



# Suffering in Silence 2007

A new survey of NHS hearing aid waiting times  
conducted by BSHAA, Summer 2007

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# Introduction

A lot has happened in the four years since the British Society of Hearing Aid Audiologists first commissioned a survey of the length of time it takes someone with hearing loss to obtain a free hearing aid from an NHS hospital. At that time there was no central collection of such information by the Department of Health, and it was our view that this lack of information was being used to hide from public view the terrible situation that had been allowed to develop in hospital audiology over the years. That first survey, published in the autumn of 2004 confirmed for all who wished to see, the unacceptable waiting times facing people seeking an NHS solution to their hearing loss. In the intervening years there has been much political debate, and promises of action and this spring the Government published its proposals for England, including new targets, the first of which - for all patients to receive diagnostic tests within 13 weeks by March 2007—has already been missed. It remains to be seen whether English hospitals will meet the final target of a six-week maximum waiting time for hearing tests that will apply from March 2008. [The only target set for the complete process - from assessment to the fitting of a hearing aid is 18 weeks by December 2008, but this only applies to those patients who are referred to an ENT consultant rather than direct to audiology.] The Department of Health has finally accepted that it needs to collect and publish waiting time information – but even now this only covers the period up to assessment, just the first part of what health professionals call the patient journey. What an individual with hearing loss really needs is a hearing aid. In view of this, in the summer of 2007 the Society once again conducted its own survey, the results of which are contained in this report. They remain the only fully documented evidence available of the true picture of NHS waiting times for those needing audiological care through the provision of a hearing aid.



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September 2007

# The Context

Long waiting times are not a new experience for people seeking an NHS hearing aid. Back in 1952 The Times newspaper reported that at one hospital in the East of England it took more than two years to get a hearing instrument – the Health Ministry only provided 58 aids a month and there were 1200 people on the waiting list.

Fifty five years on, an ageing population, increased quality of life aspirations and improved technology are generating unprecedented and rising demand for hearing healthcare, with 55% of people over 60 deaf, or hard of hearing. In total, over four million people in the UK have a hearing difficulty that could be assisted through the use of properly prescribed hearing aids. Only around two million have such instruments .

There were already tens of thousands patiently waiting for a hearing aid when the NHS began a pilot scheme to introduce more sophisticated digital instruments in 2000, as part of the programme to modernise the NHS hearing aid service (funded by the Department of Health and managed by the RNID). This included the introduction of a public-private-partnership (PPP) set up in September 2003 with funding ring fenced until April 2005, when reduced use was made of the extra capacity available, and Dispensers previously engaged to deliver PPP were laid off.

Since 2000 there is little doubt that demand has risen as the effectiveness of the new digital instruments became known and BSHAA members, who provide independent hearing care on the High Street, began to hear reports that hospital waiting times were soaring, yet the politicians of the day seemed unaware of the problem, or unwilling to do anything about it.

To provide some evidence of the problem, the Society commissioned a survey in 2004 which has been repeated each year since. Previous findings were widely publicised and caused consternation among some health service professionals and politicians, but they served to fuel the debate about the resources allocated to hospital audiology departments, and about how the experience and expertise in the independent sector might be harnessed to help reduce waiting times.

Then last summer there were two significant announcements: that the NHS aimed to deliver audiology diagnostic tests within 13 weeks by March 2007, and within six weeks by December 2008 and that 300,000 patient journeys would be procured from the independent sector.

As it turned out there was to be no additional funding for this promised extra capacity and in March this year it was revealed by that although there were to be 18 week targets for the most complex audiology cases referred to ENT the only target for routine hearing loss (apart from the 6 week target for assessment) was a much looser guideline that it was good practice for the subsequent hearing aid fitting to be carried out soon after or at the same time as assessment.

In January last year the Government had announced that as part of the process of cutting waiting times, they would collect and publish information on waiting times but only for assessment, when a patient has a hearing test, rather than to the point when the patient walks out of the Hospital with a hearing aid. In October 2006, the definition of audiology tests was expanded to include a wider number of assessments.

The Government Health Select Committee conducted an inquiry into Audiology Services and Digital Hearing Aids earlier this year and its report was critical of both the Government and Primary Care Trusts for not placing a high enough priority on the provision of hearing aids and called for audiology to be included in the 18 week target.

The Department of Health's own figures now published, starkly highlight the problem: the latest to appear (June 2007, published on August 15th 2007) reveal that there are 126,750 people waiting for audiological assessment and they make up 19% of all people waiting for any test in any department in any hospital in England. Worse, almost 92,000 of these people have been waiting over six months, 72,000 have been waiting longer than the current target of 13 weeks and 33,673 have been waiting over a year - that's 87% of all the people in all the hospitals in England who have had to wait over a year for any test in any department.

It was bearing all these factors in mind that the Society decided that it was appropriate to commission a further survey during the summer of 2007. Like last year researchers have included information on the time it takes people who already have an older analogue hearing aid to exchange it for a digital one. In addition, the report details aftercare services offered to patients by NHS hospitals, and in light of the announcement this year that War Veterans will be given priority care, the survey also asked hospitals if they offered earlier appointments to any other categories of people.

# The Brief and Methodology

The brief was simple: to gather the information direct. Over a period of four weeks, the researchers telephoned audiology clinics all over England, Scotland, Wales and Northern Ireland and anonymously asked the questions a patient or their relatives might pose. They wanted to know how long it would take for them to be seen by an audiologist following referral by their GP, and how long it would take from the date of that consultation for them to be fitted with an aid, should one prove necessary. Hospital staff were also asked if the process could be speeded up. Finally staff were questioned about repairs of a faulty hearing aid, and the provision of batteries. Later different researchers telephoned to find out how long people with an old fashioned analogue hearing aid would have to wait to upgrade this to a digital one. The tables show the hospital responses to our questions.

# Summary

## (First Hearing Aid)

The effects of initiatives to reduce waiting times for first time patients can be seen in the survey this year in all areas of the United Kingdom except Scotland, nevertheless, though down by nine weeks, the average maximum wait across the UK as a whole is still 36 weeks, twice the target that has been set by the Government for England. The average also hides significant variations across the whole of the UK which clearly demonstrates the so called Post Code lottery of health care .

The situation is worse in England where, though the average wait is lower, it remains above the UK average. Here patients can expect to wait between 36 and 38 weeks (compared with 45 to 48 weeks a year ago). Thirty six per cent of English hospitals had waiting times greater than the UK average but this is a marked improvement on last year when more than half exceeded the average .

The only area of the UK where the waiting times increased this year was Scotland where the average is between 31 and 33 weeks (compared with 29 to 31 weeks last year). Here the number of hospitals with waiting times greater than the UK average has doubled in 12 months from 10% to 20%.

There has been no change in the situation in Wales where patients still wait between 28 and 32 weeks. The number of hospitals which exceed the UK average waiting time has gone up, 36% have waiting lists longer than 36 weeks compared with just 25% a year ago.

Northern Ireland again reduced its waiting time and is the only nation to achieve the 18 week English target. Patients there can expect to wait between 14 and 17 weeks compared with between 36 and 40 weeks a year ago.

The South East of England continues to be the worst place for patients looking for their first NHS hearing aid, and is the only region in England where waiting times have increased year on year. Now, people with hearing loss will wait between 84 and 92 weeks for their assessment and the fitting of a hearing aid, an increase of between 11 and 18 weeks on the year.

The South East also has the dubious distinction of having the hospital with the longest waiting list in the United Kingdom. Patients unlucky enough to be referred to the Princess Royal University Hospital, in Orpington, will have their assessment in just 8 weeks – but will then have to wait between two and three years to get a hearing aid fitted.

The South East also has more hospitals which have reported an increase in waiting times during the last 12 months. There, 38% said patients were waiting longer. No hospitals saw their waiting times increase in the West Midlands or in the South West, but overall, in the UK as a whole, one-in-four hospitals reported an increase: that's 44 hospitals out of the 192 which this year responded to our survey questions. In Wales, 36% reported an increase, in Scotland, 30% and even in Northern Ireland where waiting times were well down, a quarter of hospitals said they had gone up year-on-year.

Borders Hospital in Melrose, has the longest waiting list in Scotland at 80 weeks, in Wales Gwynedd Hospital, Bangor, had the longest list at 48 weeks while in Northern Ireland, Mid Ulster Hospital, in Magherafelt, had a maximum waiting time of 30 weeks.

In an analysis to see how many hospitals had waiting times longer than six months , the South East of England performed worst. At 88% of all hospitals there patients will have to wait over 26 weeks. In the South and West, 60% of hospitals had waiting lists over 6 months, while in the North, North East and West Midlands more than half the hospitals had six month waiting times or more.

Across the whole of the UK, 47% of hospitals had waiting lists over 6 months; in England just under half (48%); in Scotland, 65%, Wales, 55% and Northern Ireland 42%.

Doncaster Royal Infirmary was the only hospital in the whole of the UK which reported no waiting lists at all for first time patients, although North Manchester Hospital, at Crumpsall, said their patients only had to wait three weeks.

# Summary

## (Upgrade to Digital)

When digital hearing aids were first introduced in 2000 they offered “CD quality” sound to a generation which struggled with the poorer quality performance of the analogue, or non-digital instrument. The Government promised that they would be available to everyone. Seven years on, hard pressed Audiology Departments continue to struggle to replace analogue hearing aids.

There has been improvement in the past year - across the UK, patients will have to wait on average 39 to 42 weeks, to have their analogue hearing aid replaced (compared with 60 to 64 weeks a year ago). In England, analogue hearing aid users have to wait longer than the UK average - between 44 and 47 weeks but this is an improvement on 2006 when the wait was between 68 and 72 weeks. In Wales, waiting times have been cut from 45 weeks to between 25 and 28; in Scotland the average is 21 to 23 weeks, (compared with 27 to 29) while in Northern Ireland, waiting times have been slashed to just 9 weeks from between 36 and 44 weeks.

