

**Freedom of Information Request**

**Ref: 25-136**

18 March 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the below.**

**NHS Adult Hearing – Private Practice & Non-NHS Revenue**

**The details I require are:**

**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.**

Non-NHS revenue for 2023/24 was £52k and is estimated at £33k for 2024/25.

**2. Do any of the professional audiologists delivering NHS services on behalf of the Trust work in private practice?**

Yes

**If yes, have they declared to the Trust that this is a potential conflict of interest?**

Yes

**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.**

**2023/24:** No

**2024/25 to date: No**

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**