

Audiology Guidance, Ashford and St Peter's NHS Hospitals Foundation Trust June 2011

Hearing aid or earmould is broken or hearing aids requires tuning

- Patient can self refer to the hearing aid repair clinic by contacting the Appointment Centre direct or can drop off their hearing aid to the department for it to be mended. 01784 884531 or 01784 884126.
- Generally as long as there is a record of the original hearing test result on our database we can fix or replace the hearing aid.
- In some cases the hearing aids may be a number of years old and obsolete, if no records can be found for the patient and the aid cannot be mended in the department no replacement can be issued without a hearing test.
- In these instances the team will require a new GP referral. The GP will receive a letter, from the team, requesting consent to initiate a new hearing test.

Hearing aid lost

- Team require new GP referral
- Patient should make this directly with the GP.

Patient requests hearing aid upgrade (within 3 years of initial referral)

- Patients are not eligible for upgrades to the latest models, their friends, family or neighbours may be using unless there is clear clinical need (the guarantee period of hearing aids is generally 3 years).
- If they continue to request this the GP will be contacted with a form asking whether they consent to this.

Patient requests new hearing test (within 3 years of initial referral)

- Patients cannot self-refer for a hearing test. If the patient believes there has been significant change in their hearing they are offered a repair clinic appointment where the hearing aid can be tuned.
 - If at this stage the audiologist believes a new test is warranted they will arrange an appointment for a new test. This will be dealt with internally and there is no need for GP involvement.

Patient requests new hearing test and/or hearing aid upgrade (3 years or more after initial referral)

- A new referral is required.
- The patient's GP will be sent a form asking whether they are willing for this to be carried out (new process – previously verbal request from patient)