Despite the improvements there are some extremely long waiting lists at individual hospitals around the UK and in the English regions. Patients at the Borders General Hospital, Melrose face a 78 week wait and in Llanelli, the Audiology Department at the Prince Phillip Hospital has a year long wait. But compare these with the FIVE YEAR wait at Hull Royal Infirmary and at Beverly's Westwood Hospital, in the North of England. Lincoln County Hospital isn't far behind with a waiting time of 4 years. The average wait in the North is between 72 and 79 weeks.

The South East is again the region with the longest waiting lists for upgrading from analogue to digital: on average patients will have to wait 87 weeks. There's a three year wait in store for patients at St. Helier Hospital in Carshalton, Surrey and two year waits at St Richard's, in Chichester and St Mary's Hospital on the Isle of Wight.

The East Midlands has cut its digital upgrade waiting time to a quarter of what it was last year, 21 to 24 weeks compared with 85 in 2006, the South West has cut its by a third and though the West and West Midlands have managed to half their waiting times, both still have hospitals with two year waiting lists.

In all, three hospitals had waiting times of four years or more, six had waiting times of three years or more, 11 more than two years, 15 more than 18 months and 35 had waiting times of a year or more.

Across the UK 52% of hospitals had waiting times of greater than six months for upgrading to a digital hearing aid. In England 58% of hospitals exceeded six months, in Wales, 45% while in Northern Ireland and Scotland it was 17% and 15% respectively.

Doncaster Royal Infirmary and West Park Hospital, in Wolverhampton, and Craigavon Area Hospital, in Portadown, Northern Ireland, reported no waiting lists at patients or for those wishing to upgrade to digital.

# Other Findings

## Jumping the queue

This year the Government announced that war veterans were to be given priority for a hearing aid: in light of this the researches asked the question “Is there any way of jumping the queue?”. Across the UK 42% of hospitals said this was not possible under any circumstances. However the remainder did explain some exceptions. By far the easiest way to get a hearing aid more quickly was for the patient to persuade their GP to tell the hospital that the need was urgent – 15% of hospitals said they would respond favourably to such a request. Fourteen per cent of hospitals said they would treat people who were blind as a priority case and 10% said people with a terminal illness were put to the head of the queue. Only 3% speeded up assessment and fitting for people with disabilities, 20 hospitals in the UK gave priority to a patient aged over 90 while in 10 hospitals people with hearing loss would have to be 95 to be considered urgent.

## Batteries and Repairs

All hospitals who responded confirmed that their patients would be given unlimited free batteries for their hearing instrument. However the repair services offered varied widely. All hospitals had some sort of repair facility (clinic) and most did simple repairs while the patient waited. Some, but not all offered a replacement hearing aid to the patient if their own instrument needed a more substantial repair or had to be sent away.

There were two distinct styles of operation for the repair clinics: At 42% of hospitals patients needed to make an appointment before attending with their un-serviceable hearing aid. Most of these could fix the appointment within the week, although at 6% of hospitals the wait could be up to two weeks and at 4% more than two weeks.

At drop in clinics an appointment was not necessary though doesn't necessarily mean instant, because some hospitals only opened their drop in clinic once a week (6%). By far the majority, 18% opened up to five half days a week and 8% opened 6 to 11 half days a week including some evenings.

## Hospital Comments

Because of the nature of the survey, hospitals were not asked to comment on the information they gave. However some audiology department staff did volunteer comments which were noted. The commonest observation was the extra hours audiology staff seemed to be putting in to help clear the backlog of patients. “We are working Saturdays and evenings to get the waiting list down,” said one team member at a hospital in the East of England. Staff at another hospitals in the same region said they were working extra shifts and yet another forecast a waiting list of almost three years would be gone in six months because everyone was working from 8 a.m. to 10 p.m. and on Saturdays.

The George Elliot Hospital in the West Midlands, solved its problem of communicating with the public by putting an answering machine its audiology line with a message that they could not give out information on waiting times because of a resource problem in the department.

Virtually all hospitals said they would fit a hearing instrument in each ear if that was necessary (binaural) though one said that option had now ceased because the money had run out, two said they would fit a single hearing aid first and consider a second later. One hospital in Northern Ireland said they wouldn't necessarily fit two instruments because particularly with the elderly, two hearing aids was twice the trouble!

Maidstone District Hospital (waiting time at least a year) said they had been hit by the loss of three members of staff who had not been replaced - and warned our researcher that if a patient hadn't been seen within a year, they would have to return to their GP for another referral letter.

The private sector was suggested as a quicker alternative by a number of hospitals, some even offered telephone numbers, and volunteered an opinion on the most suitable local practitioner.

# What BSHAA Says

It was early in 2003 when BSHAA Council members first set out on a mission to clear up once and for all the complete confusion that existed over audiology waiting times in the NHS and to challenge the Government to take hearing aid provision out of overstretched hospitals and into the high street. More than four years on the Society's own research confirms that though waiting times for NHS hearing aids have generally fallen over the last year, they are still at scandalously high levels in many parts of the UK and in some cases have gone up.

It cannot be right or fair in the 21st Century that people with hearing loss, many of them elderly, still have to wait between around eight or nine months for their first hearing aid, and in some areas over three years. Nor can it be right or fair that despite the Government promise in 2000, that every-one who needed a hearing aid in the future would get a digital one, many people are still waiting, and may have to wait up to five years.

Periodically we see reported in the press cases of very elderly and infirm people who are the victims of these long waiting lists, and often relatives express the fear that their loved one will have died before they reach the head of the queue. Can that be right?

This year our survey attempted to establish who would be treated as a priority case for a hearing instrument and we were shocked, but not surprised to discover that this too was a postcode lottery. In some parts of the country 90 year olds were pushed the front of the queue, in others patients had to be 95 years old. But surely the biggest disgrace is that 42% of hospitals said there was no way the process could be speeded up all. Can that be right?

BSHAA has for some time said it is puzzled why the Government does not recognise that the independent hearing care sector on the high street has the skill and expertise necessary to help solve some of these problems. This Society has hundreds of members across the UK, who could help solve the waiting list problem and at the same time offer patients real choice; choice of location, choice of time, choice of instrument, choice of dispenser and even choice of how many and which hearing aid they have fitted. Now that would be right!

# Appendix 1

Table, UK Average no of weeks for hearing test and fitting of first hearing aid 2007 (2006 figures in brackets)

Region	Weeks to first appointment	Weeks from first appointment to fitting	Minimum wait in weeks	Maximum wait in weeks	Hospitals with longest lists, weeks		Region
East	11 - 13 (28 - 30)	24 - 25 (21 - 24)	38 (43)	40 (48)	143	Queen's Hospital, Romford, Essex (formerly Oldchurch Hospital)	East
East Midlands	7 (15)	6 (7)	14 (16)	14 (16)	22	Queen's Hospital, Burton on Trent (4th year)	East Midlands
London	15 - 17 (12 - 15)	16 - 17 (20 - 24)	32 (33)	35 (40)	103	Ealing Hospital	London
North	15 - 16 (24 - 25)	10 - 11 (17 - 19)	27 (42)	28 (44)	60	Leeds General Infirmary (3rd year)	North
North East	11 (15 - 16)	52 (43 - 44)	56 (58)	57 (60)	116	Bishop Auckland General Hospital, Bishop Auckland, County Durham and Darlington Memorial Hospital	North East
North West	12 - 13 (17 - 19)	11 - 12 (10 - 11)	23 (27)	24 (31)	117	Victoria Hospital, Blackpool	North West
South	21 - 23 (38 - 39)	14 - 16 (13 - 15)	34 (52)	38 (54)	68	Mayday Hospital, Thornton Heath, Surrey	South
South East	69 - 70 (22 - 24)	23 - 32 (50 - 51)	84 (73)	92 (74)	164	Princess Royal University Hospital, Orpington, Kent	South East
South West	10 - 11 (37 - 39)	11 - 12 (18 - 21)	19 (58)	20 (62)	33	Derriford Hospital, Plymouth (2nd Year)	South West
West	45 (43 - 46)	6 - 7 (6)	50 (53)	51 (59)	112	Chippenham Community Hospital, Chippenham	West
West Midlands	16 (34 - 35)	6 (30 - 31)	31 (70)	31 (71)	58	Staffordshire General Hospital, Stafford (2nd Year) University Hospital Stoke on Trent reported "years"	West Midlands
England	18 - 19 (25 - 26)	17 - 18 (20 - 22)	36 (45)	38 (48)	164	Princess Royal University Hospital, Orpington, Kent	England
Wales	13 - 15 (10 - 11)	16 - 17 (16 - 17)	28 (28)	32 (32)	65	Glan Clwyd Hospital, Rhyl	Wales
Scotland	19 (18 - 20)	8 - 9 (10 - 11)	31 (29)	33 (31)	80	Borders General Hospital, Melrose	Scotland
Northern Ireland	9 - 12 (26 - 30)	4 - 5 (5 - 7)	14 (36)	17 (40)	30	Mid Ulster Hospital, Magherafelt	Northern Ireland
UK as a whole	18 - 19 (24 - 26)	15 - 16 (18 - 19)	33 (42)	36 (45)	164	Princess Royal University Hospital, Orpington, Kent	UK as a whole

## Appendix 2

Table, UK average number of weeks to exchange analogue hearing aid for digital 2007 (2006 in brackets)

