

CONSULTATION: Draft Quality Standards for Adult Hearing Rehabilitation Services

As a hearing aid user I welcome enhancement of the Audiology Service. I would like to emphasise two points – one contained in the guidelines, and one not contained in the guidelines.

1. Feedback from hearing aid users (comments and questions) should be sought about 2/3 months after fitting. All sorts of issues arise with use. Could the internet now be used for this sort of thing? (Either e-mail requests for views or Web Site based communication with local audiology unit?). This is implicit in the guidelines.
2. No mention is made of when patients/ users are to be designated as “disabled”. I sense that audiology units may not want to engage with this issue. Yet from parking to job issues this is now of potentially great importance to users. Should not the guidelines address this issue?

Sincerely, Alexander Dow.