

# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Ref: FOI/2025/10480

Date Received: 29<sup>th</sup> January 2025

Response Due: 26<sup>th</sup> February 2025

Date: 26<sup>th</sup> February 2025

Dear Sir/Madam

With reference to your request for information received on 29<sup>th</sup> January 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do the information you have requested. A response to each part of your request is provided below.

In your request you asked:

- 1. Does your NHS Adult Hearing service receive any Non-NHS revenue either directly from patients, in commission or in products or discount from manufactures, third party sellers online or otherwise? For the avoidance of doubt this should include hearing aids or devices, Bluetooth enable devices, TV streamers, hearing aid remote controls or any other peripherals. If yes, then please list volumes/values per annum or if this is not available, then please provide the budgeted value in your trusts financial forecast for years 2023/24 and if available 2024/25.**

We no longer provide commercially available hearing aids or ALDs or perform medico – legal PTAs. We do however make custom made swim ear moulds upon request. The totals below are inclusive of any invoices raised and receipts for medico-legal PTAs, swim moulds and legacy hearing aid / ALD repairs. We did not have a budgeted value in the financial forecast.

- 2023/24 - £2,547
- 2024/25 \*up to December 2024 - £1,593

- 2. Do any of the professional audiologists delivering NHS services on behalf of the Trust work in private practice? If yes, have they declared to the Trust that this is a potential conflict of interest?**

We have a very small number of staff that work for other providers (both AQP and independent). This has been declared and there is no conflict of interest.

- 3. Have you received any patient, customer or service user complaints that mention the purchase or supply of any of the following? Hearing aids or devices, Bluetooth enabled**

**devices, TV streamers, hearing aid remote controls or any other peripherals. If yes, please list the number and nature of the complaint/complaints.**

We no longer supply TV streamers, hearing aid remote controls or any other peripherals. We have a small number of complaints that are handled and resolved swiftly. We have not had any formal complaints in the time frame mentioned.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner  
Chief Finance Officer

**PLEASE NOTE:**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111