Feedback
We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

Freephone: 0800 183 0204
From a mobile or abroad: 0115 924 9924 ext 65412 or 62301
E-mail: pals@nuh.nhs.uk
Letter: NUH NHS Trust, c/o PALS, Freepost NEA 14614, Nottingham NG7 1BR

www.nuh.nhs.uk

Looking After Your Sound Processor

What happens when you lose, fail to return or damage a processor beyond repair

Nottingham Auditory Implant Programme

This document can be provided in different languages and formats. For more information please contact:
Nottingham Auditory Implant Programme
Ropewalk House
113 The Ropewalk
Nottingham, NG1 5DU
Tel: 0115 9485549
07976 190 003
naip@nuh.nhs.uk
www.nuh.nhs.uk/naip

The Trust endeavours to ensure that the information given here is accurate and impartial.

Lost, unreturned and damaged beyond repair
sound processors

This booklet is for cochlear implant users and carers. It outlines our policies for processors which are lost, not returned or damaged beyond repair.

Each sound processor costs thousands of pounds – the price of a new small car! In one recent year alone, lost processors cost our service over £250,000.

You must keep your sound processors safe and secure. You need to follow our recommendations on how to do this:

**What has changed?**
Due to the huge cost of replacing processors, in line with many other UK cochlear implant programmes we have changed the actions we take when you lose, fail to return or damage a processor beyond repair. We will no longer apply financial penalties. Instead, we will delay processor upgrades for children and adults. **We recommend that you insure your sound processors if possible** (see page 7 for more information).

From 1 March 2019 our policy will be as follows:

**Insuring your sound processor/s**
1. You are not obliged to insure your NHS sound processor/s.
2. However, you may choose to insure them against loss or damage, in order to help the NHS cover the cost of replacing the item/s and to potentially avoid a delay in the upgrade of your processor/s.
3. Some people have added their sound processors to their home insurance, but you can approach any insurance company to enquire if they will insure them for you.
4. There is an insurance scheme set up specifically for cochlear implant processors, which you can enquire about at www.insurance4cochlearimplants.co.uk or phone 0330 223 4388. **NUH and NAIP do not endorse, receive payment from or have any connection with this or any other insurance product.**
5. If your processor is insured, once payment is received by us for the lost or damaged processor, the processor upgrade delay will be cancelled.

---

**Adults and children over the age of 7** must use at least 1 method of securing the processor for everyday use and 2 when doing physical activities and sports

**Children aged 7 and under** must use at least 2 methods of securing the processor at all times, unless they use a pilot cap or headband as their main method

More information is available in our processor security leaflets

---

1. You are not obliged to insure your NHS sound processor/s.
2. However, you may choose to insure them against loss or damage, in order to help the NHS cover the cost of replacing the item/s and to potentially avoid a delay in the upgrade of your processor/s.
3. Some people have added their sound processors to their home insurance, but you can approach any insurance company to enquire if they will insure them for you.
4. There is an insurance scheme set up specifically for cochlear implant processors, which you can enquire about at www.insurance4cochlearimplants.co.uk or phone 0330 223 4388. **NUH and NAIP do not endorse, receive payment from or have any connection with this or any other insurance product.**
5. If your processor is insured, once payment is received by us for the lost or damaged processor, the processor upgrade delay will be cancelled.

---

**Adults and children over the age of 7** must use at least 1 method of securing the processor for everyday use and 2 when doing physical activities and sports

**Children aged 7 and under** must use at least 2 methods of securing the processor at all times, unless they use a pilot cap or headband as their main method

More information is available in our processor security leaflets

---

**What has changed?**
Due to the huge cost of replacing processors, in line with many other UK cochlear implant programmes we have changed the actions we take when you lose, fail to return or damage a processor beyond repair. We will no longer apply financial penalties. Instead, we will delay processor upgrades for children and adults. **We recommend that you insure your sound processors if possible** (see page 7 for more information).

