

## Adult audiology

# Buying private hearing aids: frequently asked questions

## Information about our private service

Some of our NHS patients are interested in buying private hearing aids. This information sheet provides answers to some frequently asked questions about the service.

Private audiology services are available at Imperial College Healthcare Private Care. They offer the latest top-of-the-range private hearing aid models from several different manufacturers. Imperial Private Audiology is part of Imperial College Healthcare NHS Trust and all funds generated are reinvested back into the Trust.

## Why buy private hearing aids?

The hearing aids offered in our NHS service will enable you to hear well. They use advanced technology. But private hearing aids can offer more advanced sound processing, such as artificial intelligence.

They also have features not available in NHS hearing aids. These features can include:

- hands-free phone calls, waterproofing, health tracking and other programmes
- being able to recharge the hearing aids, rather than using batteries

They are also available in a wider range of sizes, colours and styles, including in-the-ear styles. This means they can be less obvious (more discreet) than NHS hearing aids.

## How much do the hearing aids cost?

Our private hearing aids are priced similarly to other private hearing aid suppliers.

For a pair of hearing aids, prices range from £2,000 to over £4,000. The price depends on the:

- style of hearing aid
- level of technology and features they have.

After you buy the hearing aid, you can attend for free follow-up and repair appointments.

If you choose a hearing aid that has batteries, you will need to buy the batteries yourself.

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## How do I book an appointment?

- contact **private audiology** using the contact details below – email is usually the quickest way to contact us
- at your first appointment your hearing will be assessed – then we will talk about your priorities and review the hearing aids that are suitable
- this appointment costs £140 – if you decide to buy hearing aids, the cost of this appointment will be taken off the cost of the hearing aids

## Who will I see at my appointments?

Imperial Private Audiology is based at Charing Cross Hospital.

You will see one of our senior audiologists. All our clinicians also work in our NHS audiology service. They are qualified as both audiologists and hearing aid dispensers. They do not work on commission, as all profits are reinvested in the Trust.

## Do you offer weekend or extended opening hours?

We are a small clinic that is run part-time. We can offer appointments during weekdays, between 09.00 and 17.00. Other private hearing aid suppliers may be able to offer extended and weekend opening

## Can I use health insurance or pay via a payment plan?

Imperial Private Audiology does not accept health insurance. Most private health insurance companies do not cover hearing aids.

**Payment for hearing aids is in one instalment**, when the hearing aid(s) are fitted. There will be a trial period when you first get your hearing aids. You can return them for a refund within this period.

## Contact Imperial Private Audiology

It is usually quickest to contact us by email at: [ichc.privatepatientsaudiology@nhs.net](mailto:ichc.privatepatientsaudiology@nhs.net)

Telephone: **020 3311 0123**

Website: [www.private.imperial.nhs.uk/services/audiology](http://www.private.imperial.nhs.uk/services/audiology)