Region	Average minimum wait	Average maximum wait	Hospitals with longest lists, weeks		Region
East	36 (54)	39 (56)	86	Kettering General Hospital (2nd year) and St Alban's City Hospital	East
East Midlands	20 (85)	24 (85)	52	Derby Royal Infirmary (2nd year)	East Midlands
London	42 (45)	45 (48)	104	King's College Hospital, Queen Elizabeth Hospital, Woolwich and Newham Hospitals	London
North	69 (100)	79 (121)	260	Beverley Westwood Hospital, Beverley and Hull Royal Infirmary (2nd year)	North
North East	53 (69)	54 (74)	104	Darlington Memorial Hospital	North East
North West	31 (64)	34 (66)	156	Macclesfield General Hospital	North West
South	49 (65)	53 (66)	156	St Helier, Carshalton	South
South East	79 (81)	79 (91)	156	Princess Royal University Hospital, Orpington (Medway Maritime Hospital, Gillingham reported "Years")	South East
South West	22 (66)	25 (69)	56	Derriford Hospital, Plymouth	South West
West	39 (75)	40 (80)	104	Chippenham Community Hospital	West
West Midlands	35 (81)	38 (81)	104	Staffordshire General Hospital, Stafford (Coventry and Warwickshire Hospital, Coventry reported a few weeks plus a few years; Warwick Hospital said "years")	West Midlands
England	44 (68)	47 (72)	260	Beverley Westwood Hospital and Hull Royal Infirmary	England
Wales	25 (45)	28 (45)	52	Glan Clwyd Hospital, Rhyl and Prince Phillip Hospital, Llanelli	Wales
Scotland	21 (27)	23 (29)	78	Borders General Hospital, Melrose	Scotland
Northern Ireland	9 (36)	9 (44)	26	Belfast City Hospital	Northern Ireland
UK as a whole	39 (60)	42 (64)	260	Beverley Westwood Hospital and Hull Royal Infirmary (2nd year)	UK as a whole

# Appendix 3

# East of England

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
East	Addenbrooke Hospital, Cambridge	26	13 - 17	13	NK	8 to 10	13 - 17	10 - 34	NK	34 to 36	26 - 34	23 - 47	13	69	78
East	Basildon Hospital.	52	Total 52	52	6 to 8	8	Total 52	6	4 to 6	60	52	58	10 to 14	43 - 47	4 to 6
East	Bedford Hospital		26	43	13	NK	6 - 8	6 - 8	3 to 4	NK	32 - 34	49 - 51	16 to 17	52	17
East	Colchester District General Hospital, Colchester, Essex	32	26 - 39	26 - 39	NK	4	43	78	NK	36	69 - 82	104 - 117	104	52+	NK
East	Edith Cavell Hospital, Peterborough	52	52	52 - 60	11	8 - 13	6	4 - 6	20	60 to 65	58	56 - 66	31	NA	13
East	Hinchingbrooke Hospital, Huntingdon	26	13	22	4	4	6 - 8	13	2 to 8	30	19 - 21	35	6 to 12	10 - 15	4 to 8
East	Ipswich Hospital	1	5	weeks	6	39 to 52	60 - 78	60	65	40 to 53	65 - 83	> 60	71	104	52
East	James Paget Hospital, Gt Yarmouth	13	12	13	8	12	12 - 15	8 - 13	7	25	24 - 27	21 - 26	15	26	17 to 26
East	Kettering General Hospital	13 to 21	26	52	22	6	13	13 - 17	6 to 8	19 to 26	39	65 - 69	28 to 30	182	86
East	Lister Hospital, Stevenage		NK	NK	10	32	13	22 - 26	17 to 22	NK	NK	> 22 - 26	27 to 32	43	13
East	Luton and Dunstable Hospital, Luton	13	17 - 21	20	8 to 13	13	NK	22	13	26	NK	42	21 to 26	78	22

# Appendix 3

# East of England

Key:



Increase in wait for first



Increased wait for upgrade



Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment- fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
East	Milton Keynes General, Milton Keynes		52	NK	8 to 13		4 - 6	NK	4 to 8	"a long time"	56 - 58	NK	12 to 21	NA	NK
East	Norfolk and Norwich University Hospital		12	16	6 to 7		8	8	4	NK	20	24	10 to 11	26	9 to 11
East	Northampton General, Northampton	35	26	26	13		6	6	8	NK	32	32	21	52 - 78	52
East	Queens Hospital, Romford, Essex formerly at Oldchurch	26 to 29	NK	39 - 52	39		4	4	104	NK	NK	43 - 56	143	104	78
East	Queen Elizabeth Hospital, Kings Lynn	17	26	17	NK	6	NK	Same Day	NK	23	26 +	17	NK	52	More than 52
East	Saffron Walden Hospital	26	13 - 17	30	26		8	6 - 8	6	NK	21 - 25	36 - 38	32	45 - 47	8
East	Southend Hospital, Southend	13	20 for urgent cases	14	8	13	12	6 - 12	4	26	32	20 - 26	12	8	8
East	St Albans City Hospital, St Albans, Herts	17	NA	13	13 to 16		NA	56	86	NK	NA	69	99 to 102	56 - 60	86
East	St John's Hospital, Chelmsford	3 to 4	3	6	6 to 8	6 to 8	30 - 34	26 - 39	47	9 to 12	33 - 37	32 - 45	53 to 55	39	43 to 52
East	The Princess Alexandra Hospital, Harlow		27	46	6 to 8		8	Few months	NK	"Several months"	35	NK	NK	46	13 weeks minimum

# Appendix 3

# East/East Midlands

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
East	Watford General Hospital, Watford	26	30	39	13	22 to 26	8	39	52 to 56	48 to 52	38	78	65 to 69	56	69
East	West Suffolk Hospital, Bury St Edmunds	21	Refused	17	3 to 4	6	Refused	NK	8	27	NK	18 total	11 to 12	8	NK
East Midlands	Chesterfield and North Derbyshire Royal	8 to 13	13	4	3	8 to 9	21	12	8	16 to 22	34	16	11	26+	34
East Midlands	Derby Royal Infirmary	17	12 - 13	2 - 3	4	8	NK	12	3	25	13 - 17	14 - 15	7	104	34 to 52
East Midlands	Kings Mill Hospital, Sutton in Ashfield	3	3 - 4	4	6	3	4	4	4	6	7 - 8	8	10	NK	NK
East Midlands	Leicester Royal Infirmary	10 to 13	21	20	12	8	4	4	2	18 to 21	25	24	14	78	12 to 13
East Midlands	Queen's Hospital, Burton on Trent.		52	52	10	36	26	6 weeks plus large waiting list for fitting	12	NK	78	58 +	22	78	6
East Midlands	Queens Medical Centre, Nottingham	19	NA	8	NK	8	NA	4	NK	27	NA	12	NK	NK	17 to 22
East Midlands	Retford Hospital, Nottinghamshire	20	20	15	NK	7 to 9	6	6	NK	27 to 29	26	21	18	78	19

# Appendix 3

# London

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
London	Central Middlesex Hospital, London	26 to 39	13	NA	26 to 39		3 - 4	NA	4 to 5	NK	16 - 17	26 - 39	30 to 44	26 - 39	78
London	Charing Cross Hospital		4	13	13		10	26	8 to 13		14	39	21 to 26	13 - 17	13 to 17
London	Chase Farm Hospitals, Enfield	26	17	17	13	104	52	43	4	130	69	60	17	78	78
London	Ealing Hospital	4 to 5	4 - 8	26	69	12	2 - 3	13	34	16 to 21	6 - 11	39	103	56	52
London	Homerton University Hospital, Hackney	4 to 8	NA	8 - 13	13	8 to 12	NA	26	26	12 to 20	NA	34 - 39	39	26	17 to 19
London	Kings College Hospital, London	6	4	4 - 8	8	13	6	26	13	19	10	30 - 34	21	104	78 to 104
London	Newham Hospital (Hearing unit at Wesham HC)	6		13 - 17	4	8 to 10		26 - 39	6 to 8	14 to 16	NA	39 - 56	10 to 12	NA	104
London	Northwick Park Hospital, Harrow	52 to 78	52	Few Months	NK		4	26 - 52	4	NK	56	> 26 - 52	NK	78	NK
London	Queen Elizabeth Hospital, Woolwich, London		17	NK	2		52	NK	78		69	52 - 78	80	52	104
London	Royal Free Hospital, Hampstead	12 to 16	13 - 26	13 - 17	13		13	12	10 to 12	NK	26 - 39	25 - 29	23 to 25	29 - 30	NK

# Appendix 3

# London

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
London	Royal National Throat, Nose and Ear Hospital		NK	13	4		52	4 - 8	6 to 8	"Months"	52 +	17 - 21	10 to 12	26 - 34	13+
London	St Bartholomew's, Islington		26	Months	8		8 - 13	Months	13		34 - 39	>52	21	13 - 17	12
London	St George's Hospital, Tooting		NK	13	NK		NK	15 - 17	NK	"No idea"	26 +	28 - 30	26	21 - 26	NK
London	St Mary's Hospital, London		13	13 - 26	13		Few months	13 - 26	4 to 6	NK	NK	26 - 52	17 to 19	17 - 26	10 to 20
London	The Hillingdon Hospital, Uxbridge		17	13 - 14	8 to 13	8 to 13	13	6 - 8	13	NK	30	19 - 22	21 to 26	104	13 to 17
London	The Royal London Hospital, Whitechapel	4 to 6	13	2	8	8 to 26	34	26	NK	12 to 32	47	28	NK	104	23
London	The Whittington Hospital, Highgate Hill	26 to 34	Long Long list	26 - 34	26 to 39		Months	6	13	NK	NK	32 - 40	39 to 52	17 - 21	26 to 39
London	University Hospital Lewisham, London	2	NK	4	13	4 to 6	39	52 - 56	34	6 to 8	39 +	56 - 60	47	52	17
London	West Middlesex University Hospital	4	NK	6	8	3	NK	NK	NK	7	NA	NK	NK	NK	26 to 30
London	Whipps Cross University Hospital, London	78	26 - 34	12	17	4 to 5	5	4	5	82 to 83	31 - 39	16	22	NA	NK

# Appendix 3

# North

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
North	Airedale General Hospital, Keighley	16	26 - 34	52	17 to 22	52	4	8	8	68	30 - 38	60	25 to 30	52	13 - 17
North	Barnsley District General Hospital	8	8 - 10	4 - 6	4	8	8	6	NK	16	16 - 18	10 - 12	NK	6+	26
North	Beverley Westwood Hospital, Beverley			8 - 13	12	8		52	17	NK	NK	60 - 65	29	280	208 to 260
North	Bradford Royal Infirmary	40	34	43	52	8	26	4 - 5	6	48	60	47 - 48	58	65	78
North	Bridlington and District Hospital	3 to 4	8 - 13	8	6	4 to 6	2	3 - 4	3	7 to 10	10 - 15	11 - 12	9	NA	8
North	Dewsbury Hospital	32	52 - 78	48 - 52	26	6 to 8	Few Weeks	6	4 to 6	38 to 40	52 - 78 +	54 - 58	30 to 32	156 - 208	13 +
North	Diana Princess of Wales Hospital, Grimsby.	6	17	16	13	6	Few months	6 - 10	7 to 8	12	17 +	22 - 26	20 to 21	Years	78
North	Doncaster Royal Infirmary (Chequer Road Clinic)	26	13	56	0	4 to 6	10	6	0	30 to 32	23	62	0	43	0
North	Harrogate District Hospital		13 - 21	8	7	2 to 3	13 - 21	26	26	NK	26 - 42	34	33	52	26
North	Huddersfield Royal Infirmary	8	17	13	13 to 17	17	11 - 12	39	4 to 6	24	28 - 29	52	17 to 23	104 - 260	26
North	Hull Royal Infirmary	13	13	13	13	13	34	39 - 43	8 to 17	43	47	52 - 56	21 to 30	208 - 260	208 to 260

# Appendix 3

# North

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment- fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
North	Leeds General Infirmary	78	104	78	52	6	21	26 - 34	8	84	125	104 - 112	60	60	52
North	Lincoln County Hospital (includes Grantham)			24	8 to 13			28	13			52	21 to 26	156	208
North	Rotherham General Hospital	6	8 - 9	5 - 6	2	8	26	2	11	14	34 - 35	7 - 8	13	2 - 3	6
North	Royal Hallamshire Hospital, Sheffield	17	15	13	9	35	17	32 - 34	34	52	32	45 - 47	43	NK	156
North	Scarborough General Hospital, Scarborough	12	8 - 13	8	3	4	2	3 - 4	3	16	10 - 15	11 - 12	6	26	9 to 10
North	Scunthorpe General Hospital, Scunthorpe		8 - 9	8	13		6 - 7	8	4	NK	14 - 16	16	17	78	104
North	York Hospital	8 to 13	26	26 - 34	NK		8 - 12	NK	NK	11 to 17	34 - 38	52 Total	52	26 - 35	26

# Appendix 3

# North East

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment- fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
North East	Alnwick Infirmary, Alnwick, Northumberland.	26	Months	43	NK	4	Even longer	34	NK	30	Huge waiting lists	77	10 to 14	78	13 to 17
North East	Bishop Auckland General Hospital, Bishop Auckland, County Durham.	12	Total 52	13	12	12 to 16	Total 52	78	104	24 to 28	52	91	116	78	95
North East	Darlington Memorial Hospital	Not Included	Not Inc	8	12	Not Inc	Not Inc	78	104	Not Inc	Not Inc	86	116	78	104
North East	James Cook University Hospital, Middlesbrough	12	4	7 - 8	13	26	52	65	78	38	56	72 - 73	91	60 - 69	60
North East	North Tyneside General Hospital, North Shields		52	13	5 to 6	4 to 6	6	13	13 to 14	NK	58	26	18 to 20	NA	NK
North East	Palmer Community Hospital, South Shields	13	3 - 4	16	NK	60	52	30	NK	73	55 - 56	46	34	34	38 to 40
North East	Queen Elizabeth Hospital, Gateshead	6 to 8	8	10	8	3 to 4	6	5	4 to 6	9 to 12	14	15	12 to 14	NK	NK

# Appendix 3

# North East

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

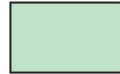
**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
North East	Sunderland Royal Hospital, Sunderland	13	13	8 - 13	13	42	NK	78 - 86	78	55	NK	86 - 99	91	78 - 86	69
North East	The Freeman Hospital, Newcastle upon Tyne	12 to 14	12 - 26	17	8 to 10	6 to 8	6	12	14 to 16	18 to 22	18 - 32	29	22 to 26	104	13 to 17
North East	University Hospital of Hartlepool	8	17 - 21	22 - 26	13	2	6	5 - 6	7	10	23 - 27	27 - 32	20	28 - 30	12
North East	University Hospital of North Durham (was Dryburn Hospital)	17	NK	12	13	6 to 7	NK	69	38	23 to 24	60 +	81	51	NK	52
North East	University Hospital of North Tees , Stockton on Tees		15	13	13		52 +	78	78	"at least 26 weeks"	67 +	91	91	78	78
North East	Wansbeck Hospital, Ashington	22	34 - 39	13 - 17	11	4	21	13	NK	26	55 - 60	26 - 30	NK	78 - 104	52+

# Appendix 3

# North West

Key:



Increase in wait for first



Increased wait for upgrade



Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
North West	Arrowe Park Hospital, Wirral, Merseyside	17 to 26	30	39 - 43	13	6 to 8	10	8	NK	23 to 34	40	47 - 51	NK	NA	22 to 26
North West	Birch Hill Hospital, Rochdale	NA	NA	13	NK	NA	NA	6 - 8	NK	NA	NA	19 - 21	8 to 13	Few months	6 to 8
North West	Blackburn Royal Infirmary	4 to 8	13	8 to 13	8	4 to 6	6 - 8	8	8	8 to 14	19 - 21	16 - 21	16	78	NK
North West	Chorley General Hospital	3 to 4	NA	3 - 4	NK		NA	10 - 12	6 to 8	NK	NA	13 - 16	NK	104	52 to 78
North West	Countess of Chester Hospital, Chester		17 - 21	17	11	52	8	4	10	NK	25 - 29	21	21	52	Few months
North West	East Lancashire Hospitals, Burnley	26 to 30	26	26	4	8 to 12	11	17	6 to 8	34 to 42	37	43	10 to 12	156	104+
North West	Fairfield General Hospital, Bury, Lancashire	16	23	4	6	16	8	8 - 12	5 to 6	32	31	12 - 16	11 to 12	<13 - 26 (to	9
North West	Furness General Hospital		Cant say	17	NK	2	Cant say	> 2	NK	NK	NK	> 19	NK	> 17	8 to 10
North West	Halton Hospital, Merseyside		12	8 - 13	22		4 - 5	4 - 6	4	"Months"	16 - 17	12 - 19	26	17 - 21	26
North West	Hope Hospital, Salford	13	NA	Refused	3 to 4	6 to 8	NA	Refused	3 to 4	19 to 21	NA	Refused	6 to 8	23	NK

# Appendix 3

# North West

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
North West	Leighton Hospital, Crewe		13	13	11		52	39 - 43	52		65	52 - 56	63	91	15
North West	Macclesfield District General, Cheshire	36	34	NK	NK	8 to 12	NK	NK	NK	44 to 48	34 +	NK	NK	104	156
North West	Manchester Royal Infirmary	12	6 - 9	NK	NK	33	4 - 6	NK	NK	45	10 - 15	NK	NK	13	8
North West	North Manchester Hospital, Crumpsall	NA	NA	1	1	NA	NA	2	2	NA	NA	3	3	8 - 13	Few weeks
North West	Ormskirk and District General Hospital, Lancashire	35	25	20	3	6	6	8	3 to 4	41	31	28	6 to 7	78	52 to 78
North West	Royal Liverpool University Hospital	52	17	17	52	26	65	34 - 43	26	78	82	51 - 60	78	NK	43 to 52
North West	Royal Oldham Hospital		6	13	6		28	14 - 15	6	NK	34	27 - 28	12	17	NK
North West	Southport General Infirmary, Southport.	24	36	26	2 to 6	4	6	4 - 6	6 to 8	28	42	30 - 32	8 to 14	78	8
North West	St Helen's, Merseyside	33	28	26	31	6 to 8	3	6	6	39 to 41	31	32	37	31	27
North West	Stepping Hill Hospital, Stockport		52 +	More than 52	5 to 6		6	4	4 to 6		58 +	56+	9 to 12	52+	NK
North West	Tameside General Hospital, Ashton under Lyne	26	13 - 34	26 - 34	4 to 6	6	4 - 6	3 - 4	4	32	17 - 40	29 - 38	8 to 10	No referrals too many on list	6 to 8

# Appendix 3

# North West

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
North West	The Royal Albert Edward Infirmary Wigan now at Thomas Linacre	8	"Few months"	Few months	8	6 to 8	"Few Months"	Few Months	4 to 5	14 to 16	NK	NK	12 to 13	78	17
North West	The Royal Bolton Hospital		8 - 13	NK	4 to 5	3 to 4	6 - 8	NK	8		14 - 21	NK	12 to 13	20	0
North West	The Royal Preston Hospital, Preston, Lancashire	4 to 13	2	2	4	13	20	10 - 14	6	17 to 26	20 +	12 - 16	10	78 - 104	78
North West	Trafford General Hospital, Manchester	13 to 17	8	11	1	4 to 6	few weeks	2 - 3	5 to 7	17 to 23	NK	13 - 14	6 to 8	6	8
North West	Victoria Hospital, Blackpool	4	13	NA	39	4 to 16	26	NA	78	8 to 20	39	NA	117	260	NK
North West	Walton Hospital, Liverpool			18	NK	12 to 13		18	NK	NK	16	36	18	28	8
North West	Warrington Hospital, Warrington	26	78	26 - 34	34 to 43	8	5 - 6	4	3 to 4	32	83 - 84	30 - 38	37 to 47	26+	34
North West	West Cumberland Hospital, Whitehaven	8	17 - 21	17 - 26	NK	8 to 13	17 - 21	13 - 17	8	16 to 21	34 - 42	30 - 43	NK	104	26
North West	Westmorland General Hospital, Kendal.	39	40	47	16	6	5 - 6	6 - 8	NK	45	45 - 46	53 - 55	NK	30 - 40	12
North West	Withington Hospital, Manchester		6	13	4		8	13	4		14	26	8	26	12 to 19

