



# Charging patients for lost or damaged NHS hearing aids

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## Information for patients from the Audiology Department

### I've lost or damaged my hearing aid, will I be charged for a replacement?

The Audiology Department at East Kent Hospitals will replace a hearing aid for free the first time a patient loses their hearing aid or damages it beyond repair. However, if they lose or damage it beyond repair more than once, the patient will be charged an administration fee for a replacement hearing aid.

### Do I pay the Audiology Department for the replacement?

No. The Trust's Sales Ledger Team will send you an invoice and deal with payments. The Audiology Department do not deal with any payments or payment enquiries.

### Are there any patients who do not need to pay the charge?

Yes. The following patients will not need to pay for a replacement hearing aid.

- Patients with a dual sensory impairment, for example those who are Deafblind.
- Patients who are registered blind or partially sighted.
- Dementia patients.
- Patients that have been a victim of a crime, for example they have had their bag stolen or been attacked.
- Patients whose hearing aid was lost during a stay in hospital.

### Do I need to pay if I receive state benefits?

If you receive state benefits you will still be sent an invoice. You can then contact our Sales Ledger Team and discuss any payment issues with them.

### How much does a replacement cost?

The charge will be £70 per hearing aid.

### When will I receive my replacement hearing aid?

- Once we have a receipt and / or proof of receipt of payment, we will action the replacement as soon as possible.
- Your replacement can be sent by post or you can collect it from one of our clinics.

### Who should I contact if I have any questions?

Please contact the Audiology Team if any further questions.

- **Audiology Department**  
Telephone: 01227 864252  
Lines are open 10am to 12 noon, and 2pm to 4pm  
Email ([ekh-tr.audiology@nhs.net](mailto:ekh-tr.audiology@nhs.net))

**This leaflet has been produced with and for patients.**

**Please let us know:**

- If you have any accessibility needs; this includes needing a hearing loop or wanting someone to come with you to your appointment.
- If you need an interpreter.
- If you need this information in another format (such as Braille, audio, large print or Easy Read).

**You can let us know this by:**

- Visiting the Trust web site (<https://www.ekhuft.nhs.uk/ais>).
- Calling the number at the top of your appointment letter.
- Adding this information to the Patient Portal (<https://pp.ekhuft.nhs.uk/login>).
- Telling a member of staff at your next appointment.

**Any complaints, comments, concerns or compliments**, please speak to a member of your healthcare team. Or contact the Patient Advice and Liaison Service on 01227 783145 or email ([ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)).

**Patients should not bring large sums of money or valuables into hospital.** Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property has been handed into Trust staff for safe-keeping.

**Further patient information leaflets** are available via the East Kent Hospitals' web site (<https://www.ekhuft.nhs.uk/patient-information>).

Reference number: Web 106

First published:  
October 2024

Last reviewed:  
October 2024

Next review date:  
February 2028

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