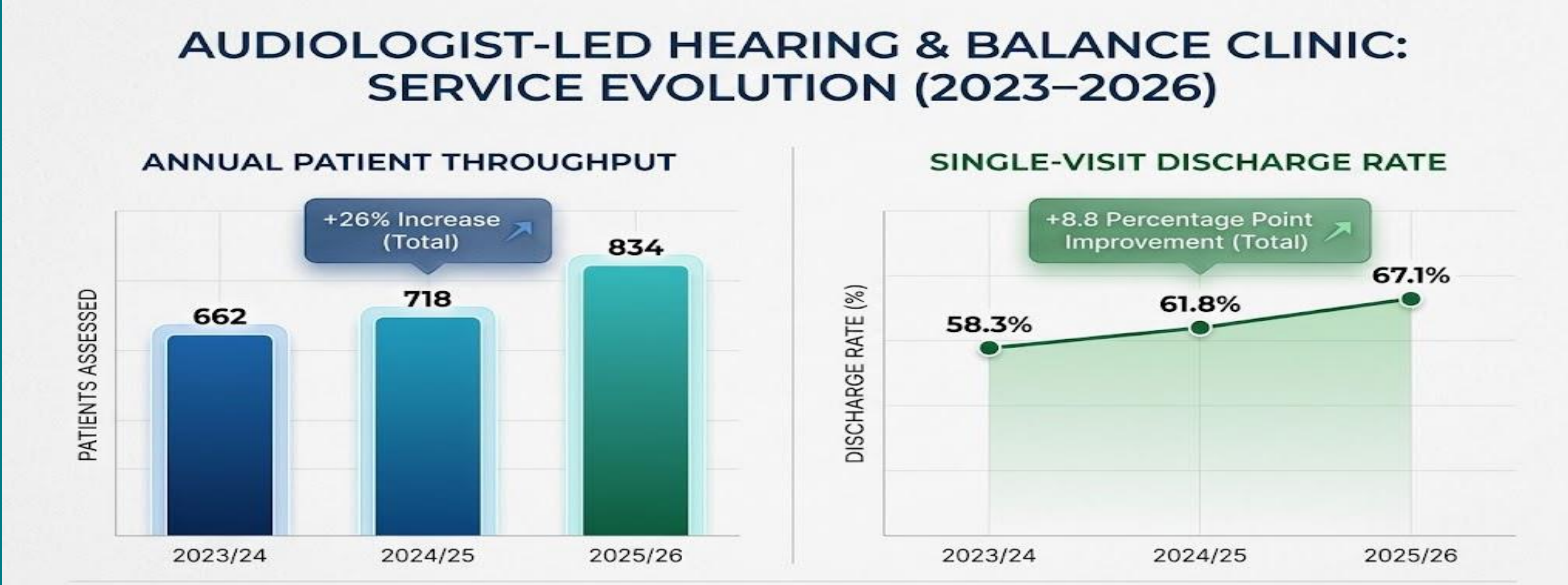
To evaluate the evolution of an ALC between 2023 to 2026, focusing on patient throughput, discharge outcomes, and the development of autonomous patient management