# Appendix 3

# South

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
South	Amersham Hospital, Buckinghamshire	52	52	26	6 to 8	4 to 6	3 - 4	4	4	56 to 58	55 - 56	30	10 to 12	26	29
South	Ashford and St Peters Hospital, Ashford, Surrey	32	8 - 10	6 - 7	NK	32	8 - 10	12	NK	64	16 - 20	18 - 19	17 to 34	Few weeks	38
South	Conquest Hospital, St Leonards (Was East Sussex)	40	52	52	NK		6	6	NK		58	58	NK	52	16
South	Crawley Hospital, Surrey		78 +	104	0	78	6	4 - 6	66		84 +	108 - 110	66	108 - 110	52
South	Eastbourne District General, Eastbourne	34	34	52	39 to 52	13	17	26	6	47	51	78	45 to 58	39	17 to 26
South	Epsom General Hospital		39	NA	NK		NK	NA	NK	NK	39 +	NA	NK	NK	NK
South	Frimley Park Hospital, Camberley, Surrey		8	NK	13 to 17	4	8 - 12	NK	26		16 - 20	NK	39 to 43	30	NK
South	Gosport War Memorial Hospital, Hampshire	20	NA		26 to 34	4 to 6	NA	13	13	24 to 26	NA	NA	39 to 47	78	26 to 78
South	King Edward 7th Hospital, Windsor	26	Refused	26	NK		Refused	few weeks	13 to 17	NK	NK	NK	NK	35 - 48	4
South	Lymington Hospital, Lymington, Hampshire	52	60	52	10 to 12	13	13 - 17	26	10 to 12	65	73 - 77	78	20 to 24	NA	NK

# Appendix 3

# South

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
South	Mayday Hospital, Thornton Heath, Surrey	8 to 104	65	43 - 47	60	6 to 8	6	6 - 8	6 to 8	14 to 112	71	49 - 55	66 to 68	48	52 to 60
South	North Hampshire Hospital, Basingstoke	22 to 26	10 - 26	17 - 26	12		52	26 - 52	52		62 - 78	43 - 78	64	130	130
South	Poole General Hospital (Shelley Rd Clinic)	78	52	16	8 to 12	26	16 to 24	16	4 to 6	104	68 - 76	32	12 to 18	24 - 25	11
South	Queen Alexandra Hospital, Portsmouth	24	43	39 - 43	39		6 - 8	13 - 17	17		49 - 51	52 - 60	56	39 - 43	69
South	Radcliffe Infirmary, Oxford	34	39	48	13	9	17 - 26	6	6 to 7	43	56 - 65	54	19 to 20	130	15
South	Royal Berkshire Hospital, Reading	8	13 for urgent cases	8	0		21	3 - 4	6	NK	34	11 - 12	6	NA	NK
South	Royal Bournemouth General Hospitals (Shelley Road Clinic)		52	16	8 to 12	82	16 - 24	16	4 to 6		68 - 76	32	12 to 18	24 - 26	11
South	Royal South Hants Hospital, Southampton	13	21	23	6	8	19	22	5	21	40	45	11	35	13 to 17
South	Royal Surrey County Hospital, Guildford	3 to 4	6 - 8	6	6	6 to 8	12	16	26 to 34	9 to 12	18 - 20	22	32 to 40	53	40
South	St Helier Hospital, Carshalton, Surrey			NK	NK			NK	NK			NK	NK	No funding	156

# Appendix 3

# South

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
South	St Mary's Hospital, Isle of Wight	22 to 26	52	21	30 to 34	17	6	12 - 14	6	39 to 43	58	33 - 35	36 to 40	104	104
South	St Richard's Hospital, Chichester	26	34 - 39	52	30	8	17 - 21	17	8 to 13	32	51 - 60	69	38 to 43	156	104
South	The Royal Hampshire County Hospital, Winchester	3	13	8	13	4	3 - 4	8	4	7	16 - 17	16	17	8	4 to 5
South	The Royal Sussex County Hospital, Brighton	52 to 56	78	104	60	17+	39 - 52	6	6	69 to 73+	117 - 130	110	66	104	52
South	Worthing Hospital, Worthing	60	56	82	34 to 39	4 to 8	39	13	Few months	64 to 68	95	95	NK	78	96

# Appendix 3

# South East

Key:  Increase in wait for first  Increased for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
South East	Buckland Hospital, Dover				104				8				112		88
South East	Kent and Canterbury Hospital, Canterbury	8	NK	13	104	52	104	104	8	60	104 +	117	112	104	88
South East	Kent and Sussex Hospital, Tunbridge Wells, Kent.	104	52	52	52	52	NK	13	NK	130	52 +	65	NK	52	52
South East	Maidstone District General Hospital	8 to 13	13	22	NK	8	21	34	NK	16 to 21	34	56	52	52	52
South East	Medway Maritime Hospital, Gillingham	4	4	4 - 6	6 to 12	15	NK	13 - 17	4 to 6	21	NK	17 - 23	10 to 18	104 - 156	Years
South East	Princess Royal University Hospital, Orpington, Kent	52	6 - 8	8	8	12	Years for digital analogue	104	104 to 156	64	NK	112	112 to 164	104	156+
South East	Queen Elizabeth the Queen Mother Hospital, Margate	52	52	52	104		54	3 - 4	8	NK	106	55 - 56	112	52 - 78	88
South East	Queen Mary's Hospital, Sidcup, Kent		Over 52	17 - 26	NK		NK	>52	NK		52 +	69 - 78+	52	104	22
South East	Royal Victoria, Folkestone (Now at William Harvey Hospital, Ashford)		26	11	104		78	78	8	NK	104	89	112	78	88

# Appendix 3

# South West

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
South West	Derriford Hospital, Plymouth	21 to 36		104	13			2 - 13	20	NK	NA	106 - 117	33	156	56
South West	Dorset County Hospital, Dorchester	13	19	43	13	43	NK	13	17	NK	19 +	56	30	52	NK
South West	Musgrove Park Hospital, Taunton	19	42	39 - 43	12	8	NK	NK	0	27	42 +	> 39 - 43	12	104	12 to 16
South West	North Devon District Hospital, Barnstaple	29	34	4 to 8	0	26	26	52	26	65	60	56 - 60	26	56	26
South West	Royal Cornwall Hospital, Truro	11	8	6 - 8	10 to 13	17 to 21	8	26	3	28 to 33	16	32 - 34	13 to 16	60	21
South West	Royal Devon and Exeter Hospital, Exeter	52 to 78	78 - 95	86	26	5 to 6	4	2	NK	57 to 83	82 - 99	88	NK	65	17 to 26
South West	Salisbury District Hospital	8	26	4 to 5	4	8	8	8	4	16	34	12 - 13	8	14	8
South West	Torbay Hospital, Torquay	13	13	NK	4	4	26	NK	8 to 13	17	39	78	12 to 17	52 - 78	13
South West	Yeovil District Hospital, Yeovil		13	13	10		26 - 34	26 - 34	NK	NK	39 - 47	39 - 47	NK	39	26 to 34

# Appendix 3

# West

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
West	Bristol Royal Infirmary		30	12 - 13	7		3	NA	4 to 6		33	NA	11 to 13	56+	11 to 12
West	Cheltenham General Hospital	34	52	74	78	6	13 - 17	13	8	40	65 - 77	87	86	130	52
West	Chippenham Community Hospital, Chippenham	34 to 39	43	43 - 52	104	6 to 8	6 - 8	6 - 8	6 to 8	42 to 47	49 - 51	49 - 60	110 to 112	52	104
West	County Hospital, Hereford	8 to 12	52	NA	NK	48	26	NA	NK	56 to 60	78	52 - 78	52+	52 - 78	52
West	Frenchay Hospital, Bristol	26	52	40	50	21	NK	4	6 to 8	47	NK	44	56 to 58	>52 - 78	26
West	Gloucester Royal	8	52	65 - 78	78	4	3 - 4	5 - 6	8	12	55 - 56	70 - 84	86	130+	52
West	Royal United Hospital, Bath	39	50	50	NK	3	Few weeks	12	NK	42	50 +	62	Months	62	52
West	St Michael's Hospital, Bristol		30	12 - 13	8		4 - 6	4	4 to 6		34 - 36	16 - 17	12 to 14	NK	8
West	Swindon and Marlborough, Swindon	13	12 - 13	17	4	8	6 - 8	Same day	4	21	18 - 21	17	8	NK	10 to 19
West	Weston General Hospital, Weston Super Mare, Avon	52	69	78	65	8	4	4	4	60	73	82	69	78	52
West	Worcestershire Royal Hospital	8 to 13	13	Refused	8	6 to 8	6	Refused	6 to 8	14 to 21	19	Refused	14 to 16	0	9

