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Date: 13 October 2023
Our ref: K: FOI/Ref: 2023-000366
Email: nss.pcf-foi@nhs.scot

Freedom of Information Reference: FOI-2023-000366 – Hearing Aids policies

I refer to your freedom of information request that we received on 04 October 2023 requesting the following information.

I wish to make a freedom of information request as follows:

For information and documents relating to any policy, procedure or decision making guidance held by NHS Scotland and/or NHS Forth Valley about the prescribing of hearing aids.

In particular, I am looking for information and documents relating to how Contralateral Routing of Signals (known as "CROS") hearing aids are prescribed by NHS Scotland and/or NHS Forth Valley.

I am looking to find out whether there is a policy, procedure or decision making guide held by NHS Scotland and/or NHS Forth Valley about the level of hearing loss a person needs to have (for example, moderate, severe, profound hearing loss) in order to be prescribed a CROS hearing aid.

I can receive this information electronically or in hard copy.

I can advise you that we have now completed the search of our records and can provide you with the following information:

Under Section 17 of the Freedom of Information Scotland Act, 2002 an organisation does not have to provide the requested information if it does not hold that information. NHS National Services Scotland (NSS) cannot provide details around the policies or decision-making guidance on the prescribing of hearing aids. NSS currently manage the national framework for NP615 Audiological Devices which is due to expire in May 2024 and is currently in the process of being renewed. NHS Scotland manages this on behalf of the health board however does not hold or provide documents on the decision making in order to be prescribed a CROS hearing aid, this will be undertaken by each Health Board. If you wish to contact Forth Valley this can be done using the following email - fv.freedomofinformation@nhs.scot

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.



Headquarters

Gyle Square, 1 South Gyle Crescent, EDINBURGH EH12 9EB

Chairperson Keith Redpath
Chief Executive Mary Morgan

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the

Head of Information and Cyber Security
Digital and Security
NHS National Services Scotland
Headquarters
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

or at the email address nss.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely

