



## **RE: Community Audiology and Hearing Support - Important information regarding changes to hearing service provision**

East Sussex Healthcare Trust (ESHT) in conjunction with NHS Sussex Integrated Care Board (ICB) would like to inform you of some changes regarding the local NHS Community Audiology and hearing aids Service.

### **What are the changes?**

NHS Sussex Integrated Care Board (ICB) have revised their model of provision for community Audiology. Therefore, ESHT is no longer a provider of NHS community audiology services. We will therefore cease all new provision from 01 April 2026, relating to hearing assessments, hearing aid provision, maintenance, and supplies for age-related hearing loss. ESHT will therefore no longer provide your care and it will now be provided by a community-based provider.

### **How does this impact me?**

Ensuring access to the most effective audiology care remains a priority for the ICB (who commission this care from providers). Therefore, your care will be transferred to an alternative accredited NHS Provider who will be able to continue your audiology care; you will have the choice of which provider you wish your care to be transferred to. Please note, there is no need for you to contact your GP; we can facilitate your transfer directly.

### **What do I need to do?**

To ensure a smooth transition of your care, you need to contact one of the below alternative Audiology Service Providers directly and we urge you to do this as soon as possible. Please do not contact your GP.

Please be ready to:

- share your NHS number with your chosen provider and
- confirm you are a former patient of ESHT, quoting your hospital number.

To avoid unnecessary travel, please do not visit a clinic location unless you have an appointment. Your new provider will arrange an assessment appointment for you.

Provider	Sites
<p><b>Scrivens</b></p> <p>General patient line: 0800 027 5102  Email: <a href="mailto:nhsregistrations@scrivens.com">nhsregistrations@scrivens.com</a></p>	<p><b>Bexhill on Sea:</b> Sidley Medical Centre, TN39 5HE  <b>Burgess Hill:</b> Burgess Hill Town Council Offices, RH15 9AS  <b>Crowborough:</b> Saxonbury House Medical GP, Croft Rd, TN6 1DL  <b>Eastbourne:</b> Ian Gow Memorial Health Centre, BN23 8BR, Seaside Medical Centre, BN22 8DR  <b>East Grinstead:</b> 71 London Rd  <b>Haywards Heath:</b> 114-116 South Rd  <b>Hove:</b> Wishpark Surgery, BN3 5JA  <b>Peacehaven:</b> 15 Meridian Centre, BN10 8BB  <b>Tonbridge:</b> 8 High St, TN9 1EJ</p>
<p><b>The Hearing People</b></p> <p>General patient line: 0800 023 8000  Email: <a href="mailto:nhs@thehearingpeople.co.uk">nhs@thehearingpeople.co.uk</a></p>	<p><b>Eastbourne:</b> Hillbrow Health and Well Being, 1 Denton Rd, BN20 7SS  <b>Hassocks:</b> Bridge House Station Approach East, BN6 8HN  <b>Hastings:</b> Station Plaza Health Centre, Station Approach, TN34 1NH  <b>Heathfield:</b> Heathfield Community Centre, Sheep Setting Lane, TN21 0XG  <b>Lewes:</b> Lewes Victoria Hospital, BN7 1PE  <b>Peacehaven:</b> Children &amp; Families Centre, Meridien Way, BN10 8NF  <b>Rye:</b> Hub on Rye Hill, Kiln Drive, TN31 7SQ</p>
<p><b>Specsavers</b></p> <p>General patient line: 0800 077 8692  Email: <a href="mailto:hearing.customerservice@specsavers.com">hearing.customerservice@specsavers.com</a></p>	<p><b>Haywards Heath:</b> John De Mierre House, Bridge House, RH16 1UA  <b>Bognor Regis:</b> 7 London Road, PO21 1PQ  <b>Bognor Regis:</b> Sainsbury's, Shripney Road, West Sussex, PO22 9FB  <b>Brighton:</b> 49 North Street, BN1 1RH  <b>Brighton:</b> 142-143 London Road, BN1 4JH  <b>Burgess Hill:</b> 37-39 Church Road, RH15 9BB  <b>Chichester:</b> 65 East Street, Chichester, PO19 1HL  <b>Crawley:</b> Unit 4, 26 The Martletts, RH10 1ES  <b>Crowborough:</b> Regent House, TN6 2QA  <b>East Grinstead:</b> 74-76 London Road, RH19 1AB  <b>Eastbourne:</b> 8B Arndale Centre, Terminus Road, BN21 3QP  <b>Hailsham:</b> 16 The Quintins, BN27 1DP  <b>Horsham:</b> 2 Worthing Road, RH12 1SL  <b>Hove:</b> 84 George Street, BN3 3YE  <b>Lewes:</b> 218 High Street, BN7 2AF  <b>Portslade:</b> 58-59 Boundary Road, BN3 5TD  <b>Rustington:</b> 136-138 The Street, BN16 3DN  <b>Rustington:</b> Sainsburys, Rustington Retail Park, New Road Unit C, Littlehampton BN16 3RT  <b>Seaford:</b> 34 Broad Street, BN25 1NF  <b>Seaford:</b> Seaford Ageless, Shepway Parade, 2 Broad Street, BN25 1LZ</p>

	<b>Lewes:</b> The Open Door, Church Twitten, BN7 2LU <b>Uckfield:</b> 100 High Street, TN22 1PX <b>Worthing:</b> 61/63 Montague Street, BN11 3BN
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Please be assured that we are working closely with NHS Sussex ICB to ensure your hearing needs continue to be met. However, if you have any concerns, please do not hesitate to contact NHS Sussex ICB by email at [sxibc.contactus-acute-services@nhs.net](mailto:sxibc.contactus-acute-services@nhs.net) or by phone on 0300 140 9854 (Monday to Friday, 9am to 1pm).

On behalf of the ESHT I wish you well with your future care.

Yours sincerely,

Audiology Services  
East Sussex Healthcare NHS Trust