

## Freedom of Information request 495-23

---

### Request

Please can you provide me with the following information in relation to adult hearing loss services provided by NHS Borders:

1. How many adults are currently waiting for a new patient, first appointment for assessment and treatment of hearing loss?
2. How many adult patients are currently waiting for a follow-up or aftercare appointment for assessment and treatment of hearing loss?
3. How many adult patients are overdue for a follow-up or aftercare appointment for hearing loss services?
4. What is the current average and longest waiting time for a new patient first appointment for assessment and treatment of hearing loss?
  - a. If possible, please provide an aged profile of the waiting list by number of weeks waiting.
5. What is the current average and longest waiting time for a follow-up or aftercare appointment for assessment and treatment of hearing loss?
  - a. If possible, please provide an aged profile of the follow-up and aftercare waits list by number of weeks waiting)
6. How many adults are currently waiting for an appointment for ear wax removal?
7. What is the current average and longest waiting time for a new patient referral for ear wax removal?
  - a. If possible, please provide an aged profile of ear wax removal wait list by number of weeks waiting)

Please provide the information in a word document.

### Response

1. As at 30<sup>th</sup> June 2023 there are 396 adult patients waiting to be seen for their first appointment.
2. As at 30<sup>th</sup> June 2023 there are 568 adult patients waiting to be seen for a reassessment.
3. As at 30<sup>th</sup> June 2023 there are 542 adult patients who are overdue for a reassessment appointment.
4. The longest wait as at 30<sup>th</sup> June 2023 for new patients is 21 weeks the average wait is 19 weeks.
  - a. This information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.
5. The longest wait as at 30<sup>th</sup> June 2023 for reassessment patients is 29 weeks the average wait is 19 weeks
  - a. This information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.

6. This information is not held electronically. The data may be held in a patient's record, but to extract this data would require a manual trawl of all patient records and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the Freedom of Information (Scotland) Act 2002 and under Section 12 we are not required to provide.
7. This information is not held electronically. The data may be held in a patient's record, but to extract this data would require a manual trawl of all patient records and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the Freedom of Information (Scotland) Act 2002 and under Section 12 we are not required to provide.

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](mailto: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 **495-23** 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.