



**East London**  
NHS Foundation Trust  
**Information Governance**  
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30 May 2024

**Our reference: FOI DA5387**

I am responding to your request for information received 13 May 2024. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:** I am writing with a Freedom of Information request regarding the provision and delivery of audiology services within your trust. To better understand how your trust deals with audiology services, please clarify whether your Community Trust provides these services:

**Question 1:** In-house (i.e. delivered in your NHS Community Trust or provided by another NHS organisation)

**Answer:** The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*  
*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
*(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide audiology services. The Trust is therefore unable to provide a response.

**Question 2:** Outsources (i.e. delivered by an independent provider in their care setting)

**Answer:** The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*  
*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
*(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not outsource audiology services. The Trust is therefore unable to provide a response.

**Question 3:** Insources (i.e. delivered by an independent provider in your care setting)

**Answer:** The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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*(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not insource audiology services. The Trust is therefore unable to provide a response.

**Additionally, please provide the following data for your Community Trust and for each financial year 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24:**

**Hearing assessments**

**Question 4:** How many patients had a hearing assessment within the following settings and what was the total spending in £ on treating these patients



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(where possible please could you give the data per independent provider contracted):

- a. In-house
- b. Outsourced
- c. Insourced

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*  
*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
*(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide hearing assessments nor does it outsource or insource such services. The Trust is therefore unable to provide a response.

### Hearing aid fittings

**Question 5: How many patients had a hearing aid fitting assessment within the following settings and what was the total spending in £ on treating these patients (where possible please could you give the data per independent provider contracted):**

- a. In-house
- b. Outsourced
- c. Insourced

Answer: The Trust has reviewed question 5 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
*(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide hearing aid fittings nor does it outsource or insource such services. The Trust is therefore unable to provide a response.

### Hearing aid aftercare

**Question 6: How many patients had hearing aid aftercare performed within the following settings and what was the total spending in £ on treating these patients (where possible please could you give the data per independent provider contracted):**

- a. In-house
- b. Outsourced
- c. Insourced



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Answer: The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:  
*Any person making a request for information to a public authority is entitled—*  
*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
*(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide hearing aid aftercare nor does it outsource or insource such services. The Trust is therefore unable to provide a response.

## Hearing aid devices

**Question 7: How many hearing aid devices were delivered to patients within the following settings and what was the total spend £ on hearing aid devices for these patients in (where possible please could you give the data per independent provider contracted):**

- a. In-house**
- b. Outsourced**
- c. Insourced**

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:  
*Any person making a request for information to a public authority is entitled—*  
*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
*(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide hearing aids nor does it outsource or insource such services. The Trust is therefore unable to provide a response.

**Question 8: Could you please provide a copy of the service specification given to all bidders for when the contract for hearing aid services was last advertised?  
If any of the specific splits are not available, please provide total figures for the system and specify which main splits are recorded by your Trust (in-house / independent sector).**

Answer: The Trust has reviewed question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:  
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*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*  
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East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide hearing aid aftercare



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nor does it outsource or insource such services. The Trust is therefore unable to provide a response.



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