From 1 March 2019 our policy will be as follows:
Returning lost equipment at a later date

1. If you find the lost processor at a later date, you must return it immediately to NAIP Helpdesk or Cochlear Care (if registered).
2. Please note that under the Department of Health guidance, you are not entitled to spare equipment and therefore you cannot keep hold of it.
3. If returned to Cochlear Care, they will notify NAIP Helpdesk.
4. The NAIP Equipment Group and Head of Service will consider each case individually and advise on whether any change to the upgrade delay is appropriate.
5. We will write to you to confirm this, including details on how to appeal. A copy of this will be retained on your electronic record for future reference.

Appeals

1. Users are entitled to one appeal per incident against the decision to impose a 3 year delay on the processor upgrade.
2. To appeal users must write to us within 28 days of the date of our letter advising you of the upgrade delay. Later appeals will not be considered.
3. The NAIP Equipment Group and Head of Service will review any appeals and you will be welcome to attend this meeting.
4. Following this you will receive a letter to inform you of the appeal decision. A copy of this will be kept on your electronic record for future reference.

If you lose a processor:

1. Contact the NAIP Helpdesk or, if you are a Cochlear user and are registered, contact Cochlear Care to report the loss.
2. We will take the details of the loss and give advice on searching further, e.g. checking in person in shops in the area, phoning the bus company if it might have been lost on a bus, etc.
3. We will normally wait 24 hours before we send a replacement (from the time you report it to us) to give you time to try to find it. Experience has shown that many lost processors are found within a few days of loss.
4. All spares and repairs services will be suspended during this period, including Cochlear Care.
5. If you are unable to find it in this time, you must provide us with a police crime or lost number by dialling 111 for the police. If the police in your area do not provide this service, report the loss online on www.reportmyloss.com
6. Once we have this, a replacement will either be sent to you by post or, if fitting and/or further counselling is required, you may be required to attend our department.
7. Because you will receive a replacement processor due to your loss, the date of your next upgrade for that ear will be delayed by 3 years, unless the cost of the processor is reimbursed through your (or another responsible organisations') insurance scheme. If such payment is received, the upgrade delay will be cancelled.
8. We will write to you to confirm this, including details on how to appeal. A copy of this will be kept on your electronic record for future reference.
9. Repeated losses will involve additional action for both adults and children, e.g. further upgrade delays and clinic attendance.
10. If you have more than 1 loss in any 12 month period, you must attend an appointment at the department to review your processor security and have a replacement issued.
If you do not return a processor which is due to us:

1. You must return any faulty processors (or any additional processors you may have) to us without delay.
2. When you are issued a replacement processor, you will be advised that you need to return the faulty one within 10 days.
3. To do this, put it in the pre-paid envelope sent to you. Take this to the Post Office and keep the receipt they give you as proof of sending.
4. If we do not receive the used/faulty processor within 10 days, NAIP Helpdesk will contact you to discuss this and will also write to you.
5. You will have a further 7 days to return the processor, or it will be considered as lost.
6. All spares and repairs services (including Cochlear Care) will be suspended immediately during this 7 day period, or until the processor is returned, whichever is the least.
7. If you are unable to find it in this time, you must provide us with a police crime or lost number.
8. The date of your next upgrade for that ear will be delayed by 3 years, unless the cost of the processor is reimbursed through your (or another responsible organisations') insurance scheme. If such payment is received, the upgrade delay will be cancelled.
9. We will write to you to confirm this, including details on how to appeal. A copy of this will be retained on your electronic record for future reference.
10. Repeated losses will involve additional action for both adults and children, e.g. further upgrade delays and clinic attendance.
11. If you have failed to return 2 or more processors, you will need to attend the department for future processor replacements, so the faulty items are handed back directly to us.

If a sound processor is damaged beyond repair:

1. If you know that your processor is damaged beyond repair, inform Cochlear Care (if registered) or NAIP Helpdesk. Sometimes it is not clear whether a processor is damaged beyond repair until the manufacturer has looked at it and informed us.
2. Our Helpdesk will contact you to discuss the circumstances of the damage and how the processor was being cared for at the time.
3. The Helpdesk will provide information and advice on future care requirements.
4. The date of your next upgrade for that ear will be delayed by 3 years. However, if we are reimbursed for the processor cost through your, or another responsible organisations', insurance scheme then the upgrade delay will be cancelled.
5. We will write to you to confirm this, including details on how to appeal.
6. Repeated losses will involve additional action for both adults and children, e.g. further upgrade delays and clinic attendance.