

Date 25/09/2025
Your Ref
Our Ref 10476

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – AUDIOLOGY WAITS

I write in response to your request for information in relation to audiology waiting times.

Question:

- Under the Freedom of Information (Scotland) Act 2002, I request the following information held by your NHS Board:
For the past 12 months, please provide the **shortest**, **longest**, and **average** waiting times (in days) for **audiology appointments**, each split by **new** and **review** appointments, for the following patient groups:
 - Pre-school children
 - School-age children
 - Adults

Answer:

Pre-School	New Patient	Return Patient
2024		
Aug	91	276
Sep	258	317
Oct	375	321
Nov	474	342
Dec	450	261
2025		
Jan	225	338
Feb	394	286
Mar	307	176
Apr	236	181
May	142	99
Jun	212	229
Jul	456	331
Total	331	254

School Age	New Patient	Return Patient
2024		
Aug	105	493
Sep	294	481
Oct	408	419
Nov	460	451
Dec	401	357
2025		
Jan	368	438
Feb	378	481
Mar	464	372
Apr	297	451
May	235	369
Jun	374	392
Jul	502	604
Total	370	444

Headquarters
Mainpoint
102 West Port
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE
Chief Executive Professor Caroline Hiscox
Lothian NHS Board is the common name of Lothian Health Board

Adult

Month	Average wait (days) New appointment	Average wait (days) Review appointment
July 2025	287	47
June 2025	292	45
May 2025	279	42
April 2025	292	43
March 2025	297	42
February 2025	283	42
January 2025	303	43
December 2024	297	80
November 2024	296	84
October 2024	292	84
September 2024	295	84
August 2024	297	84

Please note:

1. New is defined as patients entering Adult Audiology for the first time.
2. From January 2025, PIFU was introduced for review appointments.

We have started to take the approach of not providing shortest and longest as this is patient identifiable. Since we do not have their consent to release this data from their records, the information is exempt under section 38(1)(b) of the Freedom of Information (Scotland) Act i.e. to provide it would breach the Data Protection Act (2018).

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive