

Adult Audiology Department

Lost hearing aid policy

Information for patients, carers and relatives.

NHS hearing aids are property of the NHS and are provided without charge to the patient, either as a single hearing aid or as a pair. There is a charge to repair hearing aids that have been lost or damaged due to negligence, with some specific exemptions.

The charges for hearing aids lost or damaged due to negligence (as outlined below) is a flat rate of £75 for one hearing aid and £150 for two, regardless of whether it is the first loss or not.

What is negligence?

- damage from home appliances such as washing machines or microwaves
- poor or inappropriate cleaning that has caused irreparable damage
- exposure to high amounts of moisture from showers, baths or swimming
- poor storage of the hearing aid(s) leading to rust, melted casing or other physical damage

What are the exemptions to these charges?

You will not be charged for repair or replacement of hearing aids, if:

- you have severe to profound hearing loss in both ears
- you are in full-time education **and** under 21 years old
- you receive means-tested benefits such as Universal Credit, Jobseekers Allowance or Pension Credit
- you are over 80 years old
- you have a cognitive impairment, such as dementia, amnesia or brain injury
- you have a learning disability
- you are registered blind
- you are the resident of a care home or an inpatient in hospital at the time of the loss, the care home or ward may be charged for the replacement hearing aid(s)
- the hearing aid(s) was stolen, and you have a crime reference number

In circumstances where multiple hearing aids have been lost you **may** still be liable for the charge, even if one of the above exemptions apply.

Contact details

For further information or to report a lost or damaged hearing aid(s), please contact the department where your hearing aid was issued.

Charing Cross Hospital (Adults)	St Mary's Hospital (Adults)	St Mary Abbots Hearing Aid Centre (Adults)
Adult audiology department Charing Cross Hospital 1 st floor, South Wing Fulham Palace Road Hammersmith W6 8RF Tel: 020 3311 1021 Email: audiology.imperial@nhs.net	Adult audiology department St Mary's Hospital Audiology Department, Basement, Mary Stanford Wing, Praed Street, W2 1NY Tel: 020 3312 1015 Email: ichc-tr.imperialaudiologystmarys@nhs.net	St Mary Abbots Hearing Aid Centre 2 Beatrice Place, Marloes Road, W8 5LW Tel: 020 3315 6011 Email: audiology.imperial@nhs.net

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk