

Audiology Referral for Hearing Aid Repair or Replacements

Step 1: A GP referral to audiology initiates a 3 year care pathway.

Step 2: The audiology team to see the patient and perform a hearing test, ear examination etc. This may result in the issuing of one or two new hearing aid(s).

Step 3: The patient and hearing aid details are recorded in a database. The database has been in use for 6 years and the information stored in it is used for retuning and replacing a hearing aid.

If a test was more than 6 years ago or not done locally the information needed will not be available and therefore a new GP referral will be needed.

Changes to hearing:

If the patient is encountering problems with their hearing aid or requires a retune the patient should contact the appointment centre for a repair clinic appointment. An appointment can be made irrespective of time since initial referral. Appointment Centre number **01784 884531** or **01784 884126**.

If during a retune visit the audiologist believes the patient requires a **new hearing test and it is within 3 years** of initial referral the audiologist will make the appointment, this will not require GP involvement.

However, if the initial referral was **more than 3 years ago**, the audiologist will contact the GP directly to request a new referral.

Broken or lost hearing aids:

If the hearing aid is **broken beyond repair** the audiology team should be able to give the patient a replacement as long as the initial referral is within 6 years **and** there is a record of a previous test on the database. If not, this will also require a new GP referral. Audiology will contact the GP with a letter requesting consent to the referral.

In the event of the **loss of a hearing aid** the patient will need a new GP referral. The patient should request this directly from the GP.