Ashford and
St. Peter's Hospitals
NHS Foundation Trust

Audiology Department
Telephone: 01784 884156
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Lost and Damaged Hearing Aid Form

This form is for people who have had hearing aid(s) provided by Ashford & St Peter's Audiology Department but one or both aids is lost or physically damaged. It is to provide details to enable us to replace the aid(s).

This is for loss or damage of the hearing aid, which is the part that contains the battery, and not if it is the earmould or tube only that is lost or damaged.

Please download and complete this form and then email it to us.

Details of person whose aid(s) is lost

Full name	
Date of birth	
Address	
Contact phone number(s)	
Email address*	

If you are completing this on behalf of someone else please provide your name and relationship to them.

* by supplying this you are consenting for us to contact you by email regarding this enquiry

Details of the lost or damaged aid(s)

Which hearing aid is lost or damaged?

How was the aid lost or damaged? Please include where it was lost if known.

Lost aid charge

There may be a charge for the lost aid(s).
This is not made in case that the person whose aid is lost is:
Registered blind, has a diagnosis of dementia, receives Universal credit, Council Tax Benefit, Unemployment Benefit, Pension Credit, Income Support, Housing Benefit, Jobseekers Allowance, Employment & Support Allowance or has an NHS Tax Credit Exemption Card. (Personal Independence Payment, Disability Living Allowance and Attendance Allowance are not included), or if the aid was stolen (crime reference number required) or was lost in hospital or care home.

Do you believe you may be exempt from charge?

If you believe you are exempt please indicate the reason. If due to being in receipt of the benefits listed, or the aid was stolen please email proof of this with this form.

Declaration

I declare the above information is correct to my knowledge and I understand there may be a charge for the lost or damaged aid(s). I am aware I can appeal to the Patient Advice team against this charge. Any charge will need to be paid before a replacement aid is issued. I understand if the aid is subsequently found prior to the new aid being provided a refund can be arranged, however no refund can be provided if the aid is found after the replacement has been supplied.

If you have earmoulds a new impression may be needed to be taken prior to replacement of the aid if no scan is available. You will be sent an appointment if this is the case. Your ear(s) will need to be clear from wax for this to be done. This form will be reviewed and a member of the team will contact you to advise you of the next steps. This can take up to 3 working days.

Name:

Date: