

### Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or [whh-tr.whitthealthPALS@nhs.net](mailto:whh-tr.whitthealthPALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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Date published: 27/06/2019  
Review date: 27/06/2021  
Ref: CYP/Audiol/CLDHA/02

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## Charging for Lost or Damaged Hearing Aids

A patient's guide



**Your hearing aid(s) is a valuable item and should be looked after with care.**

If you lose or damage your hearing aid, we will have to charge you to replace it. The cost of this will be £70 and should be made by credit or debit card. This transaction can be completed over the phone to the payment office at Whittington hospital.

You will only receive the replacement hearing(s) once payment has been received.

Please note that it is assumed that you have only reported your hearing aid as being lost after looking for it thoroughly. As such, if you find it after we have processed a payment and have provided a replacement hearing aid, then no refunds can be issued.

Please also note that the £70 cost is per hearing aid.

**Exemptions:**

The following patient groups are exempt from charges, but evidence will be required;

- Children aged 18 years and below
- Where the hearing aids have been lost whilst an in-patient in a hospital ward
- Patients on means-tested benefits (evidence will be required). N.B: This applies to the first lost hearing aid(s) only. Any subsequent lost aids will be chargeable.
- Patients who are not capable of looking after themselves (severe learning disability, dementia)
- Victims of theft (burglary or mugging). Evidence of theft will be required in the form of a police crime reference number.
- War pensioners
- Patients registered blind/partially sighted
- Where the hearing aids are more than 5 years old. Re-assessment will be required to fit a newer hearing aid model.