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Date 12/12/2025
Your Ref
Our Ref 10859

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

Dear

FREEDOM OF INFORMATION – HEARING LOSS

I write in response to your request for information in relation to hearing loss.

Question:

1. How many adults are currently waiting for a new patient, first appointment for assessment and treatment of hearing loss?

Answer:

4,956

Question:

2. How many adult patients are currently waiting for a follow-up or aftercare appointment for assessment and treatment of hearing loss?

Answer:

37 for Audiology Return. PIFU – more than 250
0 on list for HA servicing

Question:

3. How many adult patients are overdue for a follow-up or aftercare appointment for hearing loss services?

Answer:

0 – All Audiology return occur within their allocated wait time of 12 weeks or PIFU.

Question:

4. What is the current average and longest waiting time for a new patient first appointment for assessment and treatment of hearing loss?
 - If possible please provide an aged profile of the waiting list by number of weeks waiting.

Answer:

Average 42 weeks, Longest is between 40 and 45 weeks.

Question:

5. What is the current average and longest waiting time for a follow-up or aftercare appointment for assessment and treatment of hearing loss?
 - If possible please provide an aged profile of the follow-up and aftercare waits list by number of weeks waiting)

Answer:

Audiology return average 3 weeks if not PIFU Longest is between 3 and 5 weeks
Audiology HA servicing average 3 weeks, Longest between 3 and 5 weeks.

Question:

6. How many adults are currently waiting for an appointment for ear wax removal?
7. What is the current average and longest waiting time for a new patient referral for ear wax removal?
 - If possible please provide an aged profile of ear wax removal wait list by number of weeks waiting)

Answer:

I am advised that this information is not held in a centrally extractable format.

Under the Freedom of Information Act NHS Lothian is not required to create new records to enable it to respond to your enquiry. This information is not collated or held in aggregate form and it would be necessary to review all case files relating to patients over the period you have requested to assemble the information you seek. Even if NHS Lothian did this – and there would be significant cost implications in doing so – it would be unable to respond in full to your request. The information requested is therefore exempt under section 12.1 – Cost.

See also - [Microsoft Word - 10596-Ear wax removal service - FOI September 2025 - 10596](#)

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.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive