

know I am a bit late in responding to the document.. I just wanted to let you know that I strongly support all the suggestions in the document.

I lost my hearing sudddenly 2 years ago, so the experiences of ENT & audiology are still fresh in my mind. The sooner that these standards are implemented the better - but it will only benefit the patients if ALL the staff involved are properly trained & monitored.. Having worked in the Health Service, I am well aware of the pressures on time & resouces & hope this does not become another box ticking exercise.

Emphasis must be put on appropriate communication with patient & on ensuring that patients are given an appointment soon after the fitting of 1st hearing aids to make sure thay are ok & working properly. It took me over 12 months to get my aids set up correctly. Requests for appointments were sometimes met with awkwardness from reception staff - the face of audiology.

These proposals can only do good

Good luck