

COLEMAN STATEMENT ABOUT NHS PROVISION – January 2023

From 12th February we will sadly no longer be able to provide NHS hearing care provision.

This means that from this date we will be unable to provide you with batteries, minor repairs or replacement hearing aids.

We will still be able to see you for ear wax removal and privately for hearing aids if you would like.

To access a new age-related hearing loss provider, you don't need a referral from your GP and you can now self-refer to any of the following NHS service providers in central Norfolk (North Norfolk, South Norfolk and Norwich)

[Hear for Norfolk \(NDA\)](#)

Telephone: 01603 404440 Email: audiology@hearfornorfolk.org.uk

[Scrivens](#)

Telephone: 0800 027 4487 Email: customercare@scrivens.com

[Specsavers](#)

Contact form: [Contact Us | Specsavers UK](#)

[The Outside Clinic](#) (for domiciliary care only)

Telephone: 0800 954 9093 Email: hearing.outsideclinic@nhs.net

We have notified these providers that you may well contact them and if we can help with any information to assist with the smooth transition to a new provider, we would be only too happy to help.

The Integrated Care Board has also commissioned a hearing support service which is provided by *Hear for Norfolk* who may also be able to help during this transition. They can be contacted on 01603 404440 or you can email them nda@hearfornorfolk.org.uk

Please accept our sincere apologies for the removal of this pathway within the practice. Our audiologist, Kelly is emigrating and recruiting a replacement is challenging. If we can find a new audiologist, we will resume this service as soon as we are able to.

If you would like any more information, please do not hesitate to get in touch either by phone or the practice email address which is info@colemanopticians.co.uk

Yours sincerely

Katie Fenn
Director