# Appendix 3

# West Midlands

Key:  Increase in wait for first  Increased for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
West Midlands	Birmingham Heartlands Hospital.		NK	13	NK	52	NK	39	NK		69 - 78	52	52	NK	Few months
West Midlands	Cannock Chase Hospital, West Midlands		8 - 13	13	NK		52	78	NK	NK	60 - 65	91	52	104	52
West Midlands	City Hospital, Birmingham		104	9	13	52	43 - 52	44	9		147 - 156	53	22	43	78
West Midlands	Coventry and Warwickshire Hospital, Coventry, Warwickshire		34 - 43	NA	13	52	5	NA	4		39 - 48	"Longish wait"	17	Years	12 weeks then a few years
West Midlands	George Elliot Hospital, Nuneaton			NA	13			NA	NK			NA	NK	43	NK
West Midlands	Good Hope Hospital, Sutton Coldfield	12	9 - 13	NK	No fittings here now	40	52+	NK	No fittings here now	52	59 - 65	104 total	No fittings here now	52	No fittings here now
West Midlands	Manor Hospital, Walsall, West Midlands	8	8 - 13	12	4 to 6	4	12	NK "quite a few weeks"	NK	12	20 - 25	>8 - 14	12	78	8
West Midlands	Princess Royal Hospital, Telford	39 to 52	52	52	13		8	3 - 4	4	NK	60	55 - 56	17	52	Few months

# Appendix 3

# West Midlands

Key:  Increase in wait for first  Increased for upgrade  Increase in wait for both

**Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital**

Region	Hospital	To first appointment				1st appointment - fitting				Total wait				Upgrade digital	
		2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
West Midlands	Russells Hall Hospital, Dudley, West Midlands		NA	NK	NK		NA	NK	NK		NA	NK	NK	NA	NK
West Midlands	Selly Oak Hospital Birmingham	34		52	NK	6		6	NK	40	NA	58	NK	19	NK
West Midlands	Warwick General Hospital	13 to 17	34	52	13	8	8	6 - 8	6	21 to 25	42	58 - 60	19	130	13
West Midlands	Staffordshire General, Stafford		8 - 10	13	52		78	104	4 to 6	"No idea"	86 - 88	117	56 to 58	NK	104
West Midlands	The Royal Shrewsbury Hospital, Shrewsbury	52	52	52 - 56	8	3 to 4	5 - 6	2 - 3	NK	55 to 56	57 - 58	54 - 59	NK	8 - 13	13
West Midlands	University Hospitals, Stoke on Trent	17	26 - 34	56	NK	12	4 - 6	5 - 6	NK	39	30 - 40	61 - 62	Years	260	Few months
West Midlands	West Park Hospital, Wolverhampton		52	52	13		8	13	NK		60	65	NK	104	0

# Appendix 4

# Wales

Key:  Increase in wait for first  Increase for upgrade  Increase in wait for both

Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital model														
Hospital	To first appointment				Delay between first appointment and fitting				Total wait				Upgrade to digital	
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
Brecon War Memorial Hospital	8	17 - 21	17 - 21	13 to 22	8	13	10 - 12	2	16	30 - 34	27 - 33	15 to 24	26	25
Bronglais General, Aberystwyth		26	43	10 to 12		NK	26 - 30	NK		NK	69 - 73	26	78	13
Glan Clwyd Hospital, Rhyl	26 to 40	34 - 52	78	39	26	26	13	26	52 to 66	60 - 78	91	65	39	39 to 52
Gwynedd Hospital, Bangor	52	21	26	22 to 26	42	8 - 13	17	17 to 22	94	29 - 34	43	39 to 48	NK	17 to 22
Maelor Hospital, Wrexham	8	8	4	4 to 6	17	Few months	4 - 8	14 to 15	25	NK	8 - 12	18 to 21	13 - 17	13 to 17
Mynydd Mawr Hospital, Tumble, Carmathenshire	26 to 52	30 - 34	13	Moved to Prince Phillip	17	26	13	Moved to Prince Phillip	43 to 69	56 - 60	26	Moved to Prince Phillip	104	Moved to Prince Phillip
Prince Charles Hospital, Merthyr Tydfil	42		NK	3 to 4	42	60	26 - 34	22	84	60 +	> 26 - 34	25 to 26	NK	17 to 22
Prince Phillip Hospital, Llanelli	22 to 26	26 - 39	8	NK	17 to 22	6 - 8	6	NK	39 to 48	32 - 47	14	17 to 22	88	52
Princess of Wales Hospital, Bridgend	156	52	8	8	52	8	3	8	208	60	11	16	8	10 to 14

# Appendix 4

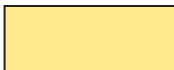

# Wales

Key:  Increase in wait for first  Increased wait upgrade  Increase in wait for both

Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital model														
Hospital	To first appointment				Delay between first appointment and fitting				Total wait				Upgrade to digital	
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
Royal Glamorgan Hospital, Pontypridd	78	3 - 6	8 - 12	8 to 13	52	13	13	8 to 12	130	16- 19	21 - 25	16 to 25	13	17+
Singleton Hospital, Swansea	39	26 - 30	2	0	13	8	2 to 6	13	52	34 - 38	4 to 8	13	Few weeks	22 to 26
University Hospital of Wales, Cardiff	104	52	NK	26	104	26	NK	26	208	78	NK	52	26	35+
Withybush General Hospital, Haverford West. Pembrokeshire	52 to 69	Refused	13 - 17	13	52	Refused	30 - 34	26	104 to 121	Refused	43 - 51	39	52	41

# Appendix 5

# Scotland

Key:  Increase in wait for first  Increased for upgrade  Increase in wait for both

Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital model in Scotland														
Hospital	To first appointment				Delay between first appointment and fitting				Total wait				Upgrade to digital	
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
Ayr Hospital	10	12	6 - 13	18	10	12	6 to 10	18	20	24	12 - 23	36	10 - 12	24
Borders General Hospital	32	34	26	78	10	26	26	2	42	60	52	80	56	78
Campbelltown Hospital, Argyll	13	17 - 26	8 - 13	14		Few weeks	NK	4 to 6	13+	NK	NK	18 to 20	NK	NK
Cross, House Hospital, Kilmarnock	8 to 10	13 - 17	8 to 13	18	8	13 - 17	8	18	16 to 18	26 - 34	16 - 21	36	8 - 10	18 - 20
Dr Gray's Hospital, Elgin	26	26 - 30	NA	NK		26	NA	NK	26+	52 - 56	NA	78	NA	NK
Falkirk Royal Infirmary		NK	13	12 to 15		"Months"	26	8 to 12		NK	39	20 to 27	43 - 47	14 - 15
Gartnavel General Hospital, Glasgow	42	34	26 - 30	12	8	8	8	4	50	42	34 - 38	16	13 - 17	Few months
Glasgow Royal Infirmary		17 - 21	NK	NK		4	NK	NK		21 - 25	NK	NK	26	NK
Hairmyres Hospital, East Kilbride	42	30	20 - 25	26		weeks to months	4 - 5	4 to 5	42+	30 +	24 - 30	30 to 31	17 - 22	13 - 17
Inverclyde Royal Hospital, Greenock	34	52	52	16	14	Few months	8	Few Weeks	48	>52	60	NK	43	20 - 25

# Appendix 5

# Scotland

Key:  Increase in wait for first  Increased for upgrade  Increase in wait for first both

Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital model in Scotland														
Hospital	To first appointment				Delay between first appointment and fitting				Total wait				Upgrade to digital	
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
Lorn and Island District General, Oban	2	2	1	2		6	1 - 2	3 to 4	2+	8	2 - 3	5 to 6	NA	NK
Mid-Argyll Hospital	8	8	8	See Oban	2 - 3	6	4	See Oban	10 to 11	14	12	See Oban	8	See Oban
Monklands Hospital, Airdrie		NK	Few months	26	4 to 5	8	4	8	4 to 5 +	8 +	NK	34	34	NK
Ninewells Hospital, Dundee		40	59	13 to 17		8	26	NK		48	85	NK	52	Months
Perth Royal Infirmary	17	26	26	13	4 to 5	4	4	4	21 to 22	30	30	17	NA	8
Queen Margaret Hospital, Dunfirmline	52	30	13	NK	30 to 35	13	12 - 13	NK	82 to 87	43	25 - 26	18	22 - 30	18
Raigmore Hospital, Inverness	22 to 26	26 - 34	NK	8 to 13	22 to 26	26	NK	13	44 to 52	52 - 86	<34	21 to 26	26 - 34	NK
Royal Alexandra Hospital, Paisley	30	47 - 52	22	NK	6	4	2 - 6	8	36	51 - 56	24 - 28	NK	17	6 to 8
Royal Infirmary, Dumfries	8	13 - 17	8	13	8	6 - 10	6	8	16	19 - 27	14	21	8 - 12	Good few months
Royal Infirmary, Edinburgh	73	At least 52	20	NK		52	NK	NK	73+	104 +	NK	52	104	44

# Appendix 5

# Scotland

Key:  Increase in wait for first  Increased for upgrade  Increase in wait for both

Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital model in Scotland														
Hospital	To first appointment				Delay between first appointment and fitting				Total wait				Upgrade to digital	
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
Southern General Hospital, Glasgow	17	NA	20	6 to 10	7	NA	12	8 to 12	24	NA	32	14 to 22	13 - 25	26
St John's Hospital, Howden		NK	1 - 26	NK	78	26	Few months	NK	78+	NK	NK	NK	78	NK
Stirling Royal Infirmary	26	13 - 26	16 - 17	8	26	26 - 39	8	Few Weeks	52	39 - 65	24 - 25	NK	43	13 +
Stracathro Hospital, Brechin, Angus		NA	Over a year	NK		NA	Few months	NK		NA	NK	52	8 - 13	NK
Vale of Leven Hospital, Alexandria (Dumbarton Health Centre)	52	69 - 73	NK	22 to 26	8 to 17	8	NK	8 to 10	60 to 69	77 - 81	NK	30 to 36	17 - 21	8 - 13
Victoria Hospital, Kirkaldy	52	NA	26 total	NK	26 to 33	NA	26 total	NK	78 to 85	NA	26	18	26	13 - 17
Victoria Infirmary, Glasgow	22	30	17 - 22	17 to 18	4 to 5	10 - 12	6	8	26 to 27	40 - 52	23 - 28	25 to 26	NK	NK
Wishaw General Hospital	20	34 total	8	26	5 to 6	34 total	8	8 to 13	25 to 26	34	16	34 to 39	Quite a wait	Quite a wait
Woolmanhill Hospital, Aberdeen	13	30 - 34	8	17	39	13	17 - 22	13	52	43 - 47	25 - 30	30	Good few months	17

