

PATIENTS REQUIRING HEARING AID BATTERIES FOR

HEARING AIDS SUPPLIED BY EXPRESS DIAGNOSTICS

We are going to be suggesting the four options below to patients that require hearing aid batteries for their hearing aids that have been issued by Express Diagnostics:-

1. Patient visits Express Diagnostics, Tamar Science Park with their brown 'National Health Service, Hearing Aid & Battery Issuing Record Book' Ref:BEA.1. They will be issued 2 packs of batteries.
2. Patient visits their GP practice. They enclose their brown 'National Health Service, Hearing Aid & Battery Issuing Record Book' Ref:BEA.1 in an envelope addressed to **Express Diagnostics** with **Sender: 'Patients GP Practice'** written on the back of the envelope. The patient will ask the surgery to send this via the internal PCT courier. Upon receipt at Express Diagnostics, the patient will be issued with 2 packs of batteries which will be sent back to the patients surgery with their brown book in an envelope marked for the Patients attention via the internal PCT courier. The patient can then collect their batteries from their surgery. We anticipate the batteries being back at the GPs surgery 10 working days after they were originally requested.
3. Patient sends their brown 'National Health Service, Hearing Aid & Battery Issuing Record Book' Ref:BEA.1 in an envelope to **Express Diagnostics, Hearing Aid Batteries, Tamar Science Park, Derriford, Plymouth, Devon, PL6 8BU**. We ask that the patient supplies a 1st or 2nd class large letter stamp or 90p (1st class large letter) or 61p (2nd class large letter) for the return postage of their brown book and 2 packs of batteries. The patient will be issued with 2 packs of batteries which will be sent back to the patients address with their brown book in an envelope via Royal Mail 1st or 2nd class post.
4. Patient sends their brown 'National Health Service, Hearing Aid & Battery Issuing Record Book' Ref:BEA.1 in an envelope to **Express Diagnostics, Hearing Aid Batteries, Tamar Science Park, Derriford, Plymouth, Devon, PL6 8BU**. If the patient hasn't enclosed a method of return postage (stamp or monies) the patient will be issued with 2 packs of batteries which will be sent back to the patients surgery with their brown book in an envelope marked for the Patients attention via the internal PCT courier. The patient can then collect their batteries from their surgery. We anticipate the batteries being back at the GPs surgery 7 working days after they were originally requested.

We are going to be advising all new and existing audiology patients of the above options as of Monday 10th June. If any of our patients contact yourselves regarding hearing aid batteries we would greatly appreciate it if you could advise them of the above options or ask them to contact our Admin Team on 01752 720799 who will be able to discuss the above options with them.

Many thanks in advance for your assistance with this. If you have any questions or queries regarding the above please don't hesitate to contact myself or my colleague Kerri Mellor (kerri.mellor@expressdiagnostics.co.uk).