

21<sup>st</sup> February 2025

Eastbourne District General Hospital

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## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

- 1) **Does your NHS Adult Hearing service receive any Non-NHS revenue either directly from patients, in commission or in products or discount from manufactures, third party sellers online or otherwise? For the avoidance of doubt this should include hearing aids or devices, Bluetooth enable devices, TV streamers, hearing aid remote controls or any other peripherals. If yes, then please list volumes/values per annum or if this is not available, then please provide the budgeted value in your trusts financial forecast for years 2023/24 and if available 2024/25.**

Financial Year 2023/24

£40,835

Financial Year 2024/25 - Apr 2024 – Jan 2025

£35,430

- 2) **Do any of the professional audiologists delivering NHS services on behalf of the Trust work in private practice? If yes, have they declared to the Trust that this is a potential conflict of interest?**

None of the Trust's audiologists undertake private practice. Therefore, no declarations of potential conflict of interest have been received.

- 3) **Have you received any patient, customer or service user complaints that mention the purchase or supply of any of the following? Hearing aids or devices, Bluetooth enabled devices, TV streamers, hearing aid remote controls or any other peripherals. If yes, please list the number and nature of the complaint/complaints.**

Clarification was sought with regard to the time period this refers to and confirmation was received that you require the following:

With regards to Q3 - We are looking for current information covering the last 2 years.

The Trust have received one complaint between 1<sup>st</sup> February 2023 to 31<sup>st</sup> January 2025 in relation to hearing aids which was due to problems receiving the next stage hearing aids.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)