# Appendix 6

# Northern Ireland

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital model in England														
Hospital	To first appointment				Delay between first appointment and fitting				Total wait				Upgrade to digital	
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
Atnagelvin Area Hospital, Londonderry	17 to 104	17 - 21	13 - 17	17 to 22	4 - 6	3 - 4	3 - 4	3 to 4	21 - 110	20 - 25	16 - 21	20 to 26	NK	3 - 4
Bangor Community Hospital	13	8	17 - 22	12 to 13	4 - 5	6	6	2	17- 18	14	23 - 28	14 to 15	26	8
Belfast City	8 - 10	NK	NK	13 to 17	17 - 22	26 - 30	3 - 4	10 to 12	25 - 32	26 - 30 +	NK	23 to 29	NK	26
Braid Valley Hospital, Ballymena	104	104	72	17 to 22	6 - 8	8 - 10	6	5	110 to 112	112 - 114	78	22 to 27	NK	8
Craigavon Area Hospital, Portadown	30	26 - 30	13 - 26	4	6 - 8	Few weeks	Few weeks or months	2	36 - 38	NK	NK	6	52	0
Daisy Hill Hospital, Newry	34 - 39	52 - 78	4 - 8	3 to 5	NK	8 - 13	8 - 13	2	NK	60 - 91	12 - 21	5 to 7	13 - 17	8
Downe Hospital, Downpatrick		26	16 - 26	Months		8 - 10	8 - 10	10 to 12	NK	34 - 36	24 - 36	NK	NA	NK
Mater Infirmorum Hospital, Belfast	13	17	4	4	8	NK	NK	4	21	NK	NK	8	91 - 104	4
Mid Ulster Hospital, Magherafelt	208	82	NK	17 to 22		NK	DK	8	208	NK	DK	25 to 30	NA	8
Royal Victoria Hospital, Belfast	78 - 104	52	8 - 13	6 to 8	4 - 8	4 - 8	6	5	82 - 112	56 - 60	14 - 19	11 to 13	8	Few Months

# Appendix 6

# Northern Ireland

Key:  Increase in wait for first  Increased wait for upgrade  Increase in wait for both

Table, Number of weeks for patient journey for first hearing aid or replacement of existing aid with digital model in England														
Hospital	To first appointment				Delay between first appointment and fitting				Total wait				Upgrade to digital	
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2006	2007
South Tyrone Hospital, Dungannon	26 - 34	52	13	8 to 13	3	3	4 - 8	4	29 - 37	55	17 - 21	12 to 17	29 - 56	8 - 13
Tyrone County Hospital, Omagh	8 - 13	8 - 13	13	13	6 - 8	6 - 8	8	4	14 - 21	14 - 21	21	17	52	8
Ulster Hospital, Dundonald	26	8	39	6 to 8		6	4 - 6	2	NK	14	43 - 45	8 to 10	13 - 39	13 - 15
Whiteabbey Hospital, Newtown Abbey	91	65 - 73	104	NK	2 - 3	NK	3 - 4	NK	93 - 94	65 +	107 - 108	26	NK	NK

## Appendix 7

Table, getting an NHS hearing aid repaired											
Region	Appointment system (wait)				Drop in clinic (frequency)						Total
	Not known	Less than week	Up to 2 weeks	More than 2 weeks	Not known	Monthly	Twice monthly	Weekly	Up to 5 half days a week	6-10 half days a week	
England	13%	16%	6%	5%	25%			6%	19%	10%	162
Wales					56%			22%			9
Northern Ireland	25%	31%			25%			13%			16
Scotland	12%	32%	8%		12%				28%		25
UK	13%	19%	6%	4%	25%			6%	18%	8%	212

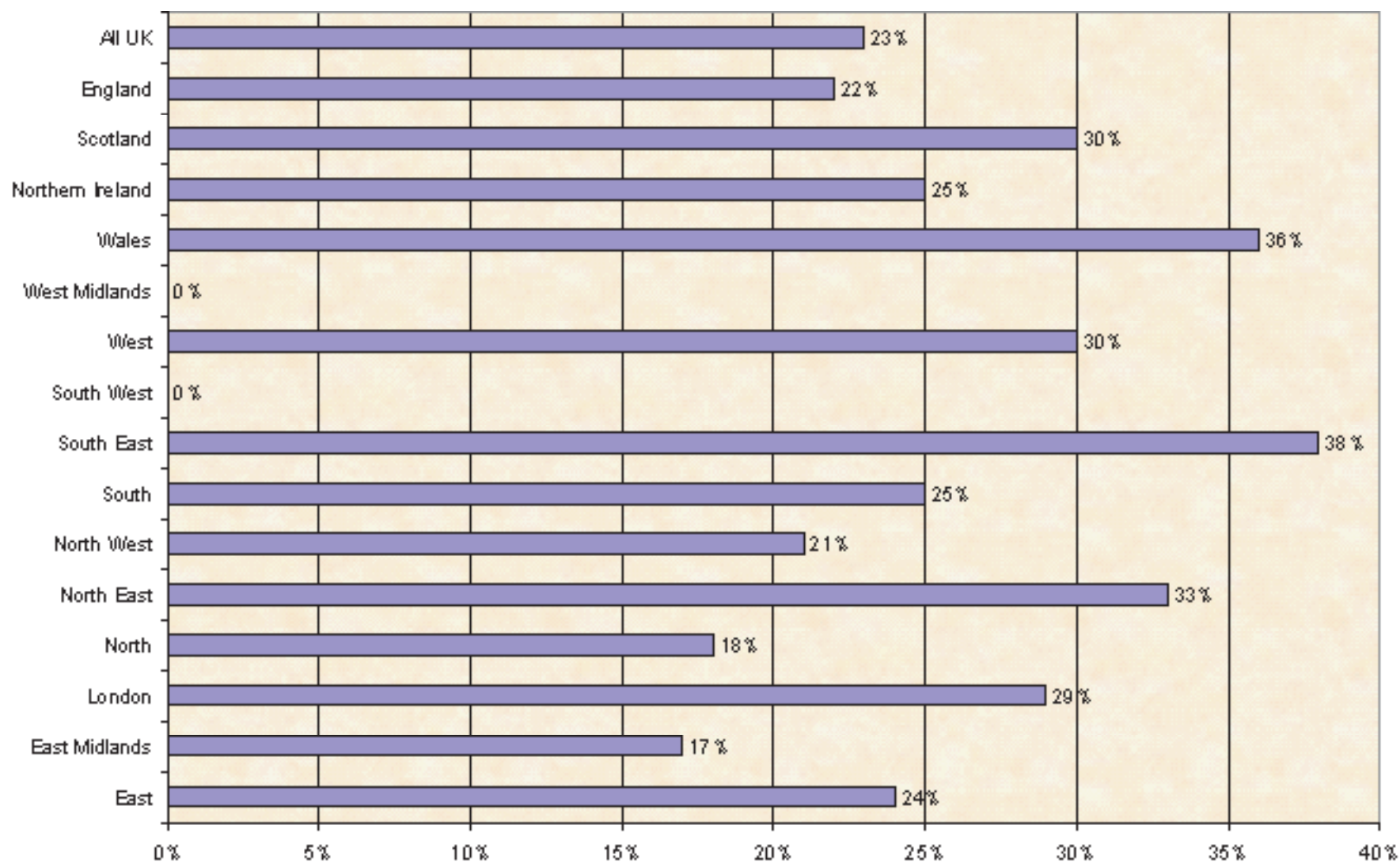
**= Sample too small (just one hospital)**  
 Note: Three hospitals have both drop-in and appointment systems; one has a drop-in centre but appointments are needed.

