

**Date Received:** 18/08/06

**Date Completed:** 18/09/06

**Detail of request:**

1. the average waiting time for a digital hearing aid to be fitted in patients requiring their first hearing aid in the 2004/05 and 2005/06 periods
2. the average waiting time for a digital hearing aid to be fitted in patients requiring reassessment in the 2004/05 and 2005/06 periods
3. the current waiting time for a digital hearing aid to be fitted to patients requiring their first hearing aid
4. the current waiting time for a digital hearing aid to be fitted in patients requiring reassessment

**Detail of response:**

I have been informed that there is only one waiting list, which includes patients requiring their first hearing aid and patients requiring reassessment.

As such, the same answer is applicable for two questions. However, for your ease I will list answers in accordance with the numbering of your original questions.

1. In 2004/05 the average waiting time was twelve months, and in 2005/06 it was two years. Our treatment of patients follows the guidelines set by MHAS in 2002/03, as to how the patient journey should proceed and time slots for each part of the journey.
2. As above.
3. With the introduction of digital technology our waiting list has increased, as more patients are considering hearing aids than before, and existing analogue users are returning to be fitted with a digital hearing aid. As such the current waiting time is two years and five months.
4. As above.

**Additional information:**

Details of complaints procedure and Section 50 decision notice provided.