

The logo for NCHA (National Care Home Association) is displayed in white, uppercase letters within a solid orange rectangular box. The background of the entire page is a gradient from dark red at the top to bright orange at the bottom, overlaid with a complex pattern of concentric, overlapping circular and semi-circular lines in various shades of orange and white, creating a sense of depth and movement.

NCHA

**Join the UK's hearing
care provider association**

Be supported and be heard

Member benefits 2019

Join the NCHA

Join the NCHA and become part of the UK's most influential hearing care association. We welcome all providers, including individual professionals, independents, regional, NHS trusts, and national provider organisations.

NCHA members can benefit from:

Leading professional liability and defence cover

Access great value insurance and enjoy instant peace of mind so you can focus on advancing your career or business.

Policy and advocacy

We speak up for you and support hearing care and business transformation, so that you and your patients can look forward to a positive future.

Bespoke advice and support

Our in-house team and network of experts means that we can offer you the advice and support you need to succeed.

Learn more on pages 5 to 11.

NCHA is the representative association for hearing care providers across the UK.

NCHA helps members succeed by promoting, protecting and advancing hearing care.

We offer the great value professional liability and legal defence insurance through our parent group policy, plus bespoke business and professional support whenever you need it.

We lead and shape change by working with government, policy makers and opinion formers at the highest levels.

We work with our members, and in partnership with all stakeholders, to improve access to high quality hearing care for everyone in the UK.

Join the NCHA and help shape tomorrow's hearing care.

We offer the best value professional liability and legal defence insurance.

Join the NCHA by contacting **info@the-ncha.com** or phoning us on **020 7298 5110**.

Our team

Our team is made up of health professionals, health policy analysts and strategists, business people and tax experts. Which means you can access the skills and expertise you need to succeed.

Get access to the best support and cover, at the best prices.

Our team has extensive experience of working with a range of health care and other regulators. We also work with leading law firms specialising in clinical negligence and health regulator defence. All of this means that you get access to the best legal and other support that you need to succeed.

We are a not-for-profit membership organisation and focus entirely on doing the best for our members while controlling costs. That means you get access to the best support and cover, at the best prices. At NCHA we believe in serving our members – your business is our business.

Member benefits

NCHA provides a comprehensive range of high-value services designed to help each and every member succeed.

That means whether you are an individual registrant or a national hearing care provider, the NCHA is here to support, protect and advance your interests. We work for the sector and across professional boundaries to serve our members.

NCHA is here to support, protect and advance your interests.

The following pages provide more details on the wide range of benefits that you can access by joining the NCHA.

Professional liability and defence cover

As a member you can access our great value group insurance and enjoy instant and permanent peace of mind, so you can focus on advancing your career or business.

All members can choose to benefit from our group:

- professional liability insurance, which now covers you for up to £10m per claim
- claims occurring policy, which means that you never have to worry about run off cover or rely on discretionary benefits
- legal defence cover by experts in their fields.

Our group professional liability insurance offers exceptional value and covers you for up to £10m per claim. This is underwritten by a contract of insurance with blue chip underwriters, so you meet all regulatory requirements.

We work with lawyers who are experts in the field of health regulator defence cases, so if you receive a claim or complaint you can access the best advice on time and without the cost. With NCHA you can access lawyers that work for large law firms and have expertise in clinical negligence claims.

At NCHA we promise that you will never feel alone or unsupported whatever the issue. That commitment is personal, individual and bespoke.

Access lawyers with expertise in clinical negligence claims and health regulator defence.

Insurance covers your business and all staff on an unnamed basis.

Additional benefits for practice owners

Practice owners enjoy the same benefits as individual members plus:

Our professional liability and defence insurance covers your **business and all staff on an unnamed basis**. This means you are not constantly checking you are covered and can spend less time on paperwork and bureaucracy, and more time on your business.

Other benefits for innovative practice models

Our members are always innovating to meet population needs and business opportunities. Members who are exploring new and innovative models of care, for example working with multidisciplinary teams, can also contact NCHA to explore bespoke insurance packages through our regulated insurance brokers.

Learn more about how to join our group professional liability and defence cover by contacting info@the-ncha.com or phoning us on **020 7298 5110**.

Policy and advocacy

We speak up for you and support hearing care transformation, so that you and your patients can look forward to a positive future.

At NCHA we aim to create the environment and opportunities for our members to flourish and deliver a wider range of services to patients. This includes supporting regulation that works in the public interest and robustly challenging over-bureaucratisation which adds costs but no benefit for patients.

We actively shape the future and address workforce issues to create attractive and progressive career options for all community hearing care professionals including hearing aid dispensers and audiologists.

We respond to public consultations on behalf of members and work directly with governments and policy makers at senior level so that hearing and communication challenges are taken seriously. We challenge the NHS to commission services to meet hearing care needs and work with tax and other experts to ensure that maximum resources flow to the frontline.

We actively shape the future and address workforce issues to create attractive and progressive career options for all community hearing care professionals.

Bespoke advice and support

NCHA provides a comprehensive range of high-quality services to help each and every member succeed.

At NCHA we believe that the best way to avoid problems is to be ahead of the game. That is why we do not over-egg risks and instead focus on helping our members succeed.

Our in-house expertise and partners network allows us to offer bespoke advice and support so that you can focus on what you need and want to do.

Here are just some of the benefits of being a NCHA member:

Regulatory support

HCPC

Managing risk is an intrinsic part of health care. Even the best and most diligent of clinicians can find themselves on the wrong end of a HCPC investigation or a false accusation. We know how stressful this can be and have an excellent record of successfully supporting health care professionals with investigations and fitness-to-practise related matters. To support you, we will assign you an experienced team member who you can contact if you have an active HCPC case.

Prevention is always better than cure. That is why at NCHA we operate upstream, supporting members with bespoke advice and guidance so that they can manage customer complaints and concerns in a timely manner, reducing the risk of issues being unnecessarily escalated to the HCPC.

It's not just about the HCPC

We know that regulatory support is not just about the HCPC. That is why we also focus on helping registered Hearing Dispensers and provider organisations succeed through a wide range of regulatory support, including with NHS contracts, the Equality Act 2010, Data Protection Act 2018 issues and much more. We are always here to help.

Clinical support

Our clinical experts have extensive experience of working in front-line practice and with the HCPC. NCHA members can rest assured that our professional advice is second to none.

Business support

Our clinical experts have extensive experience of working in front-line practice and with the HCPC. NCHA members can rest assured that our professional advice is second to none.

Beneficial rates for legal fees

Members sometimes need independent legal support and advice for commercially sensitive issues – e.g. legal advice on a commercial matter, technology, outsourcing, intellectual property, data protection, dispute resolution and financial services. Awe have negotiated an exclusive discount rate from an international, London-based, law firm for members should they wish to take advantage of this.

Other benefits include

- **E-newsletter:** do you struggle to keep up to date with what is happening in hearing sector and the volume of publications across the sector? At NCHA we analyse and summarise the main sector and health policy issues for you. That means you can access all you need in our e-newsletter, saving you time so you can focus on the things that matter.
- **Being humans:** are you tired of trying to get hold of a person to help you or being passed from pillar to post? At NCHA we believe in working directly with our members. Please call us any time on 020 7298 5110 and be assured of a human response. Equally if you prefer 'tech', just email us at info@the-ncha.com. Soon you will know the team and be communicating with individuals on a first name basis. **At NCHA, our business is people, no-one is just another number.**
- **What would you like us to do?** At NCHA we aim to be innovative and agile and always to do what is right for our members. If you have ideas about how we can improve our services or new features you would like to see, just call us on 020 7298 5110 or email us info@the-ncha.com. We would love to hear from you.

At NCHA we believe in working directly with our members.



For further information please contact:

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