

Adult audiology

Lost Hearing Aid Policy

Information for patients, relatives and carers

Introduction

NHS hearing aids are provided as a loan which is usually life-long. There is a charge to repair hearing aids that have been lost or damaged (due to negligence), with some specific exemptions.

Charge for first instance of lost or damaged hearing aid: **£50**

Charge for further lost or damaged hearing aid: **£100**

If both hearing aids are lost at the same time, and it is the first time you have lost or damaged a hearing aid the charge is **£150** (first instance £50 plus second instance £100). If both hearing aids are lost and it is not the first time the charge is **£200** (£100 for each aid).

What is negligence?

- Damage from domestic appliances such as washing machines or microwaves
- Poor or inappropriate cleaning which has caused irreparable damage
- Exposure to excess moisture from showers, baths or swimming
- Poor storage 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 are in full-time education (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)
- You have a learning disability
- You have severe or profound hearing loss in both ears
- You are registered blind
- You are a resident of care home or in hospital at time of loss (care-home / ward may be charged for replacement hearing aid/s)
- The hearing aid(s) was stolen and you have a crime reference number

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

Contact details

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