

York Hospital Audiology Department – charges for lost or damaged hearing aids

You have been issued a Bone Anchored Hearing Aid from the NHS which is on loan and is yours to use for as long as you need it. It is your responsibility to take good care of it but if it is lost or damaged through neglect then there will be a charge from the NHS prior to it being replaced.

The charge will be £1000 for each bone anchored hearing aid.

The charge is for the lost or damaged device as it still remains the property of the NHS.

You may chose to obtain insurance to help with costs but you can not insure the aid itself due to it being NHS property. However you may be able to insure against being charged for its loss.

You do have the right to appeal against the charge and this must be done in writing to the Head of Audiology or verbally via the PALS office. They will record the reason for appeal and e-mail this information to the Head of Audiology.