

# Lost hearing aid information (charges, exceptions and appeals)

Audiology

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James Paget University Hospitals NHS  
Foundation Trust  
Review Date: March 2028  
Code No version 1

Your hearing aid is a valuable piece of equipment loaned to you by the NHS. It remains the property of the NHS and is to be returned on demand or when no longer required. The NHS will exchange your hearing aid if it becomes faulty or if you need a different NHS hearing aid due to a change in your hearing. You are advised that patients who lose or damage their hearing aid or tinnitus masker through negligence, misuse or carelessness may be liable to a charge. This charge will be **£75 per hearing aid**.

This charge is generated for all patients who report their hearing aid or tinnitus device as lost and do not meet the charge exemption criteria. This also applies where damage is deemed to be through negligence, misuse or carelessness. If the lost hearing aid or tinnitus device is found before a replacement is issued the charge will be cancelled. There is a right to appeal against the charge.

## Exemption criteria

The following patient groups will not be charged;

- **Children and young people under the age of 18 years of age.**
- **Hospital inpatients or those in a care home**  
A hearing aid / tinnitus device lost as a result of being a hospital inpatient or in a medical emergency.
- **Patients not capable of looking after themselves**  
Patients with severe developmental delay, severe dementia or under the mental capacity act. Not capable of looking after themselves mean those who have substantial support from a carer or relative. An example would be someone who has someone go in to help them get in and out of bed or who needs help getting dressed or feeding themselves.
- **Victims of crime of house theft or mugging and the hearing aid is stolen**  
A crime number relating to the reported theft to the police of the hearing aid / tinnitus device is required.
- **Anyone in receipt of a War pension**
- **Patients registered blind/partially sighted**
- **Patients with a terminal illness**
- **Patients whose lost hearing aid / tinnitus device is older than 5 years**

- **Patients receiving a means tested benefit.** The charge should be waived on production of written evidence of benefit.

**These are:**

1. Current Pension Credit Guarantee Letter
2. Employment and Support Allowance Income Related Entitlement letter
3. Valid HC1 Certificate form issued from the Department of Health (Blue form) Issued for Low Income.
4. Valid HC2 Certificate form issued from the Department of Health
5. Universal Credit Entitlement letter - must be income related (Employment & Support Allowance, Job Seekers Allowance, income support or working tax credit)

A charge may be considered for any patient where hearing aids /sound therapy devices are lost or damaged on a regular basis.

## **Appeals**

Appeals must be made in writing to the Head of Audiology or verbally to the Patient Advice and Liaison Service (PALS) and should detail the reason you think the charge should be waived. Your appeal will be considered by the appeals committee who will take into account;

- The circumstances of the loss.
- The age of the hearing aid.
- The number of previous lost hearing aids.
- The level of responsibility of the patient

Please address all correspondence to:

Mrs Jenette Powell  
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**For more information contact  
Audiology Department**

**Telephone: 01493 452354**

audiology@jpaget.nhs.uk

## Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

### Trust Values

- Courtesy and respect
- A welcoming and positive attitude
  - Polite, friendly and interested in people
  - Value and respect people as individuals  
So people feel **welcome**
- Attentively kind and helpful
- Look out for dignity, privacy & humanity
  - Attentive, responsive & take time to help
  - Visible presence of staff to provide care  
So people feel **cared for**

- Responsive communication
- Listen to people & answer their questions
  - Keep people clearly informed
  - Involve people  
So people feel **in control**
- Effective and professional
- Safe, knowledgeable and reassuring
  - Effective care / services from joined up teams
  - Organised and timely, looking to improve  
So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

**For a large print version of this leaflet, contact PALS 01493 453240**