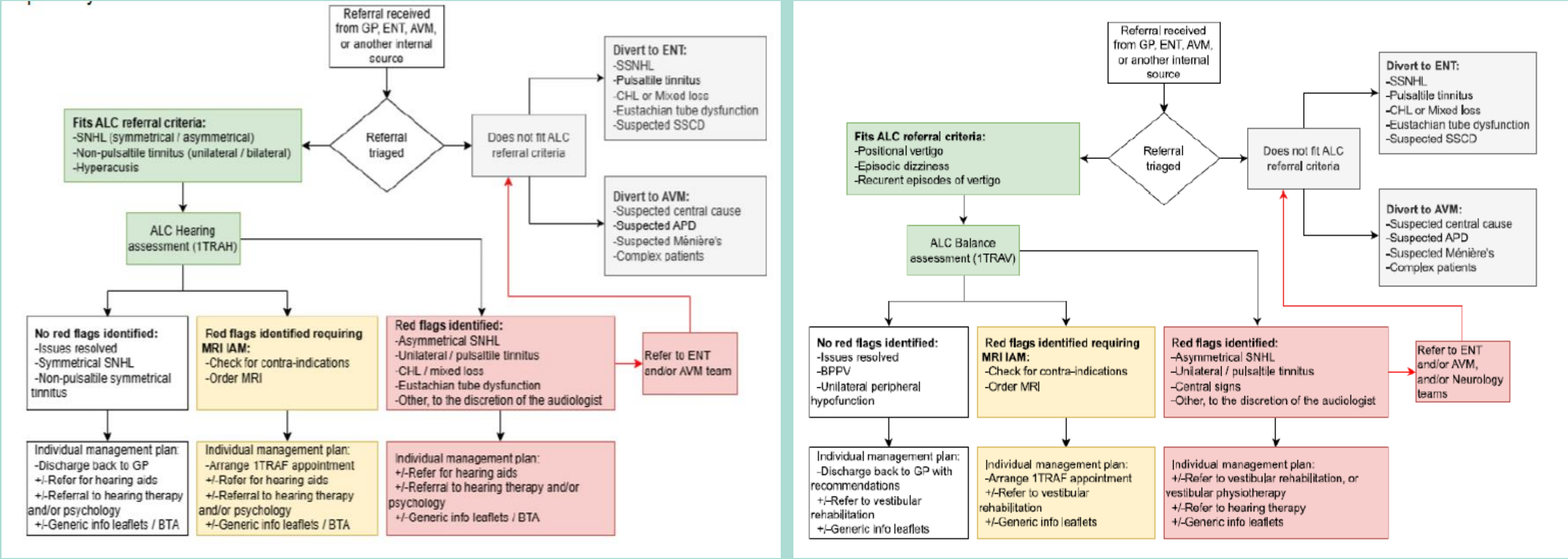
Method

- Retrospective of patients assessed within the Audiologist-Led Clinic (April 2023-March 2026).
- Three-year comparison of service activity and clinical outcomes.
- Measures
 - Patient throughput
 - Single-visit discharge
 - Referral destination
 - Active-pending follow up

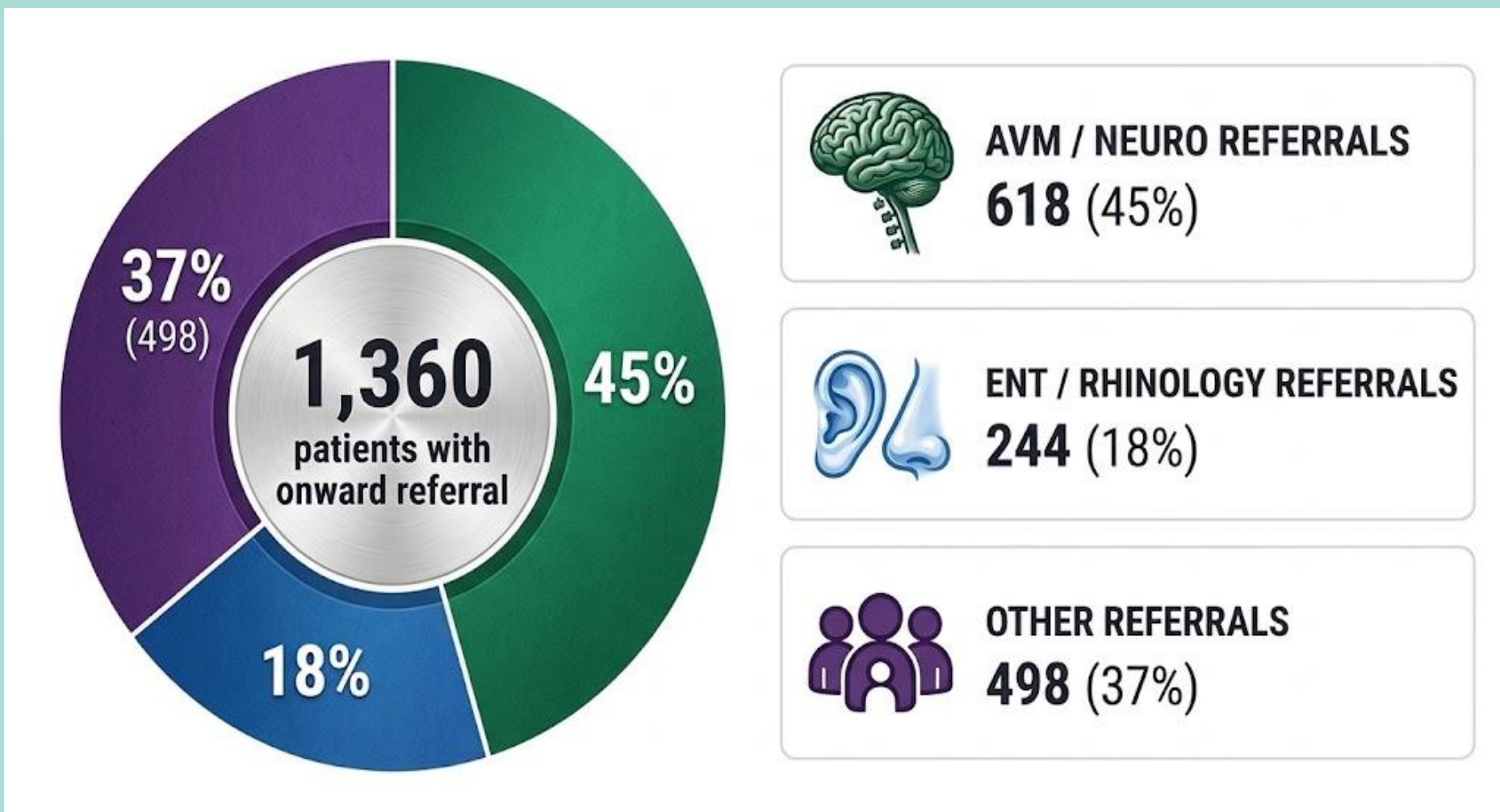
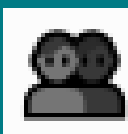
Results



