

Lost hearing aid charges

Introduction

When you are fitted with a hearing aid, it remains the property of the NHS that you are responsible for. It is an expensive piece of technology and you should do all you can to keep it safe.

If the aid is lost or damaged due to negligence, there may be a charge to have the hearing aid replaced. Currently, that fee is **£70 per hearing aid**. This is an administrative fee for the replacement of the aid and is a charge for the aid that has been lost, not for a new one. This does not cover the entire cost of the aid.

Negligence

Hearing aids can break down through no fault of your own. If this happens, the aid will be repaired or replaced free of charge. However, if the failure of the aid is due to negligence, there will be a charge for this. It is therefore important that you look after your hearing aid and ensure it is kept safe.

Examples of negligence

Examples of negligence include, but are not limited to:

- Exposure to excess moisture from showers/baths and swimming.
- Damage from domestic appliances (washing machine, oven, microwave etc.).
- Tampering (gluing the aid together, inserting battery incorrectly).
- Marks of damage through neglect/poor storage (rust, grime, melted casing, teeth marks).
- Poor/inappropriate cleaning of hearing aid or mould that causes irreparable damage.

Repeated loss of aid

If you are repeatedly losing your hearing aid, please make an appointment so we can check if there is anything we can do to prevent you from losing it. We can also check that you are using the device correctly and it is fitting correctly.

For children, in exceptional circumstances of repeated loss/damage, a Paediatric Panel will make a decision on the best possible course of action to minimise the impact to wellbeing and development.

Exception evidence

If you do not meet the exclusion criteria but think you have a case for being exempt from paying, please contact the department to discuss this. The Head of Service can review your case and you will be contacted with the outcome of this.

Exclusion criteria

There are some exemptions to the fee. See below for a full list of these criteria.

- Children and young people under 16 years of age
- Young people aged 16, 17 or 18 and in full-time education
- Patients in receipt of any of the following (evidence will be required):
 - Income support
 - Income-based Jobseekers Allowance (JSA-IB) paid on its own or with contribution-based JSA
 - Income-related Employment and Support Allowance (ESA-IR) paid on its own or with contribution-based ESA
 - Pension Credit (Guarantee Credit) paid on its own or with Pension Credit (Savings Credit)
 - Universal Credit
 - Working Tax Credit
 - Child Tax Credit
 - Current HC2 or HC3 certificate (or partner does)
- Patients registered as sight impaired or severely sight impaired
- Hearing aid lost in a road traffic accident (police incident number will be required)
- Hearing aid has been stolen (police incident number will be required)
- Patients with learning difficulties
- Patients with dementia
- Hearing aid lost in hospital
- Hearing aid lost in care home

Note: This leaflet covers all NHS hearing aids except for BAHA devices.

Contact information

If you would to discuss any of this information, please do not hesitate to contact us:

Postal address:

Hearing Services
Gloucestershire Royal Hospital
Great Western Road
Gloucester
GL1 3NN

Email:

ghn-tr.hearing.services@nhs.net

Telephone (Monday to Friday, 8:00am to
4:30pm)
0300 422 6919