



West Middlesex University Hospital  
Audiology & Hearing Therapy Department

# Lost Hearing Aid Policy

*Information for patients, relatives and carers*

## Introduction

NHS hearing aids are provided as a loan to patients, which is usually life-long. There is a charge to repair hearing aids that have been damaged (due to negligence) or lost. Some specific exemptions to this charge applies. In exceptional circumstances, if you are exempt from payment but multiple hearing aids have been lost / damaged within a 12-month cycle the patient may still be liable to the charge even if exemptions applied before.

If you feel you should be exempt from a charge, you should submit an official written reason to [caw-tr.wm-audiologydepartment@nhs.net](mailto:caw-tr.wm-audiologydepartment@nhs.net) . A panel will review your case and you will be notified of the outcome.

## What is negligence?

- Damage from domestic appliances such as washing machines or microwaves
- Poor or inappropriate cleaning which has caused irreparable damage or damaged caused by hair spray
- Exposure to excess moisture from showers, baths or swimming
- Poor storage leading to rust, melted casing or other physical damage such as grime or teeth marks
- Tampering with the device, such as gluing parts together or inserting the battery incorrectly
- Adding permanent marking to a device by pen, glue, paint or varnish

## What must I do if I have lost my NHS hearing aid?

1. Have a very good search for it if you know where / how you have lost it
2. If you cannot find it, contact the Audiology Department to notify us
3. You will be issued with an invoice for the charge - £62 per lost / damaged hearing aid
4. Pay the invoice at the cashier's office, ground floor, West Middlesex University Hospital (located between Pharmacy and x-Ray Departments)
5. Bring the receipt of payment to the Audiology reception desk / email us the receipt
6. We can now replace your hearing aid through the 24hr repair service

If you are attending for a reassessment appointment and you have lost your current hearing aid, you will be liable to a charge in order to receive a new hearing aid. Payment for an NHS hearing aid does not mean the hearing aid now belong to you. You will still have to return the hearing aid if you are receiving an upgraded hearing aid at a reassessment appointment in the future.