## Appendix 8

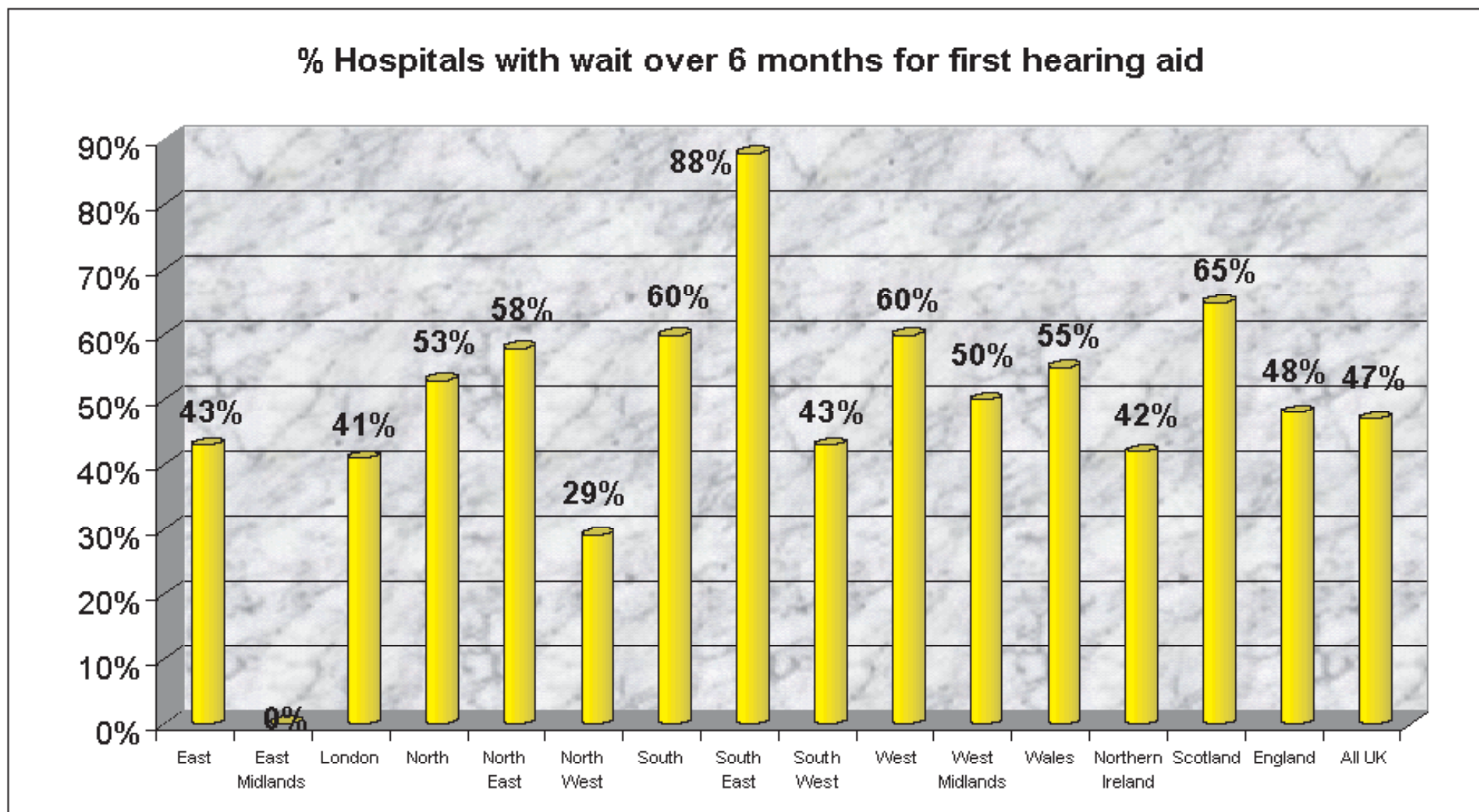
Table, Can the process [of getting a hearing aid] be speeded up? (Hospital responses)									
	No, it can't	If aged over 90	If aged over 95	If patient blind	If GP says its urgent	Patients who are terminally ill	Patients with disabilities	Other	Respondents
England	76	8	3	31	23	23	8	22	194
Wales	1	2		1	4			2	10
Scotland	15	0	0	2	7	1	0	0	25
Northern Ireland	8	0	0	0	3	0	0	0	11
UK	100	10	3	34	37	24	8	24	240
UK %	42	4	1	14	15	10	3	10	

## Appendix 9

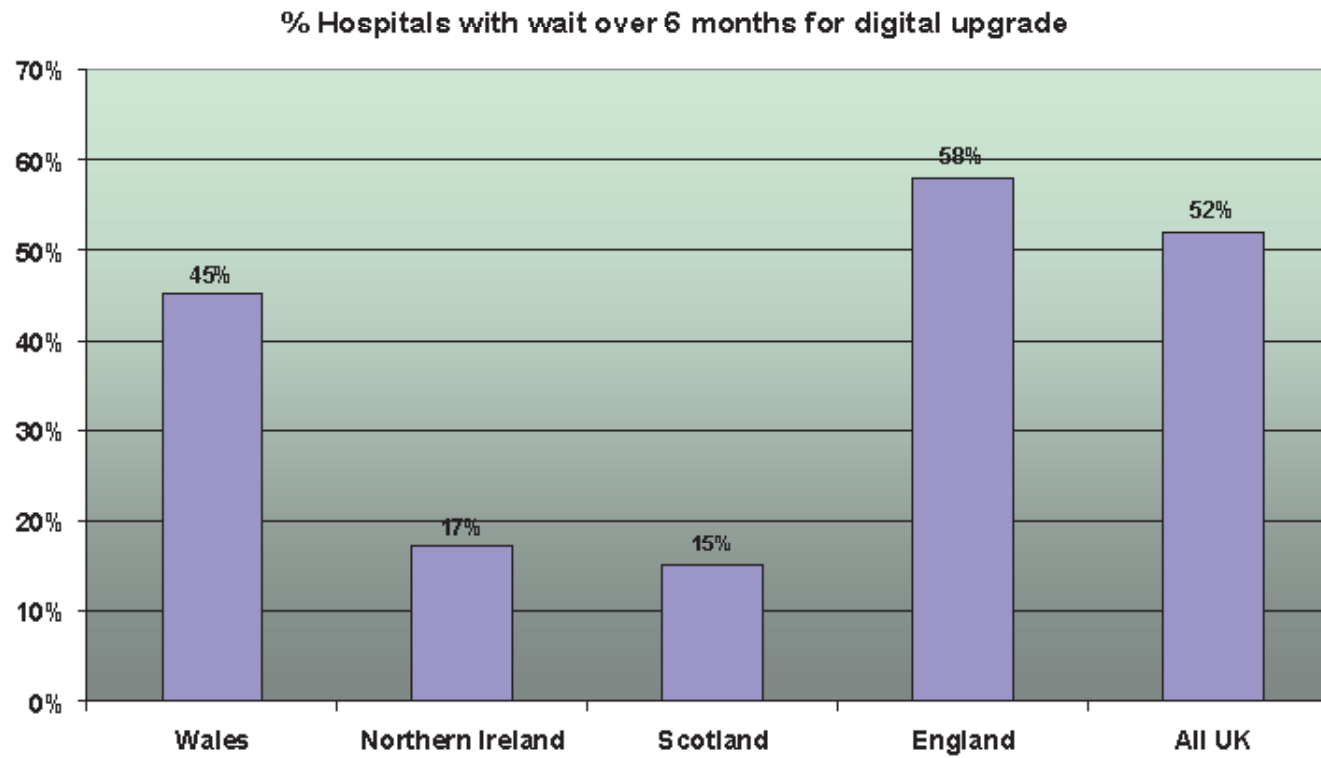
**% of hospitals reporting increase in wait for first hearing aid**



## Appendix 10

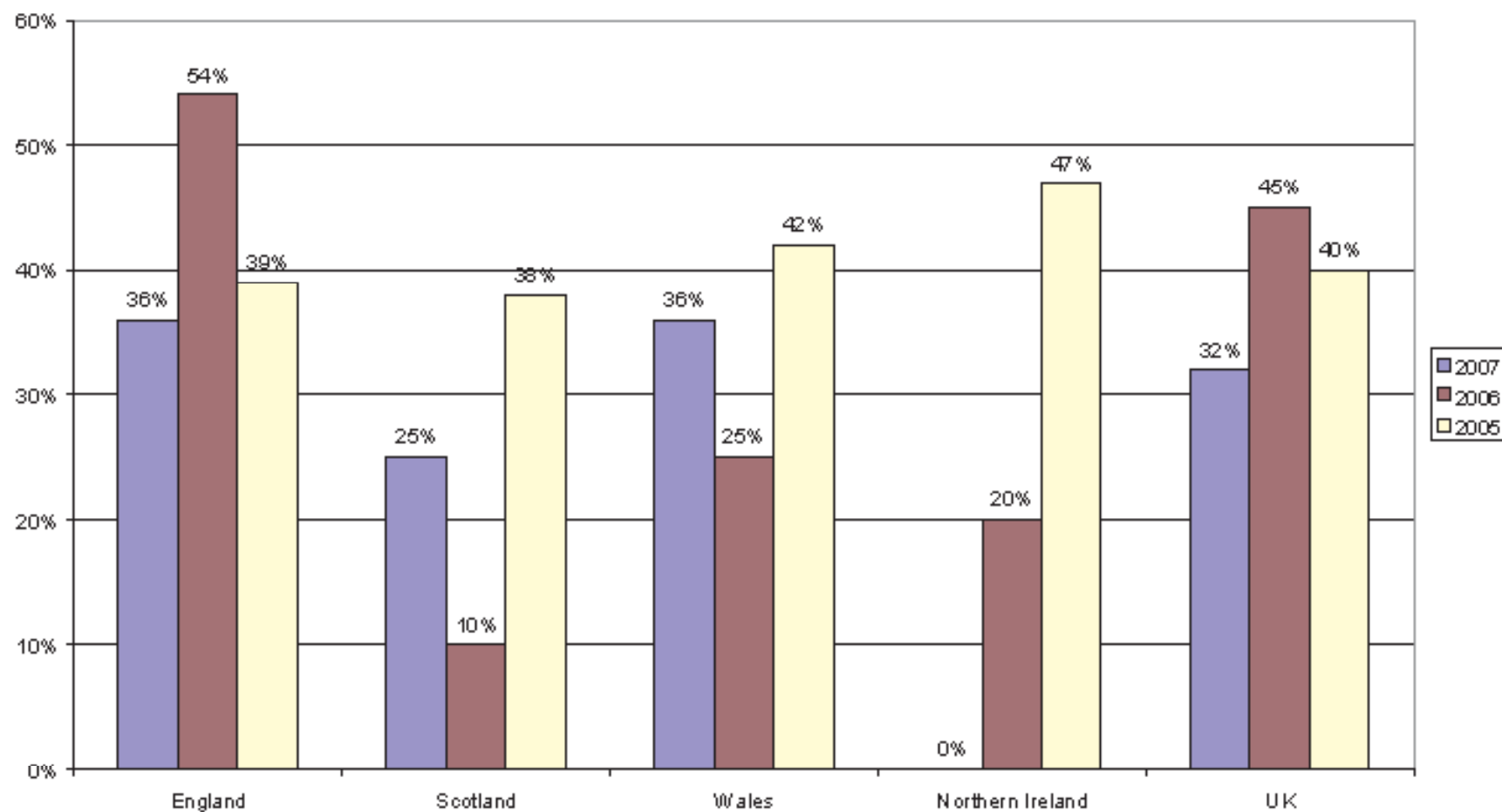


## Appendix 11



## Appendix 12

Chart % Hospitals exceeding UK average wait for first hearing aid



# Appendix 13

