

Ref. No: 1509
Date: 29/01/25
Subject: NHS Adult Hearing

REQUEST

The details I require are:

- 1. Does your NHS Adult Hearing service receive any Non-NHS revenue either directly from patients, in commission or in products or discount from manufactures, third party sellers online or otherwise? For the avoidance of doubt this should include hearing aids or devices, Bluetooth enable devices, TV streamers, hearing aid remote controls or any other peripherals. If yes, then please list volumes/values per annum or if this is not available, then please provide the budgeted value in your trusts financial forecast for years 2023/24 and if available 2024/25.**
- 2. Do any of the professional audiologists delivering NHS services on behalf of the Trust work in private practice? If yes, have they declared to the Trust that this is a potential conflict of interest?**
- 3. Have you received any patient, customer or service user complaints that mention the purchase or supply of any of the following? Hearing aids or devices, Bluetooth enabled devices, TV streamers, hearing aid remote controls or any other peripherals. If yes, please list the number and nature of the complaint/complaints.**

RESPONSE

S&O

1. All hearing aids issued by legacy Southport & Ormskirk audiology service are done so under NHS provision. The service does not receive revenue from the sale of any of the devices detailed in this request.
2. Audiologists at Southport & Ormskirk do not work in private practice.
3. The service has not received any complaints in respect of the items detailed in this request.

Sthk

1. St Helens Hospital Audiology department do not receive revenue/income from the sale of any of the devices listed. All hearing aids are provided as part of the NHS service specifications.
2. Audiologists do not provide hearing aid service in private sector
3. No complaints received regarding devices listed