

## Issue for consideration of Priorities Panel

*For official use only:*

Issue ID Number: **018**

Date received by Operational Director  
**10/11/2009**

Date to Priorities Panel  
**26/11/2009**

*Office use:*

Name:  
(JJ, RA, KT, All)

Date completed and initials:

<b>Date of referral to LINK</b>	10/11/2009
<b>Date issue arose</b>	Unspecified – but current issue
<b>Title (Headline / short title of issue)</b>	Hearing aid replacement – differences in East and West Kent
<b>Nature of interest / standing of person in relation to issue:</b>	
Recipient of service <input type="checkbox"/> Family <input type="checkbox"/> Friend <input type="checkbox"/> Advocate/Campaigner <input type="checkbox"/> Other <input checked="" type="checkbox"/>	
If other, please state what their standing is in relation to the issue:	
<b>Is the person raising the issue a:</b>	
LINK participant?	<input checked="" type="checkbox"/>
Member of the public?	<input type="checkbox"/>
Priorities Panel Member?	<input type="checkbox"/>
Governor Group Member	<input type="checkbox"/>
LINK Development Worker	<input type="checkbox"/>
Part of an organisation	<input checked="" type="checkbox"/>
LINK Authorised Visitor	<input type="checkbox"/>

<p style="text-align: center;">LINK Authorised Representative <input type="checkbox"/></p> <p style="text-align: center;">KMN other <input type="checkbox"/></p>	
<b>If raising issue on behalf of an organisation, state name and brief details of what they do</b>	Hi Kent, Maidstone. Charitable organisation that provides services and equipment for people with a hearing loss.
<b>Summarise issue (no more than 100 words). If necessary, a more detailed account may be included below with additional pages attached if necessary</b>	Hi Kent has experience of differences with the way that people whose hearing aid fails are dealt with in East and West Kent. In East Kent, Hi Kent is able to refer such clients directly to the Audiology Department, whereas in West Kent Hi Kent have to refer their clients back to their GP for referral to the Audiology Department. The consequence is that people in West Kent wait longer without a functional hearing aid than those in East Kent – upwards of six weeks in some cases, particularly where the patient's GP has a long wait for non urgent appointments.
<b>Please use this space to give a detailed account of the issue to be raised with the Priorities Panel. (NB: Form will expand to accommodate additional text – other documentation can be appended, as necessary)</b>	
N/A	
Is the issue currently under investigation, via a complaint or inquiry or being dealt with by somebody else (this includes being part of a wider campaign on the issue)?	
<p>Yes <input type="checkbox"/> <span style="margin-left: 200px;">No <input checked="" type="checkbox"/></span></p>	
<b>If yes, give details of actions already taken including contact details of others dealing with the issue:</b>	
<b>Is there a timescale / deadline / circumstance affecting this issue which may mean the LINK will have to act quickly, eg closure of a unit, change of</b>	

<b>service, a particular urgency?</b>	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If yes, what is that circumstance and what is the timescale by which action has to be taken?	
<b>What expectation does the person raising the issue have of the LINK, ie what does that person want the LINK to do/what action does it want it to take?</b>	
Ensure parity of service between East and West Kent to ensure minimal delay in people being without a hearing aid.	
<b>What would be a good outcome from the perspective of the person raising the issue?</b>	
Parity between East and West Kent and minimal delay in repairing hearing aids.	
<b>What evidence does the person raising the issue have to support the case they are putting for the LINK to take action? List or attach evidence and sources, if available.</b>	
The Charity has wide experience within Kent of this practice.	
<b>How widely does this issue affect other people?</b>	
All hearing users in West Kent	
<b>In what ways are other people affected by this issue.</b>	
Lack of function relating to loss of hearing while aid is broken.	
<b>Signed:</b> Graham Hills	<b>Date:</b> 18 November 2009

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[www.thekentlink.co.uk](http://www.thekentlink.co.uk)

**ID 018: Hearing aid repairs and replacements**



a LOCAL INVOLVEMENT NETWORK

No	Recommended action	Tick	If additional information required, please specify	Additional comments, if any
1.	No further action			
2.	Watching brief			
3.	Letter to trust / social care calling for comment before taking any further			
4.	Urgent action as issue concerns patient / client safety			
5.	Further information required, please specify			
6.	Consult / survey participants to check level of interest / concern before proceeding to any other action			
7.	Start discussion on LINK website / through LINK Bulletin			
8.	Question to Citizen Jury			
9.	Topic for local meeting			
10.	Urgent unscheduled visit – specify purpose of visit in comments column			
11.	Refer to regulator, eg Care Quality Commission, Ofsted, Health and Safety Executive, Royal Colleges, etc –please specify			
12.	Potential to develop as possible LINK project			
13.	Any other recommended actions			