

Freedom of Information request 121-19

Request

The information I request relates to the ability of your Board to deliver timely services in providing hearing tests and in the fitting of hearing aids. In particular, I ask that you provide me with :

- In terms of the fitting of hearing aids, what is your Board's waiting time target for the fitting of hearing aids from the point of referral being made for a hearing aid fitting as at January 2019
- In terms of hearing tests, what is your Board's average actual waiting time performance in the provision of hearing tests from the point of referral being made for a hearing test as at January 2019
- In terms of the fitting of hearing aids, what s your Board's average actual waiting time performance in the fitting of hearing aids from the point of referral being made for a hearing aid fitting as at January 2019

Response

1. The current waiting time for a fitting of hearing aid from referral is around 6 weeks.
2. The current waiting time for a hearing test is around 9 weeks from referral.
3. Performance for fitting of hearing aids is recorded in the 18 Week Referral to Treatment (RTT) targets, which include patient journeys that do not involve fitting of hearing aids. The performance for Audiology in January 2019 was 94.5%.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **121-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.