Audiologist-Led Clinic Patient Pathway for Hearing & Balance



Onward Referral Destinations



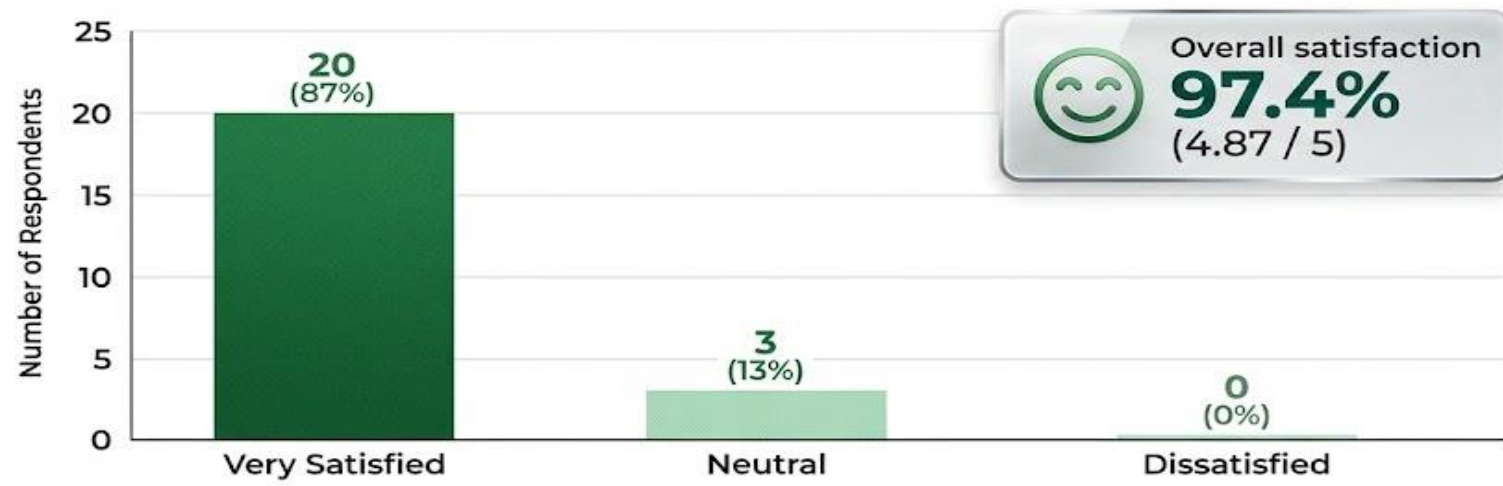
Patient Experience:

- Amazing! The Audiologist explained everything to us and was helpful and understanding. Can't be more satisfied than that!
- I would like to express my sincere appreciation for the excellent care professionalism shown by the audiologist
- A+ overall service satisfaction



Patient Satisfaction

Overall satisfaction with the ALC service



Service Impact



Future Service Development

- Expand direct access pathway
- Advanced autonomous audiology practice
- Monitor outcomes and patients experience
- Support sustainable workforce models
- Optimise ENT and AVM service utilisation

KEY TAKE-HOME MESSAGE

The Audiologist-Led Clinic evolved into a high-volume, efficient model of direct-access care, delivering a 26% increase in patient throughput while improving single-visit discharge rates from 58.3% to 67.1%. The findings demonstrate increasing clinical autonomy and support the role of advanced audiology practice in delivering sustainable hearing and balance services