Calderdale and Huddersfield
NHS Foundation Trust

Audiology Department

Charging for lost or damaged hearing aids

Your hearing aid is a valuable and delicate instrument. Please treat it with the utmost care.

If for any reason you have to send it through the post, please ensure that is adequately wrapped to avoid damage. In your own interest it is unwise to tamper with your hearing aid.

You are advised that should you lose or damage your hearing aid through negligence you may be liable to a charge of £100. Your Audiologist will discuss this with you and let you know if charging is applicable.

To be eligible for the wavered costs of lost NHS aids, you must meet one of the criteria below:

- Be under 18 years of age.
- Have a Ministry of Defence prescription exemption certificate.
- Receive Income support or income-related employment and support allowance.
- Receive Income-based jobseeker's allowance.
- Have a Tax credit exemption certificate.
- Hospital patients or those in a care home.
- Patients not capable of caring for themselves.
- Victims of crime of house theft or mugging and the aid is stolen or damaged.
- Patients who are registered sight impaired/ severely sight impaired.
- Receive Pension Credit guarantee credit, paid on its own, or Pension Credit (Guarantee Credit with Savings Credit).
- Receive Universal Credit and meets the criteria - but only if earnings in your last assessment period were £435 or less, or £935 or less if you get an element for a child or have limited capability for work.

You are not automatically exempt if you are named on an award for:

- Contribution-based Jobseekers Allowance, paid on its own.
- Contribution-based Employment and Support Allowance, paid on its own.
- Pension Credit (Savings Credit), paid on its own.
- Any benefit paid on its own and not listed above (such as State Pension, Disability Living Allowance, Personal Independence Payment or Incapacity Benefit).

If you disagree with a charge being made, you have the right to appeal. To do this you must contact the Head of Audiology in writing to explain how the aid has become lost or damaged. Your appeal will then be assessed by the lost hearing aid panel, made up of three (one non-audiologist) people and a decision will be made. You will then be contacted to advise you of the decision.

For more information please contact the audiology department on 01484 343500

compassionate care

If you have any comments about this leaflet or the service you have received you can contact :

Audiology Service Manager
Calderdale Royal Hospital

Telephone No: 01484 343500

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਬਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں.

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"