

Date 09/12/2025  
Your Ref  
Our Ref 10833

Enquiries to Richard Mutch  
Extension 35687  
Direct Line 0131 465 5687  
[loth.freedomofinformation@nhs.scot](mailto:loth.freedomofinformation@nhs.scot)  
[richard.mutch@nhs.scot](mailto:richard.mutch@nhs.scot)

Dear

## FREEDOM OF INFORMATION – ADULT AUDIOLOGY

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

Question:

### Workforce

1. The following sub-questions refer to qualified/registered audiologists in your department (please include audiologists and clinical scientists that provide audiological services):
  - a) How many audiologists do you have in headcount?
  - b) How many audiologists do you have in full time equivalents (FTE)?
  - c) How many FTE job vacancies do you have for qualified audiologists/registered audiologists?

Answer:

a.	17 + 1 Hearing Therapist
b.	13.62 + 0.68
c.	4

Question:

### Services

2. What % of patients referred to **adult audiology services for a hearing assessment** are referred
  - a) from ENT
  - b) directly from their GP -

Answer:

a.	4,419
b.	3,438 2,927 self-referrals for reassessments.

Question:

3. How many adult hearing assessments were performed in 2024/25?

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*

Answer:

10,784

Question:

4. How many adults were fitted with hearing aids in 2024/25? And how many were new patients?

Answer:

a.	6,392
b.	Unable to determine how many were new

Question:

5. What is the average time a patient waits to receive their hearing aid(s) after referral from their GP?

Answer:

Patients wait on average 42 weeks for a hearing assessment and then 11 weeks for a hearing aid(s) appointment. Therefore a total of 53 weeks.

Question:

6. What is the local bilateral fitting rate? (please just state the percentage – i.e. an explanation is not required).

Answer:

Unable to determine bilateral fitting as most patients are bilateral.

Question:

7. After fitting a hearing aid, what are the average wait times for a follow up appointment?

Answer:

Patients are provided with a PIFU (patient initiated follow up) 12 weeks after.

Question:

8. How often are patients offered a reassessment? (i.e., how many years after they are fitted are patients recalled for a routine hearing assessment to check their hearing and whether hearing aids need reviewing/replacing)

Answer:

a.	3-5 years (following the NICE guidelines)
b.	We do not automatically list people for reassessment immediately after they are fitted with their hearing aids.

Question:

9. How are follow up care and reassessments delivered e.g., structured and requested from the audiology department or left to patient-initiated follow-up (PIFU)?

Answer:

Follow up care – PIFU 12 weeks. Patients with severe-profound hearing loss, complex needs, dementia, adults with learning difficulties, stroke and paediatric transition are not on PIFU and are seen 6-8 weeks after hearing aid issue.

Reassessment – Face to face after self referral (58 week wait on average).

Question:

10. Please list all locations that provide adult hearing services in your health board area and what services are provided at each location.

Answer:

- a. Lauriston Building
  - i. Routine Adult Audiometry
  - ii. Hearing aid issue
  - iii. Hearing Aid servicing / Repairs
  - iv. Adult Audiology Service (Specialist) – Complex Adults and Profound HL
  - v. Bone Anchored and Middle Ear Implant Hearing Aid Service
  - vi. Tinnitus
  - vii. Balance
  - viii. Electrophysiology
  - ix. Paediatric Transition
- b. St John's Hospital
  - x. Routine Adult Audiometry
  - xi. Hearing aid issue
  - xii. Hearing Aid servicing / Repairs
  - xiii. Adult Audiology Service (Specialist) – Complex Adults and Profound HL
  - xiv. Tinnitus
  - xv. Balance
  - xvi. Paediatric Transition
- c. East Lothian Community Hospital
  - xvii. Routine Adult Audiometry
  - xviii. Hearing aid issue
  - xix. Hearing Aid servicing / Repairs
  - xx. Tinnitus
- d. Mid-Lothian Community Hospital
  - xxi. Hearing Aid servicing / Repairs

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](http://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